

Xplornet Mail on an Apple computer running macOS

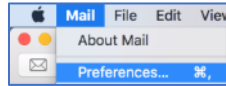
Changing your Settings

Mail may prompt you for your password with a “Can’t connect to the account” message

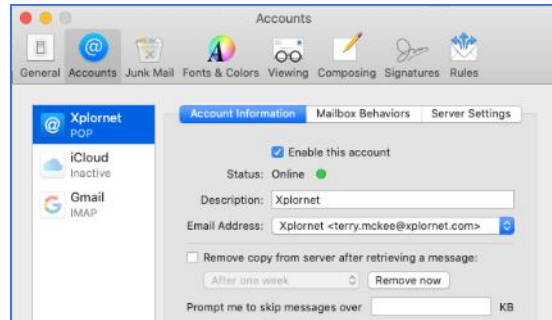
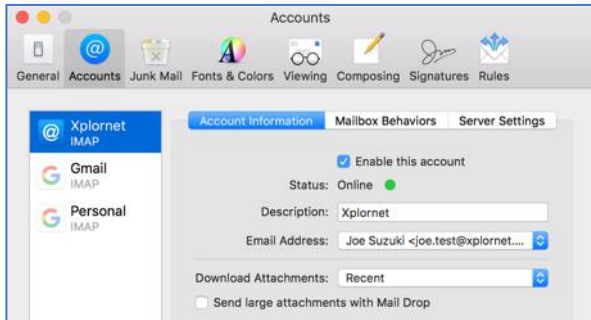


If so, click **Cancel**

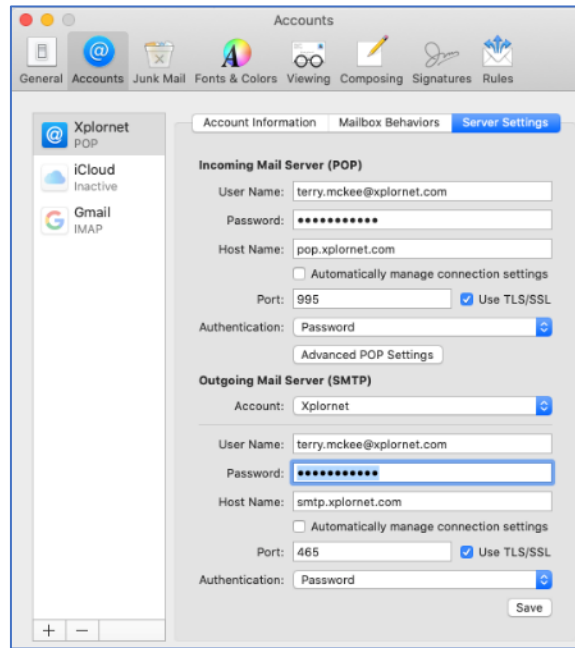
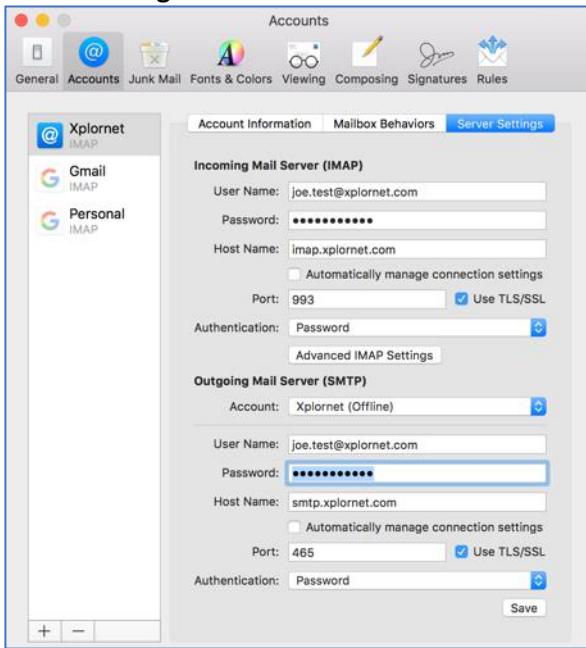
1. Click **Mail, Preferences**



2. Select your email account



3. Go to the **Server Settings** tab



- a. Verify the following settings, and change them if necessary:
- i. **User Name** for both the **Incoming Mail Server** and the **Outgoing Mail Server (SMTP)**: your **full email address**, including the portion after the @ symbol
 - ii. **Password** for both the **Incoming Mail Server** and the **Outgoing Mail Server (SMTP)**: your email password
 - iii. **Incoming Mail Server**
 1. If **IMAP**
 - a. **Host Name: imap.xplornet.com**
 - b. Uncheck “Automatically manage connections settings” (if not already unchecked)
 - c. **Port: 993**
 - d. **Use TLS/SSL: Checked**
 2. If **POP**
 - a. **Host Name: pop.xplornet.com**
 - b. Uncheck “Automatically manage connections settings” (if not already unchecked)
 - c. **Port: 995**
 - d. **Use TLS/SSL: Checked**
 - iv. **Outgoing Mail Server (SMTP)**
 1. **Host Name: smtp.xplornet.com**
 2. Uncheck “Automatically manage connections settings” (if not already unchecked)
 3. **Port: 465**
 4. **Use TLS/SSL: Checked**
- b. Click **Save**
4. **Close** the **Accounts** window

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