

# Xplornet Email on an Android 5 Device using the Email App

## Changing Your Settings

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



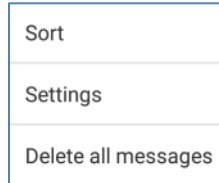
2. You may get error messages like “Couldn’t sign in” or “Please sign in to your email”:



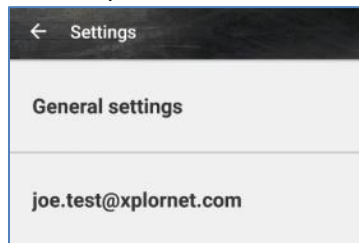
3. Tap the **three vertical dots** to the right of Inbox



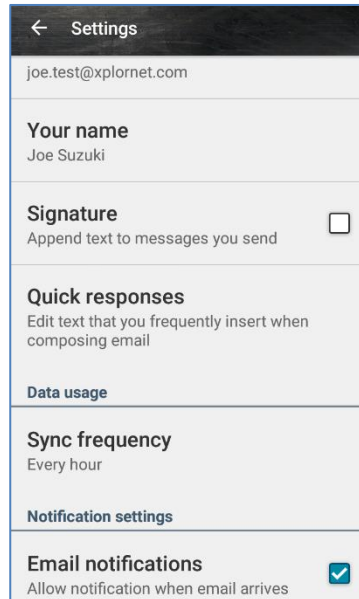
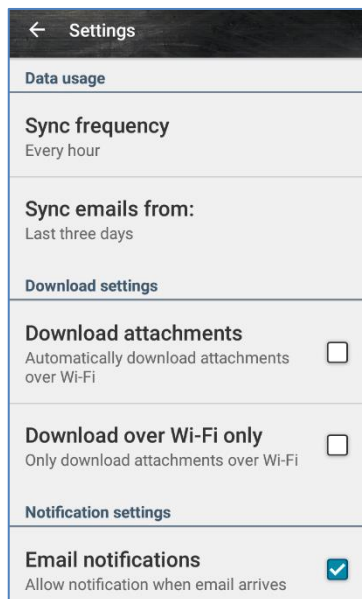
4. Tap **Settings**



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

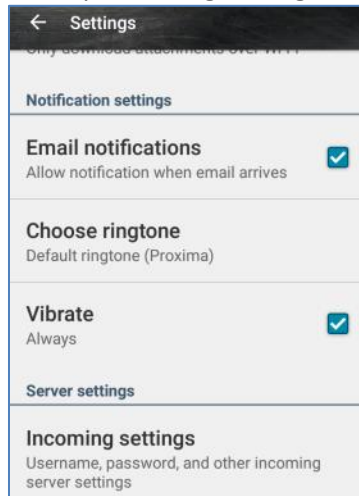


6. Scroll down to **Notification settings**, and note the **section listed immediately above it**



- a. If it's **Download settings**, then it's using **IMAP**
- b. If it's **Data usage**, then it's using **POP**

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



8. Scroll to the bottom. If it has the option for **Delete email from server**, then it's using **POP**; otherwise it's using IMAP

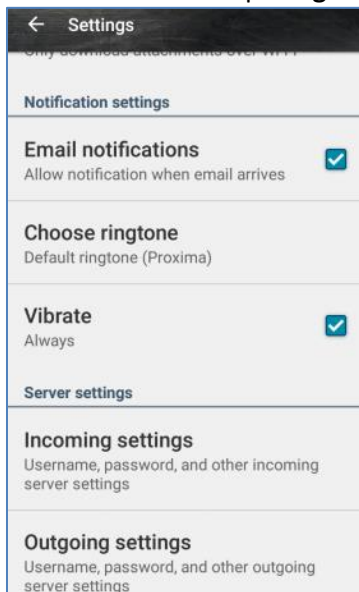
9. Verify the following settings, and change them if necessary:

- a. Verify that your **Username** is your **full email address**, including the portion after the @ symbol
  - i. If not, you will need to remove this account from your device and add it again as a new account (see "[Adding a new email account](#)")
- a. **Password**: enter your email password
- b. **Server**
  - i. If it's using **IMAP**: **imap.xplornet.com**
  - ii. If it's using **POP**: **pop.xplornet.com**
- c. **Port**
  - i. **IMAP**: **993**
  - ii. **POP**: **995**
- d. **Security Type**: **SSL/TLS**

A screenshot of the 'Incoming Settings' dialog box. It has a title bar 'DOMAIN\USERNAME'. Below it are input fields for 'DOMAIN\USERNAME' (containing 'joe.test@xplornet.com'), 'PASSWORD' (with masked characters), 'SERVER' (containing 'imap.xplornet.com'), 'PORT' (containing '993'), and 'SECURITY TYPE' (a dropdown menu set to 'SSL/TLS'). At the bottom are 'CANCEL' and 'DONE' buttons.A screenshot of the 'Incoming Settings' dialog box. It has a title bar 'DOMAIN\USERNAME'. Below it are input fields for 'DOMAIN\USERNAME' (containing 'joe.test@xplornet.com'), 'PASSWORD' (with masked characters), 'SERVER' (containing 'pop.xplornet.com'), 'PORT' (containing '995'), 'SECURITY TYPE' (a dropdown menu set to 'SSL/TLS'), and 'Delete email from server' (a dropdown menu set to 'Never'). At the bottom are 'CANCEL' and 'DONE' buttons.

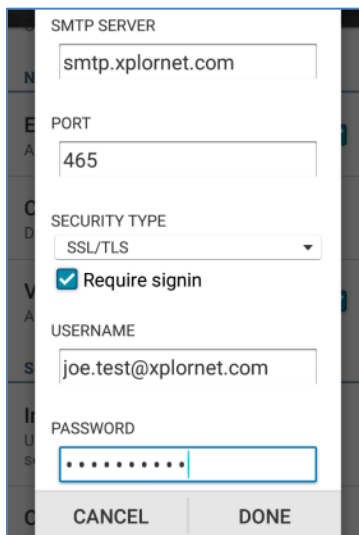
a. Tap **Done**

10. Scroll down (if necessary) to **Server settings** at the bottom and tap **Outgoing settings**



11. Verify the following settings, and change them if necessary:

- a. **SMTP Server:** **smtp.xplornet.com**
- b. **Port:** **465**
- c. **Security Type:** **SSL/TLS**
- d. **Username:** your full email address
- e. **Password:** enter your email password



f. Tap **Done**

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



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



The settings are also found [here](#).