

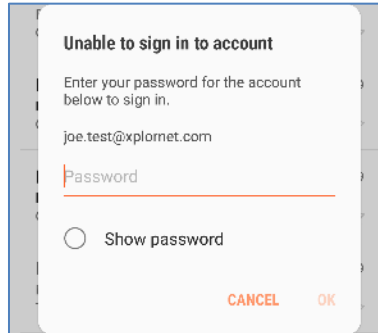
# Xplornet Email on a Samsung Android device with the Email App

## Changing your Settings

1. Open the **Email app**

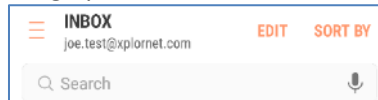


2. You may get error messages like “Unable to sign in to account”

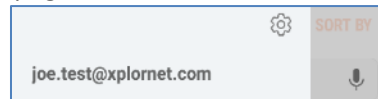


3. If so, tap **Cancel**

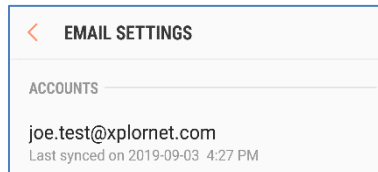
4. Tap the **three horizontal bars** on the left to bring up the list of email accounts



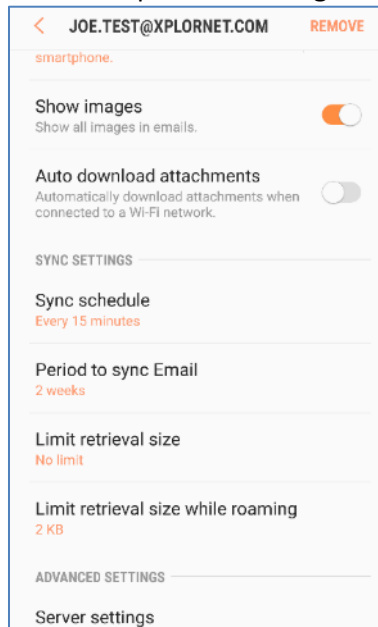
5. Tap the **gear icon** to open the Email Settings page



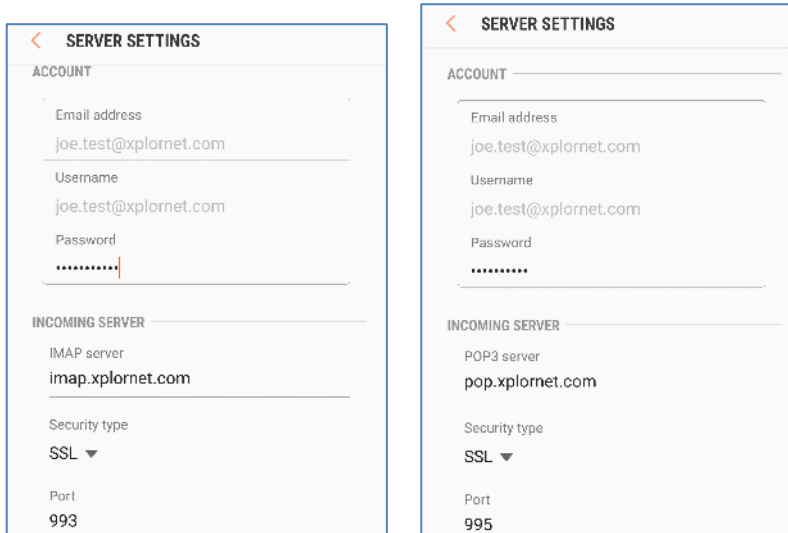
6. Tap your email **account**



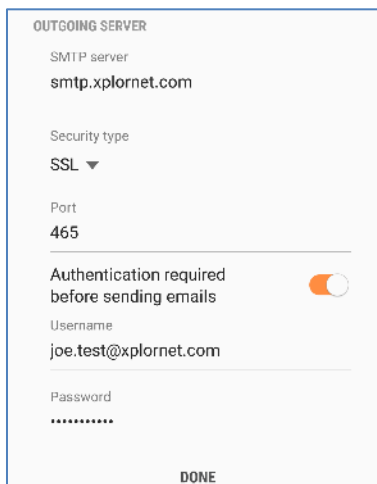
7. Scroll down to **Advanced Settings** at the bottom and tap **Server settings**



8. Verify that your **Username** is your **full email address**, including the portion after the @ symbol
  - a. If not, you will need to Tap the **left arrow <** at the top next to Server Settings remove this account from your device by tapping “Delete account” and add it again as a new account (see “[Add a new email account](#)”)
9. **Password:** enter your email password



10. Scroll down to **Incoming Server** (if necessary), verify the following settings, and change them if necessary:
  - a. If it says **IMAP Server**:
    - i. **imap.xplornet.com**
    - ii. **Security type: SSL**
    - iii. **Port: 993**
  - b. If it says **POP3 Server**:
    - i. **pop.xplornet.com**
    - ii. **Security type: SSL**
    - iii. **Port: 995**
11. Scroll down to **Outgoing Server** (if necessary), verify the following settings, and change them if necessary:
  - a. **SMTP server: smtp.xplornet.com**
  - b. **Security type: SSL**
  - c. **Port: 465**
  - d. **Username: your full email address**, including the portion after the @ symbol
  - e. **Password:** enter your email password



- f. Tap **Done**
12. Tap the **left arrow <** at the top next to your email address
13. Tap the **left arrow <** at the top next to Email Settings

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