## Adding a new email account

- 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 **Customize**, <u>Menu Bar</u>
- 2. Enter Your name, Email address and your email Password, then click Continue



3. Leave IMAP selected for Protocol (POP3 is an option but is not recommended) and click Configure manually...

| Set Up You                 | r Existing Email Addr                     | ess          |
|----------------------------|---|--------------|
| Use                        | your current email address                |              |
|                            |   |              |
| Your <u>n</u> ame:         | Terry McKee                               | 0            |
| Empil oddroccu             | torran de segundaren et es                | 0            |
| Email address.             | terry.mckee@xplornet.ca                   | 0            |
| Password:                  | •••••                                     | Ø            |
|                            | ✓ Re <u>m</u> ember password              |              |
| ✓ Configuration fo         | ound by trying common server nan          | nes          |
| Protocol:                  | <ul> <li>IMAP (remote folders)</li> </ul> |              |
|                            | POP3 (keep mail on your co                | mputer)      |
| Incoming                   | IMAP iman xplornet.ca STARTT              | IS           |
| Outgoing:                  | SMTP smtp.xplornet.ca STARTT              | 'LS          |
| Username:                  | terry.mckee                               |              |
|                            |   |              |
|                            |   |              |
| Configure <u>m</u> anually | . C <u>a</u> ncel                         | <u>D</u> one |

4. Leave IMAP selected for Incoming Protocol – POP3 is an option but is not recommended

| Set Up                 | Υοι   | ur Existing         | Em     | ail Address        |        |
|------------------------|-------|---------------------|--------|--------------------|--------|
|                        | Use   | e your current em   | ail ad | dress              |        |
|                        |       |                     |        |                    |        |
| Your <u>n</u> ame:     |       | Terry McKee         |        |                    | 0      |
| <u>E</u> mail address: |       | terry.mckee@xp      | olorne | et.ca              | 0      |
| Password:              |       | •••••               |        |                    | ø      |
|                        |       | ✓ Re <u>m</u> ember | passv  | vord               |        |
|                        |       |                     |        |                    |        |
|                        |       | INCOMING            |        | OUTGOING           |        |
| Protocol:              | IMA   | P.                  | ۲      | SMTP               |        |
| Server:                | imap  | o.xplornet.com      |        | smtp.xplornet.com  | ~      |
| Port:                  | 993   |                     | •      | 465                | ~      |
| SSL:                   | SSL/  | /TLS                | •      | SSL/TLS            | •      |
| Authentication:        | Aut   | odetect             | •      | Autodetect         | ~      |
| Jsername:              | terry | .mckee@xplorne      | t.ca   | terry.mckee@xplorn | et.ca  |
|                        |       |                     |        | <u>A</u> dvanced   | onfig: |
|                        |       |                     |        |                    |        |
| Cancel                 |       |                     |        | Re-test Do         | ne     |

5. Verify that the Incoming Server Hostname is imap.xplornet.com

- 6. Verify that the Outgoing Server Hostname is smtp.xplornet.com
- 7. For 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 on **Inbox** below your email address. If it's still only showing the Inbox folder and no other folders below it, click on the **arrow** to the left of your email address to collapse the list of folders, and the click it again to expand the list.



## 13. Click File, Subscribe

14. If your email address is not shown next to Account, select it from the drop down list



- 15. Verify all the folders are checked and click **Subscribe**, then click **OK**
- 16. Click <u>Tools</u>, Account <u>Settings</u>
- 17. Under your email address, select Server Settings

| ∽ 🗠 terry.mckee@xplornet.ca | Server Settings   |  |  |  |
|-----------------------------|---|--|--|--|
| Server Settings             | Server Type: IMAP Mail Server                                   |  |  |  |
| Copies & Folders            | Server Name: imap.xplornet.com Port: 993 C Default: 993         |  |  |  |
| Composition & Addressing    | User Name: terry.mckee@xplornet.ca                              |  |  |  |
| Junk Settings               |   |  |  |  |
| Synchronization & Storage   | Security Settings   |  |  |  |
| End-To-End Encryption       | Connection security: SSL/TLS ~                                  |  |  |  |
| Return Receipts             | A dead after a dead a Manual account                            |  |  |  |
| > 🛅 Local Folders           | Authentication method: Normal password V                        |  |  |  |
| Outgoing Server (SMTP)      | Server Settings   |  |  |  |
|                             | Check for new messages at startup                               |  |  |  |
|                             | ✓ Check for new messages every 10 💭 minutes                     |  |  |  |
|                             | ✓ Allow immediate server notifications when new messages arrive |  |  |  |
|                             | When I delete a message:  |  |  |  |
|                             | Move it to this folder:      Trash on terry.mckee@xplornet.ca   |  |  |  |
|                             | Just mark it as deleted   |  |  |  |
| Account Actions ~           | Bemaua it immediately   |  |  |  |
|                             | - Remove it immediately   |  |  |  |

- 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]

| Inbox  | nt Settings X   | 🗑 📴  | Account Settings X                                       | 0 0   |
|--|---|--|--|---|
| ✓ ☑ terry.mckee@xplornet.ca<br>Server Settings<br>Copies & Folders | If enabled, Thunderbird will automatically consider messages r<br>this external classifier as junk. | s marked by                                | If enabled, Thunderbird w<br>by this external classifier | vill automatically consider messages marked<br>as junk. |
| Composition & Addressing   | Destination and Retention   | Composition & Addressing                   | Destination and Reten                                    | tion  |
| Synchronization & Storage  | Move new junk messages to  "lunk" folder on:  terry.mckee@xplomet.ca                                | Junk Settings<br>Synchronization & Storage | Move new junk mess                                       | ages to:  |
| End-To-End Encryption<br>Return Receipts                           | Qther: Spam on terry.mckee@xplorne  | End-To-End Encryption Return Receipts      | Other:   | ð Spam on terry.mckee@xplornet.ca ~                     |
| > 🛅 Local Folders<br>🖄 Outgoing Server (SMTP)                      | Automatically delete junk mail older than 14  |  | Automatically de   | dete junk mail older than 14 C days                     |
| Account Actions 🗸  |   | Account Actions                            | *  | Global Junk Preferences                                 |

24. Close the Accounts Settings tab

Your email account is now ready for use in Thunderbird.

## **Changing your Email Password**

If you **changed your email password** in <u>webmail</u> or <u>MyXplornet</u>, 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):

|                    | Login to account "terry.mckee@xplornet.ca" failed   | Cogin to account "terry.mckee@xplornet.ca" failed<br>Login to server imap.xplornet.com with username<br>terry.mckee@xplornet.ca failed.<br>Enter New Password Cancel Retry |
|--------------------|---|--|
| 1. Click Enter New | Password Enter your password for terry.mckee@xplormet.ca  | Enter your password for terry.mckee@xplornet.ca  |
|                    | <ul> <li>Enter your password for terry.mckee@xplornet.ca on imap.xplornet.com:</li> <li>Use Password Manager to remember this password.</li> <li>OK Cancel</li> </ul> | Enter your password for terry.mckee@xplornet.ca on<br>imap.xplornet.com:  Use Password Manager to remember this password.  Cancel OK                                       |

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):

|                 | Login Failed         Image: Comparison of the server smtp.xplornet.com with username terry.mckee@xplornet.ca faile         Image: Retry       Enter New Password         Cancel | failed.         failed.         Login to server smtp.xplornet.com with username terry.mckee@xplornet.ca failed.         Enter New Password       Cancel         Retry  |
|-----------------|---|--|
| Click Enter New | Password  |  |
|                 | Password Required for Outgoing (SMTP) Server smtp.xplornet.com  | Password Required for Outgoing (SMTP) Server smtp.xplornet.com         .com:       Enter your password for terry.mckee@xplornet.ca on smtp.xplornet.com:         .com:       Use Password Manager to remember this password.         Cancel       OK |

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 **Customize**, <u>Menu Bar</u>
- 2. Go to Privacy & Security

1.

| 🛗 Calendar         | Use a master password  | Change Master Password  |
|--------------------|--|-------------------------|
| 🖵 Chat             | A Master Password protects all your passwords, but you<br>session. | must enter it once per  |
| Privacy & Security | Thunderbird can remember passwords for all of your ac              | counts. Saved Passwords |
| 🖋 Composition      | Passwords  |                         |
| 🔅 General          | Passwords  |                         |

3. Click Saved Passwords

| Saved Logins  |                         |                |
|---|-------------------------|----------------|
| 0   |                         |                |
| Dogins for the following providers are stored on your compute | r                       |                |
| Provider  | Username                | Last           |
| imap://imap.xplornet.com (imap://imap.xplornet.com)           | terry.mckee@xplornet.ca | 9/18/20        |
| smtp://smtp.xplornet.com (smtp://smtp.xplornet.com)           | terry.mckee@xplornet.ca | 9/18/20        |
|   |                         |                |
|   |                         |                |
|   |                         |                |
|   |                         |                |
| Remove Remove All   | 6                       | Show Passwords |
|   | L                       |                |
|   |                         | Close          |

4. Click Show Passwords, and enter your computer credentials if prompted

|                  |                    | Saved Log                   | ins                     |             | ×                   |
|------------------|--------------------|-----------------------------|-------------------------|-------------|---------------------|
|                  |                    |                             |                         |             |                     |
| Q                |                    |                             |                         |             |                     |
| Logins for the f | ollowing provi     | ders are stored on your com | puter                   |             |                     |
| Provider         |                    | *                           | Username                | Password    | Last  03            |
| 🗐 imap://imap    | .xplornet.com      | (imap://imap.xplornet.com)  | terry.mckee@xplornet.ca | oldPa55word | 9/18/20             |
| smtp://smtp      | .xplornet.com      | (smtp://smtp.xplornet.com)  | terry.mckee@xplornet.ca | oldPa55Word | 9/18/20             |
|                  |                    |                             |                         |             |                     |
|                  |                    |                             |                         |             |                     |
|                  |                    |                             |                         |             |                     |
|                  |                    |                             |                         |             |                     |
| <u>R</u> emove   | Remove <u>A</u> ll |                             |                         | Hid         | e <u>P</u> asswords |
|                  |                    |                             |                         |             |                     |
|                  |                    |                             |                         |             | Close               |

5. **Right click** on each of the entries for the **imap** and **smtp Providers** with your email address as the Username and click <u>Edit</u> **Password** (or just double-click on the Password)

| Ø         Logins for the following providers are stored on your computer         Provider       ▲ Username       Password       Last   |                |                    | Saved Log                   | jins                    |             |                     |
|--|----------------|--------------------|-----------------------------|-------------------------|-------------|---------------------|
| P         Logins for the following providers are stored on your computer         Provider       ▲         Ø imap://map.xplomet.com (imap://map.xplomet.com)       terry.mckee@xplomet.ca         Ø imap://snip.xplomet.com (imip://snip.xplomet.com)       terry.mckee@xplomet.ca         Ø imap://snip.xplomet.com (imip://snip.xplomet.com)       terry.mckee@xplomet.ca         Ø imap:/snip.xplomet.com (imip://snip.xplomet.com)       terry.mckee@xplomet.ca         Ø imap:/snip.xplomet.com (imip://snip.xplomet.com)       terry.mckee@xplomet.ca         Bemove       Remove All | _              |                    |                             |                         |             |                     |
| Logins for the following providers are stored on your computer Provider ▲ Username Password Last [   | 0              | 6 H                | 1                           |                         |             |                     |
| Provider     ▲ Username     Password     Last  | Logins for the | tollowing provi    | ders are stored on your com | puter                   |             |                     |
| G imap://imap.xplomet.com (imap://imap.xplomet.com) terry.mckee@xplomet.ca newPa55Word 9/18/20     G smtp://smtp.xplomet.com (smtp://smtp.xplomet.com) terry.mckee@xplomet.ca newPa55Word 9/18/20     Bemove Remove All Hide gasswords   | Provider       |                    | A                           | Username                | Password    | Last 🛤              |
| smtp://smtp.xplomet.com (smtp://smtp.xplomet.com) terry.mckee@xplomet.ca newPa5560rd 9/18/20      Bemove Remove All Hide Passwords   | 🔁 imap://ima   | ap.xplornet.com    | (imap://imap.xplornet.com)  | terry.mckee@xplornet.ca | newPa55word | 9/18/20             |
| Remove Remove All Hide Basswords   | smtp://sm      | tp.xplornet.com    | (smtp://smtp.xplornet.com)  | terry.mckee@xplornet.ca | newPa55Word | 9/18/20             |
| Remove Remove All Hide Passwords   |                |                    |                             |                         |             |                     |
| Bemove Remove All Hide Passwords   |                |                    |                             |                         |             |                     |
| Bemove Remove All Hide Passwords   |                |                    |                             |                         |             |                     |
| Remove Remove All Hide Passwords   |                |                    |                             |                         |             |                     |
| Remove Remove All Hide Basswords   |                |                    |                             |                         |             |                     |
| di   |                |                    |                             |                         | 1.12 -      |                     |
| (1000)   | <u>R</u> emove | Remove <u>A</u> ll |                             |                         | HIG         | e <u>P</u> asswords |

- 6. Enter the new **Password** you set in webmail or MyXplornet for each, then click **Close**
- 7. Close the **Options** tab
- 8. Click File, Exit (Windows) or Thunderbird, Quit Thunderbird (Mac), to close Thunderbird, and open it again

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