<u>**Xplornet Email using Mozilla Thunderbird**</u>
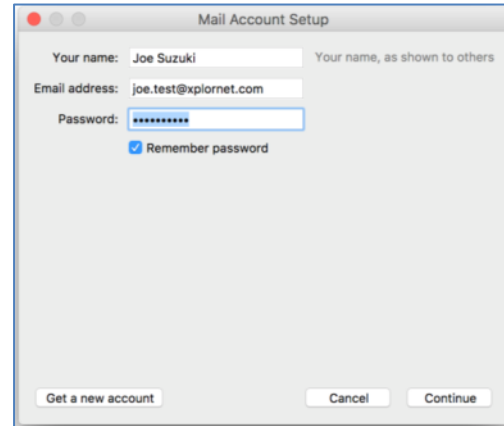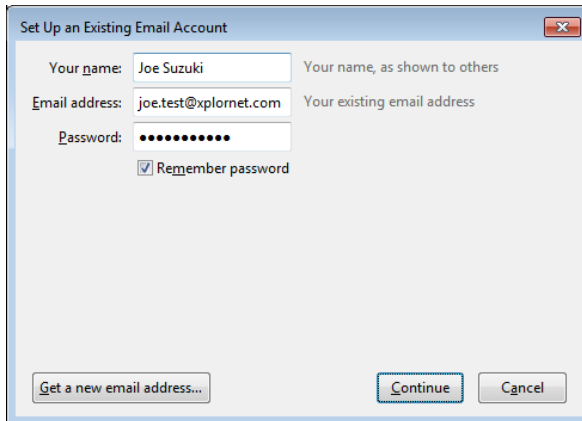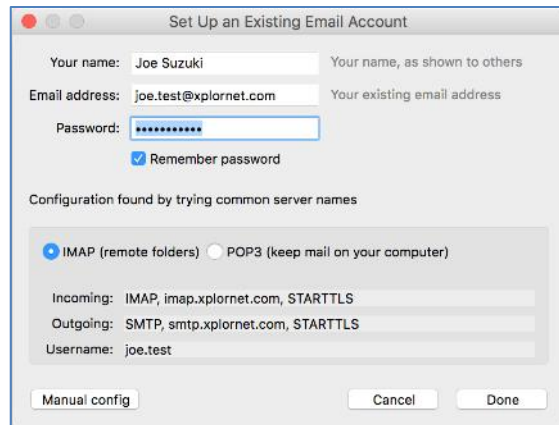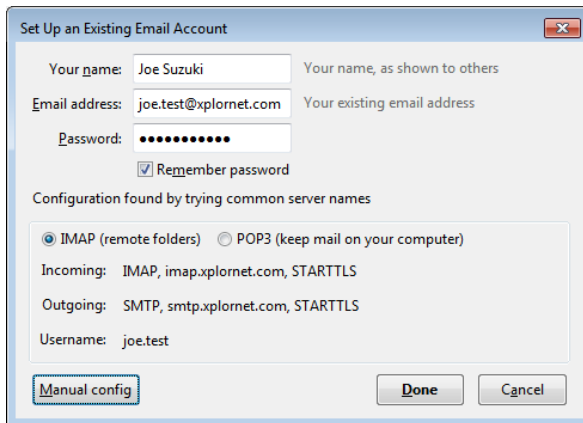
<u>**Adding a new email account**</u>

1. Click **File**, **New**, **Existing Mail Account…**
   a. If you don't see the menu bar across the top in the Windows version, click on the **menu button** ≡ (three horizontal stripes on the top right) and select **Options**, <u>**Menu Bar**</u>
2. Enter **Your name**, **Email address** and your email **Password**, then click <u>**Continue**</u>

3. Click <u>**Manual config**</u>

4. Leave **IMAP** selected for Incoming – POP3 is an option but is <u>not</u> recommended

Set Up an Existing Email Account

Your name: Joe Suzuki — Your name, as shown to others
Email address: joe.test@xplornet.com — Your existing email address
Password: ••••••••••
☑ Remember password

Configuration found by trying common server names

		Server hostname	Port	SSL	Authentication
Incoming:	IMAP	imap.xplornet.com	993	SSL/TLS	Autodetect
Outgoing:	SMTP	smtp.xplornet.com	465	SSL/TLS	Autodetect
Username:	Incoming:	joe.test@xplornet.com		Outgoing:	joe.test@xplornet.com

Advanced config   Re-test   Done   Cancel

Set Up an Existing Email Account

Your name: Joe Suzuki — Your name, as shown to others
Email address: joe.test@xplornet.com — Your existing email address
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		Server hostname	Port	SSL	Authentication
Incoming:	IMAP	imap.xplornet.com	993	SSL/TLS	Autodetect
Outgoing:	SMTP	smtp.xplornet.com	465	SSL/TLS	Autodetect
Username:	Incoming:	joe.test@xplornet.com		Outgoing:	joe.test@xplornet.com

Advanced config   Cancel   Re-test   Done

5. Verify that the **Incoming Server Hostname** is **imap.xplornet.com**
6. Verify that the **Outgoing Server Hostname** is **smtp.xplornet.com**
7. Under **SSL** for both **Incoming** and **Outgoing**, change the selections to **SSL/TLS**
8. Verify that the **Ports** are now **993** for **Incoming** and **465** for **Outgoing**.
9. Change the **Username** for both **Incoming** and **Outgoing** to your **full email address** (do the Incoming one first and it may change the Outgoing one to match)
10. Click **Re-test**
11. Click **Done**
12. Click **File**, **Subscribe**
13. If your email address is not shown next to **Account**, select it from the drop down list

Subscribe

Account: joe.test@xplornet.com
Show items that contain:

Folder List

Select the folders to subscribe to:
- Drafts ☑
- INBOX ☑
- Sent Items ☑
- Spam ☑
- Trash ☑

Subscribe
Unsubscribe
Refresh
Stop

OK   Cancel

Account: joe.test@xplornet.com
Show items that contain:

Folder List

Select the folders to subscribe to:
- Drafts ✓
- INBOX ✓
- Sent Items ✓
- Spam ✓
- Trash ✓

Subscribe
Unsubscribe
Refresh
Stop

Cancel   OK

14. Verify all the folders are checked and click **Subscribe**, then click **OK**

15. Next to your email address, if it's still only showing the Inbox folder, click on the triangle/arrow to the left of it to collapse the list of folders, and the click it again to expand the list. It should display all the folders your subscribed above
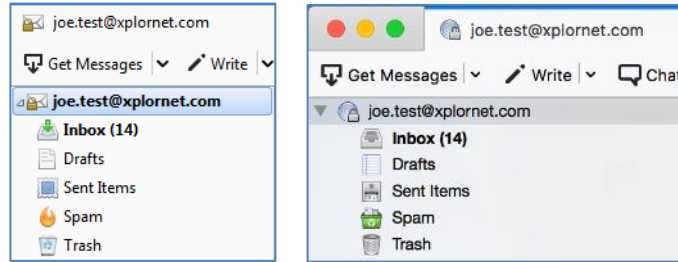
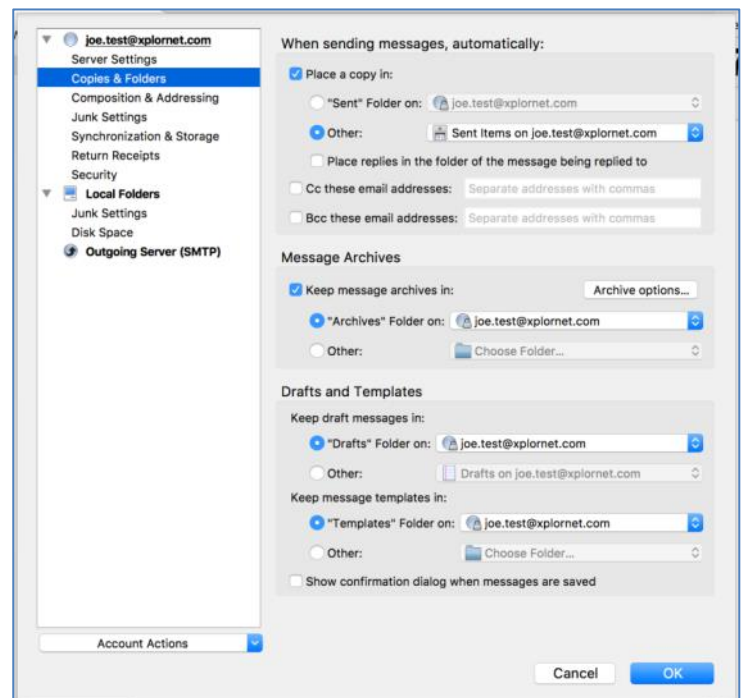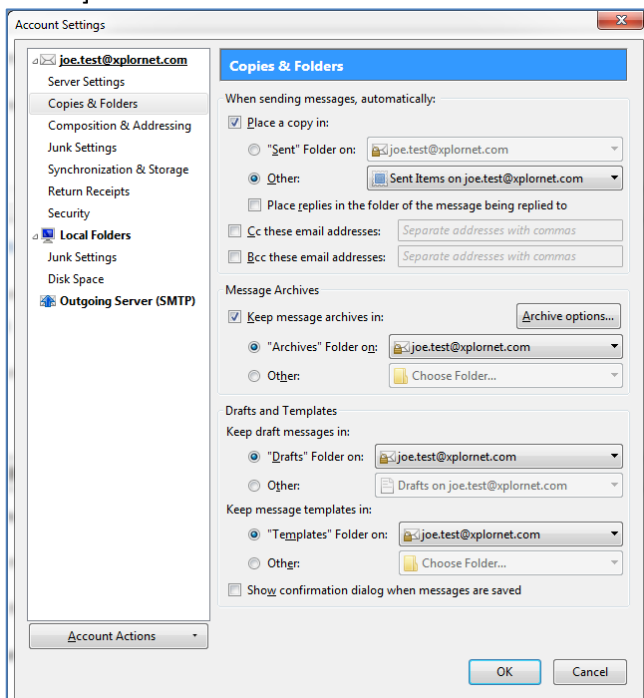16. Click **Tools**, **Account Settings**
17. Under your email address, select **Server Settings**
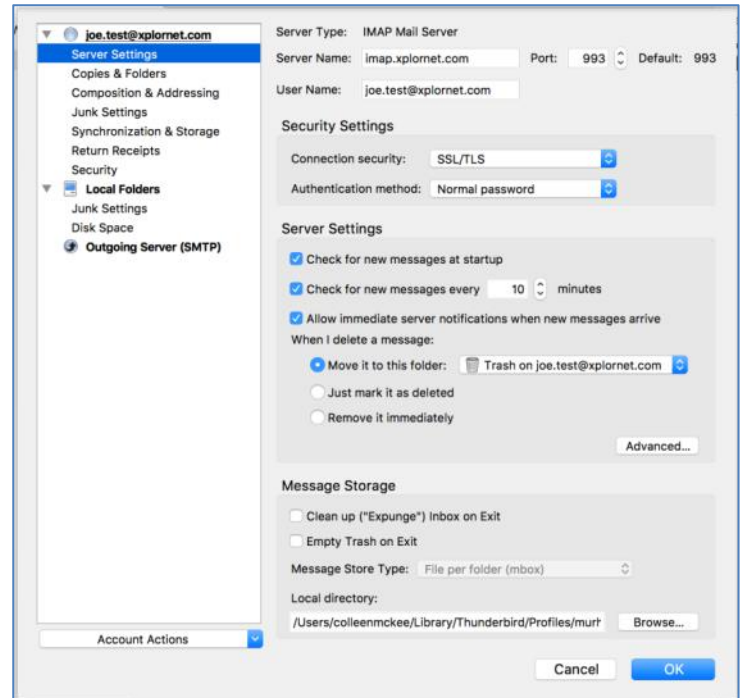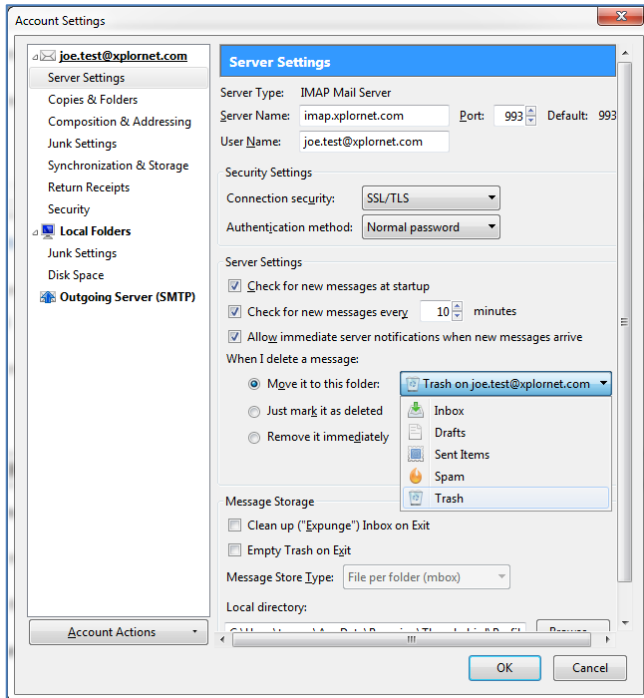
18. For "**When I delete a message**", ensure it's set to "**Move it to this folder**": **Trash on** [your email address]
19. Under your email address, select **Copies & Folders**
20. For "**When sending messages, automatically**", ensure it's set to "**Place a copy in:**" **Other: Sent Items** on [your email address]

21. For "**Keep draft messages in**", ensure it's set to **"Drafts" Folder on**: [your email address]

22. Under your email address, select **Junk Settings**
23. For **Destination and Retention**, check the box to "**Move new junk messages to**" and select **Other: Spam on** [your email address]
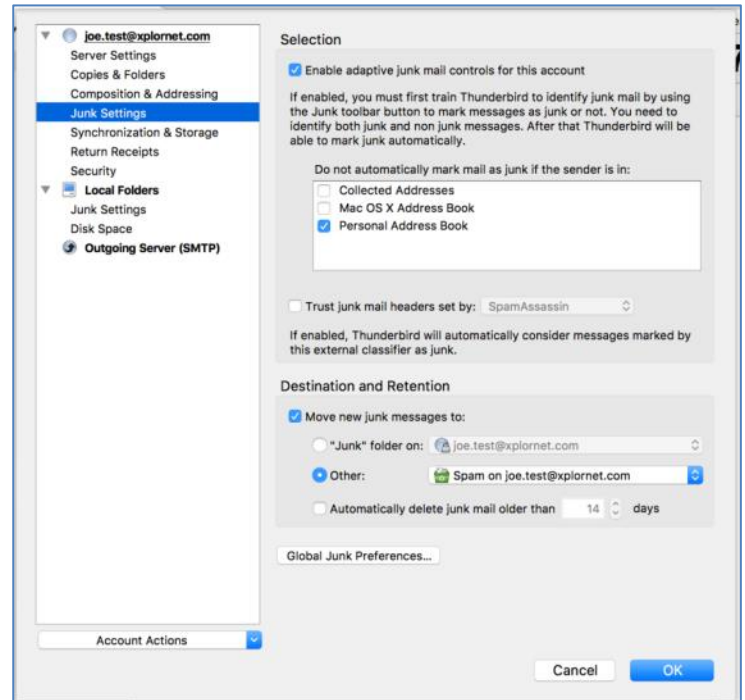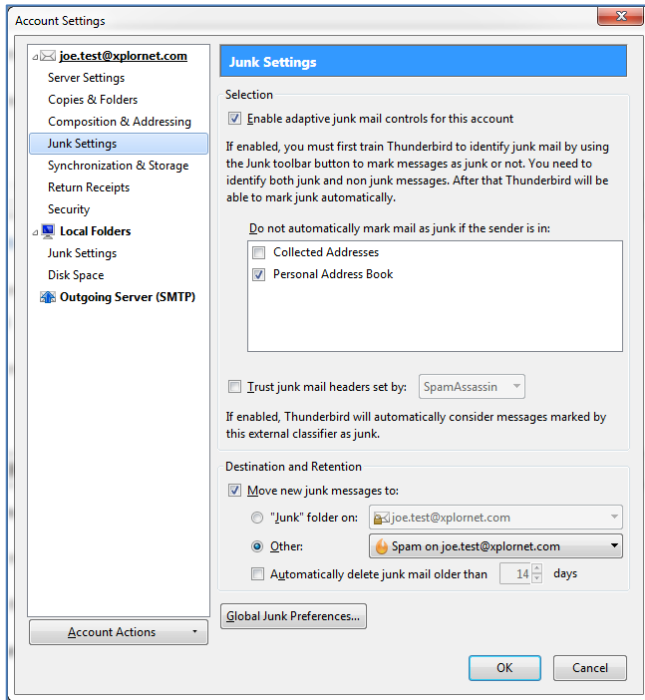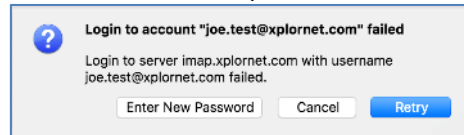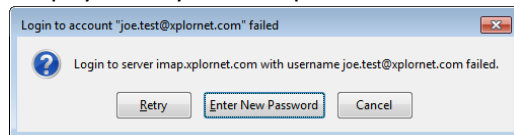

24. Click **OK**

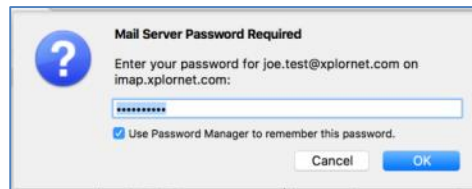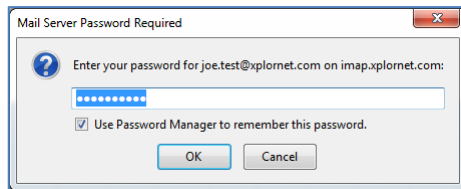Your email account is now ready for use in Thunderbird.

Changing your Email Password

If you **changed your email password** in webmail or MyXplornet, you will need to change it in Thunderbird to match the new password.

Thunderbird should prompt you for your new password with "**Login to account Failed**" (note the **server** is **IMAP** – for incoming):
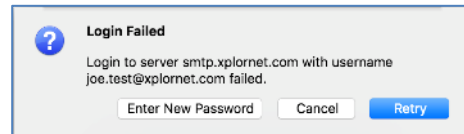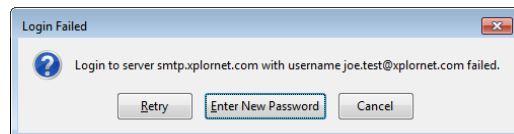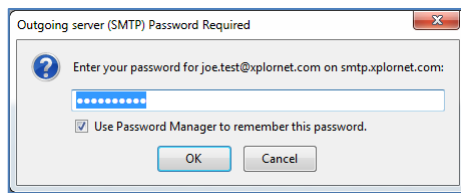

1. Click **Enter New Password**

2. Enter your new **password**, check the box for "**Use Password Manager to remember this password**" (unless you wish to enter it every time) and click **OK**

It should also prompt you when you send a message from Thunderbird with "**Login Failed**" (note the **server** is **SMTP** – for outgoing):
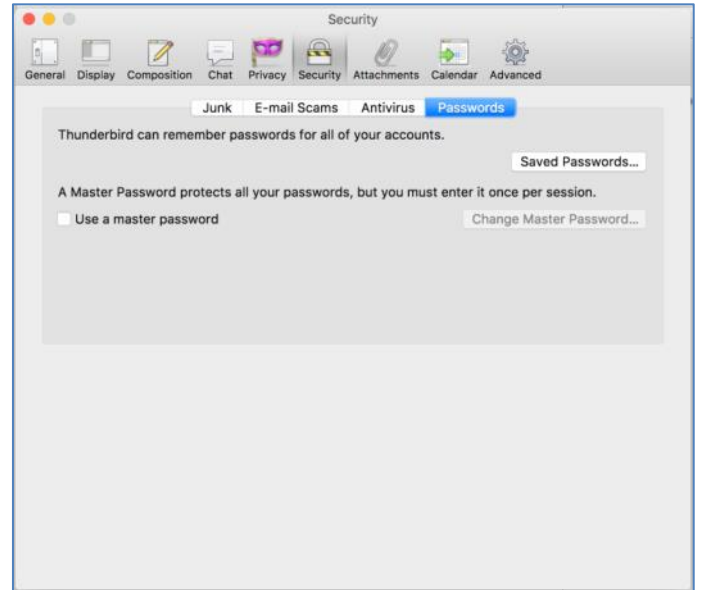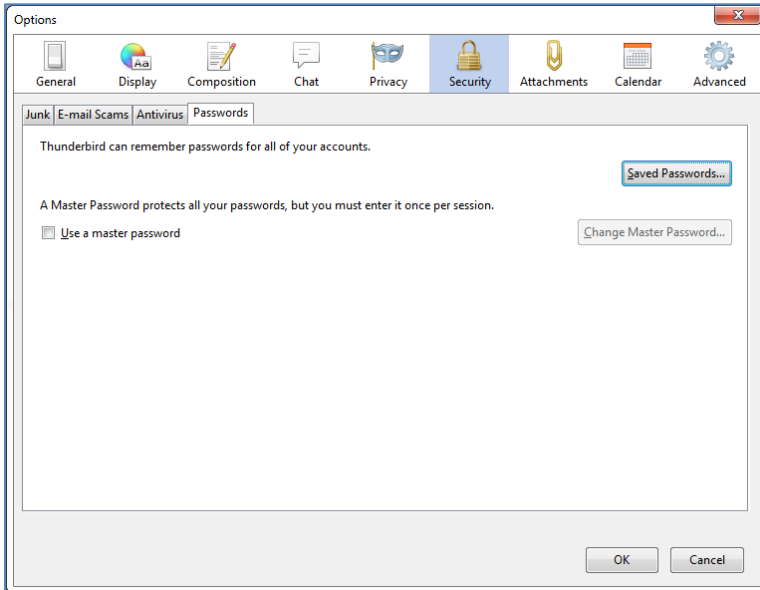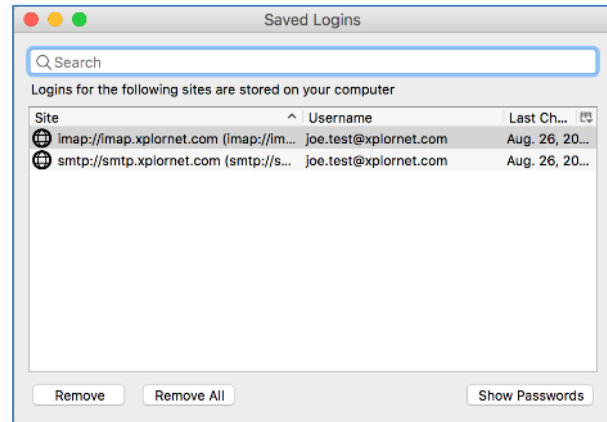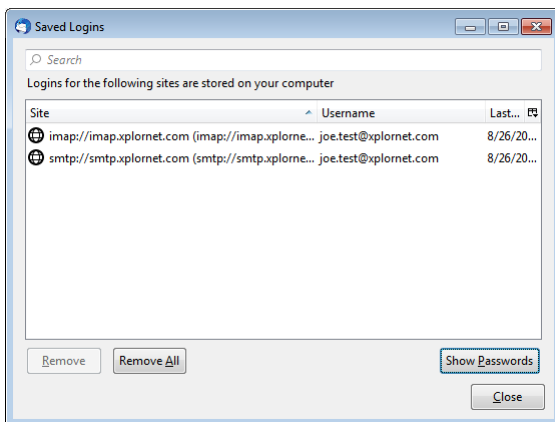

1. Click **Enter New Password**

2. Enter your new **password**, check the box for "**Use Password Manager to remember this password**" (unless you wish to enter it every time) and click **OK**

If Thunderbird doesn't prompt you for your new password, follow these steps:
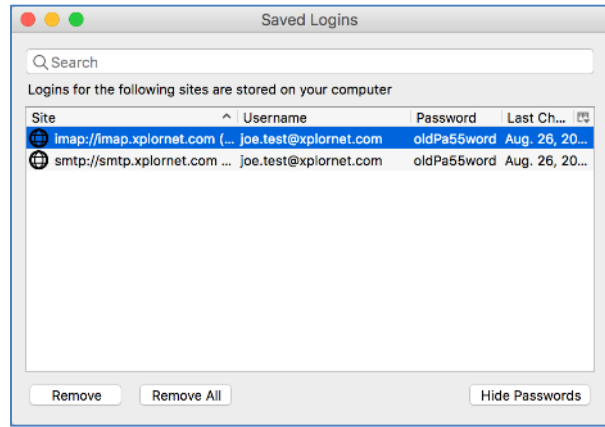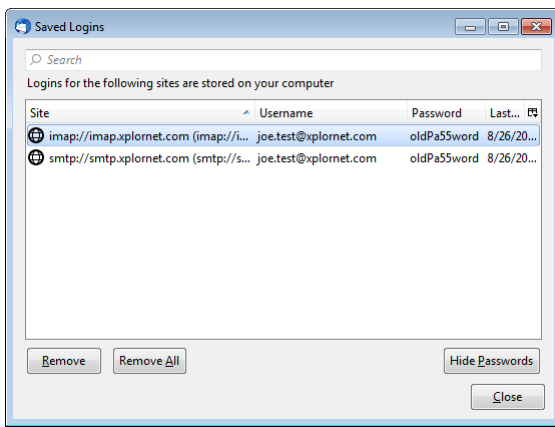
1. Click on **Tools**, **Options** (Windows) or **Thunderbird**, **Preferences** (Mac)
   a. If you don't see the menu bar across the top in the Windows version, click on the **menu button** ☰ (three horizontal stripes on the top right) and select **Options**, **Menu Bar**
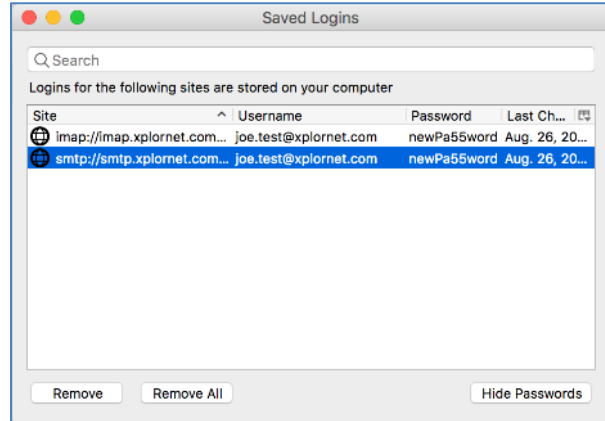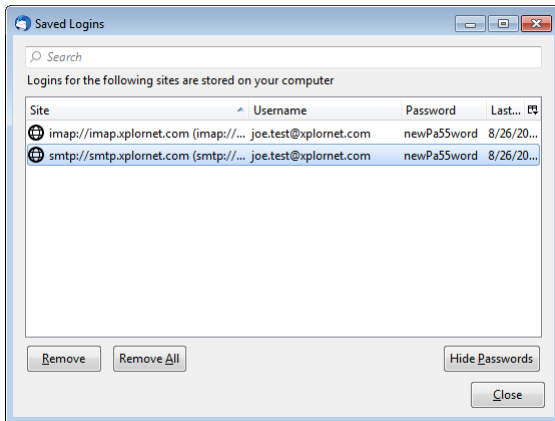2. Go to **Security**, then the **Passwords** tab

3. Click **Saved Passwords**

4. Click **Show Passwords**, and then **Yes**

5. **Right click** on each of the entries for the **imap** and **smtp Sites** with your email address as the Username and click **Edit Password**

6. Enter the new **Password** you set in webmail or MyXplornet for each, then click **Close** (Windows) or the **red circle** with the X in it (Mac)
7. In the **Options/Preferences** window, click **OK** (Windows) or the **red circle** with the X in it (Mac)
8. Click **File**, **Exit** (Windows) or **Thunderbird**, **Quit Thunderbird** (Mac), or close **Thunderbird**, and open it again

Your password is now changed to match what you set it to in webmail or MyXplornet.