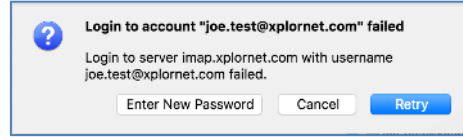
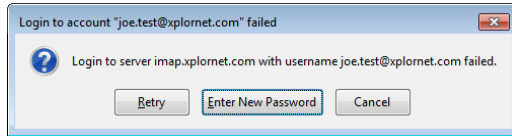


Xplornet Email using Mozilla Thunderbird (version 68 and older)


Changing your Settings

Thunderbird may prompt you for your new password with “Login to account Failed”:

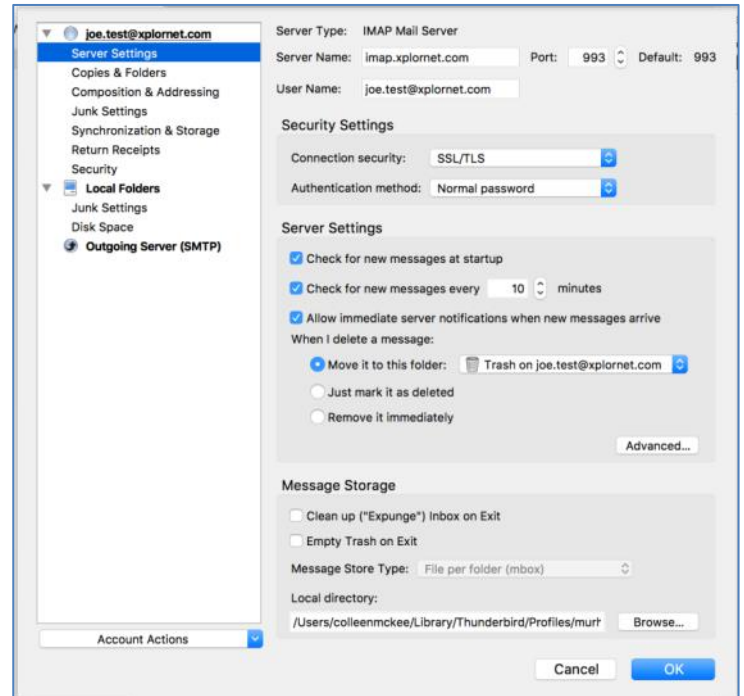
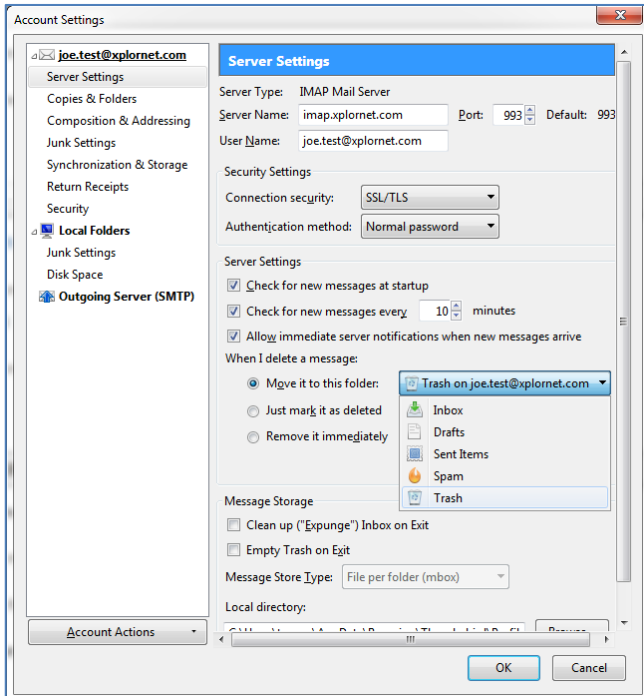


If so, click **Cancel**

1. Click **T**ools, **A**ccount **S**ettings

- 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 **O**ptions, **M**enu **B**ar

2. Under your email address, select **S**erver **S**ettings



- Verify the following settings, and change them if necessary:

- If the Server Type is **IMAP**

- Server Name: **imap.xplornet.com**
- Port: **993**

- If the Server Type is **POP**

- Server Name: **pop.xplornet.com**
- Port: **995**

- User Name:** your **full email address**, including the portion after the @ symbol

- Connection security: **SSL/TLS**

3. At the bottom, select **O**utgoing **S**erver

- Select your email address and click **E**dit
- Verify the following settings, and change them if necessary:

- Server Name: **smtp.xplornet.com**

- Port: **465**

- Connection security: **SSL/TLS**

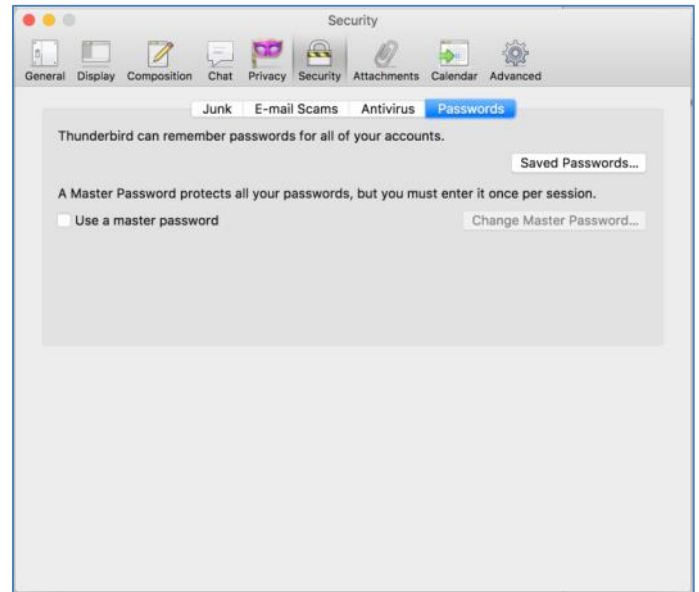
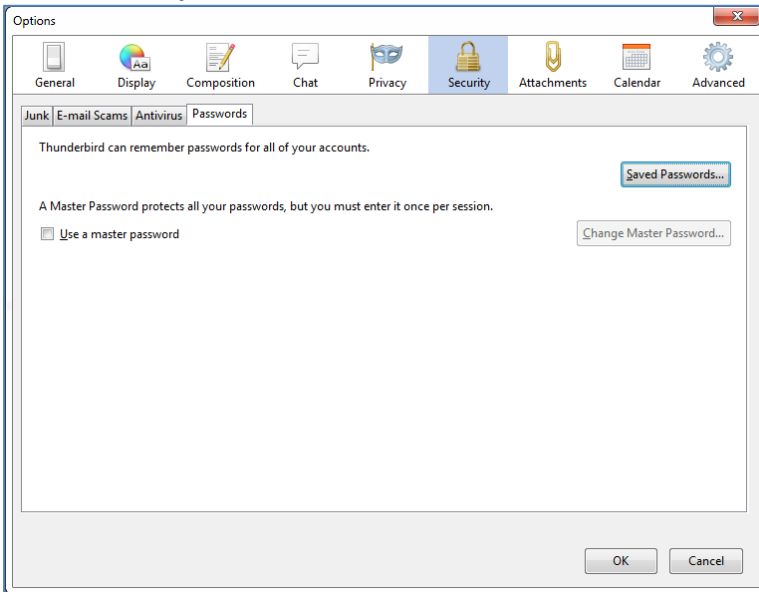
- User Name:** your **full email address**, including the portion after the @ symbol

4. Click **O**K

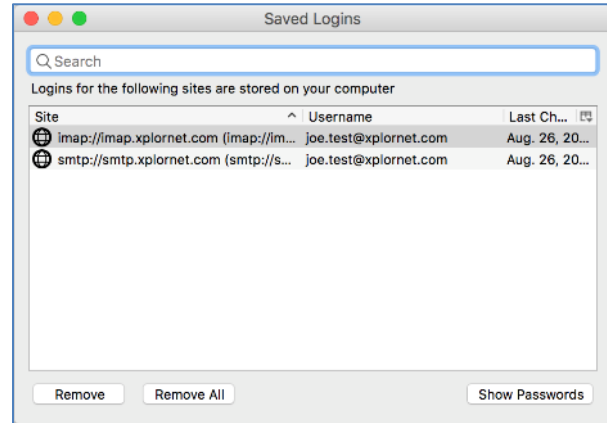
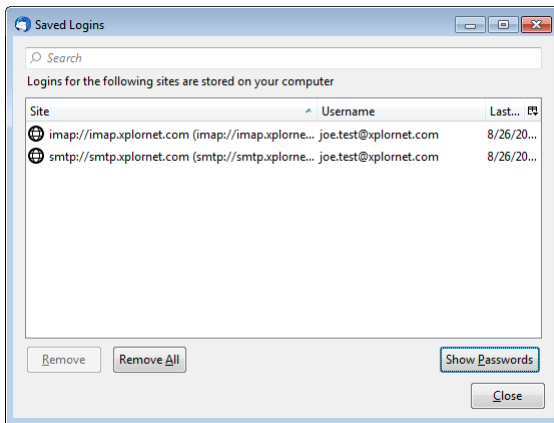
If Thunderbird is still prompting you for your password with “Login to account Failed”:

- Click on **T**ools, **O**ptions (Windows) or **T**hunderbird, **P**references (Mac)

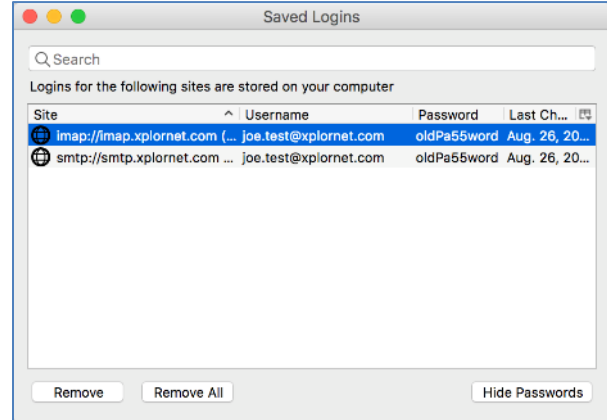
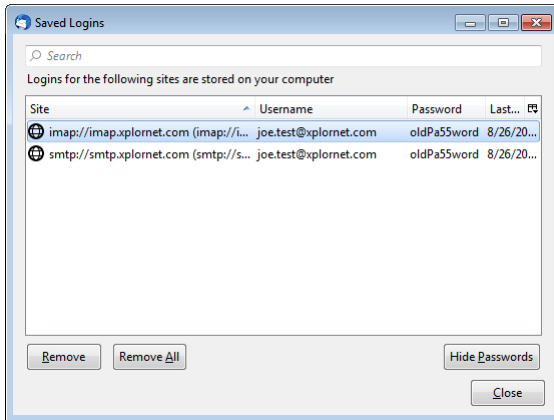
2. Go to **Security**, then the **Passwords** tab



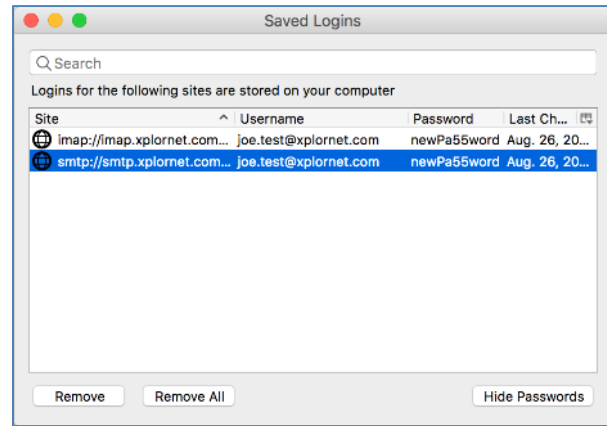
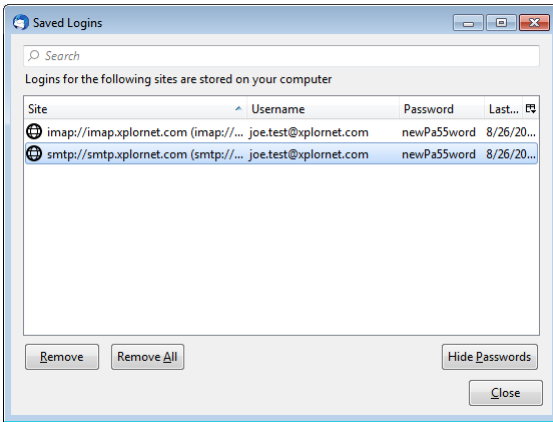
3. Click **Saved Passwords**



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



5. Verify that your password is correct for each. If you need to update them:
 - a. **Right click** on each of the entries for the **imap** or **pop**, and **smtp Sites** with your email address as the Username and click **Edit Password**



- b. Enter your **Password** for each
6. 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

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