Setup Xplornet Email on an Android 5 Device using the Email App
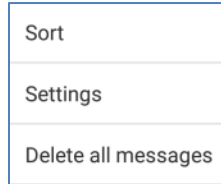
1. Open the **Email** app using the icon
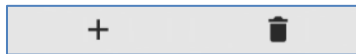

   a. If the app doesn't take you to the "Setup email" screen, tap the **three vertical dots** to the right of Inbox
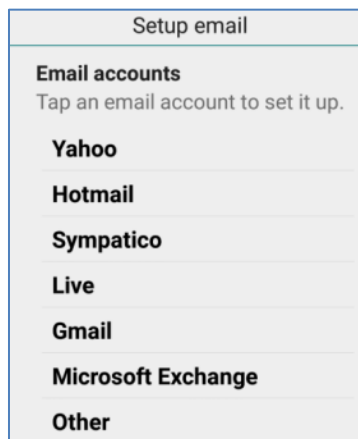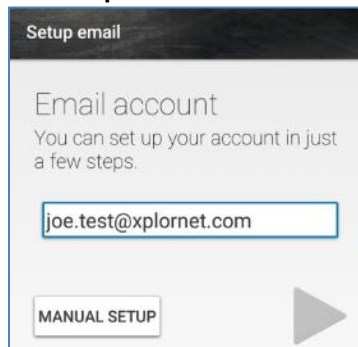

   b. Tap **Settings**

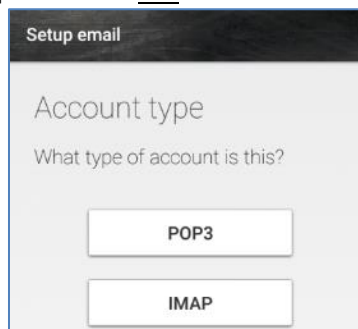   c. Tap the **+** sign at the bottom left

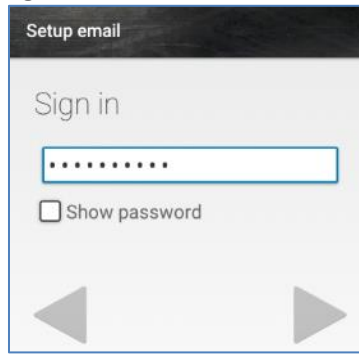
2. Tap **Other**

3. Enter your **email address** and then tap "**Manual Setup**"

4. Tap **IMAP** for "**Account type**" – POP3 is an option but is <u>not</u> recommended

5. Enter your email **Password** and then tap the **right arrow >**

6. For the **Incoming server settings**
    a. Change the **Domain/Username** to your **full email address**
    b. Enter the **Server** as **imap.xplornet.com**
    c. Verify the **Security Type** is **SSL/TLS**
    d. Verify the **Port** is **993**

    e. Tap the **right arrow >**

7. For the **Outgoing server settings**
   a. Enter the **SMTP Server** as **smtp.xplornet.com**
   b. Verify the **Security Type** is **SSL/TLS**
   c. Verify the **Port** is **465**
   d. Change the **Username** to your **full email address**

Outgoing server settings

SMTP SERVER
smtp.xplornet.com

PORT
465

SECURITY TYPE
SSL/TLS
☑ Require signin

USERNAME
joe.test@xplornet.com

PASSWORD
• • • • • • • • • •
☐ Show password

◀ ▶

   e. Tap the **right arrow >**
8. Change any **Account options** to your preferences and tap the **right arrow >**

Account options

Sync frequency:
Every hour

Sync emails from:
Last three days

☑ Notify me when email arrives

☑ Sync emails from this account

☐ Automatically download attachments over Wi-Fi

☐ Only download attachments over Wi-Fi

◀ ▶

9. Give this account a **name** (optional) and tap the **right arrow >**

Your account is set up and email is on its way!

Give this account a name (optional)
joe.test@xplornet.com

▶

Your account is now ready for use in the Email app on an Android 5 mobile device.

Changing Your Password

If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in the Email app to match the new password.

1. Open the **Email** app using the icon

2. You may get error messages like "Couldn't sign in" or "Please sign in to your email":
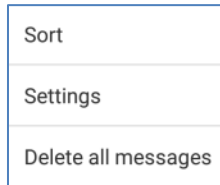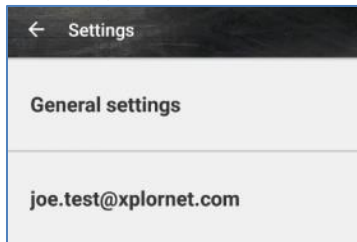
    or

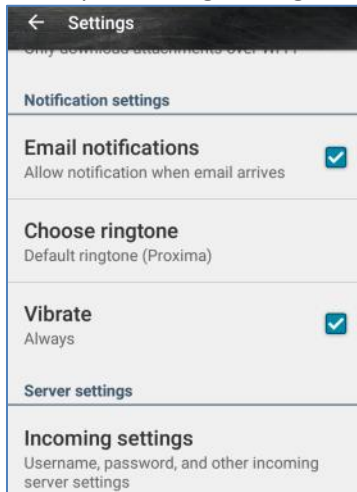3. Tap the **three vertical dots** to the right of Inbox

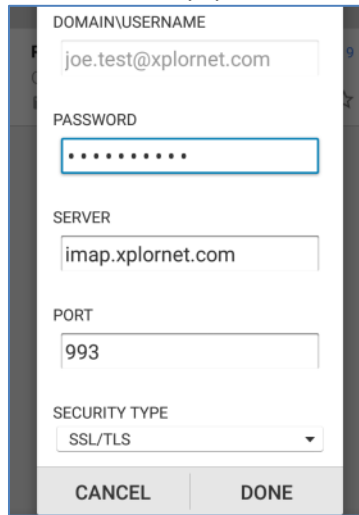

4. Tap **Settings**

5. Tap your **Account name** (typically your **email address**)

6. Scroll down to **Server settings** at the bottom and tap **Incoming settings**

7. Enter the <u>new</u> email **Password** that you set in webmail or MyXplornet

DOMAIN\USERNAME

joe.test@xplornet.com

PASSWORD

●●●●●●●●●●
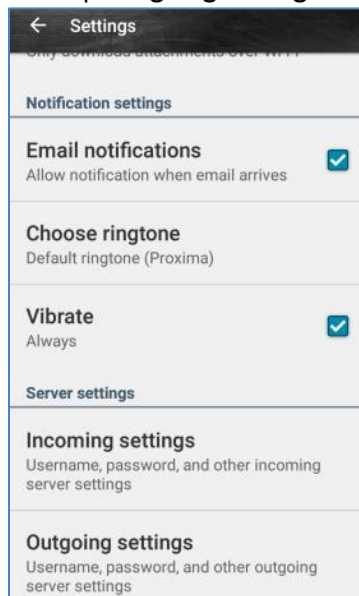
SERVER

imap.xplornet.com

PORT

993

SECURITY TYPE

SSL/TLS

CANCEL   DONE

    a. Tap **Done**
8. Scroll down to **Server settings** at the bottom and tap **Outgoing settings**

← Settings

Notification settings

Email notifications
Allow notification when email arrives ☑

Choose ringtone
Default ringtone (Proxima)
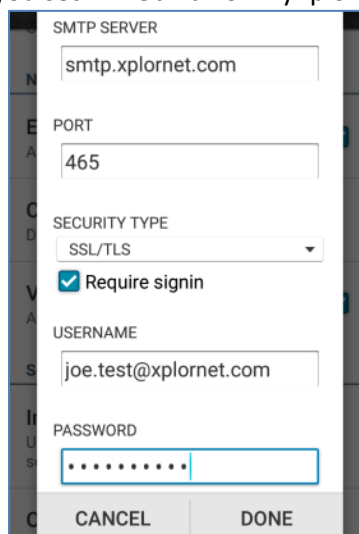
Vibrate
Always ☑

Server settings

Incoming settings
Username, password, and other incoming server settings

Outgoing settings
Username, password, and other outgoing server settings

9. Change the following settings:
    a. Verify the **Username** is your <u>full</u> **email address**
    b. Enter the <u>new</u> email **Password** that you set in webmail or MyXplornet

SMTP SERVER

smtp.xplornet.com

PORT

465

SECURITY TYPE

SSL/TLS

☑ Require signin

USERNAME

joe.test@xplornet.com

PASSWORD

●●●●●●●●●●

CANCEL   DONE

    c. Tap **Done**
10. Tap the ← **arrow** at the top left next to Settings

← Settings

11. Tap the ← **arrow** at the top left next to Settings again

← Settings