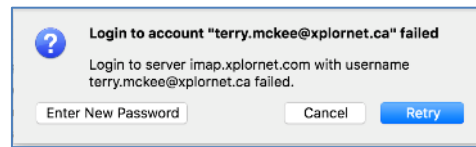
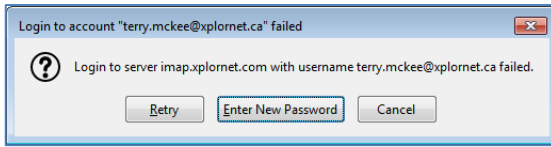


Xplornet Email using Mozilla Thunderbird (version 78 and newer)


Changing your Settings

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

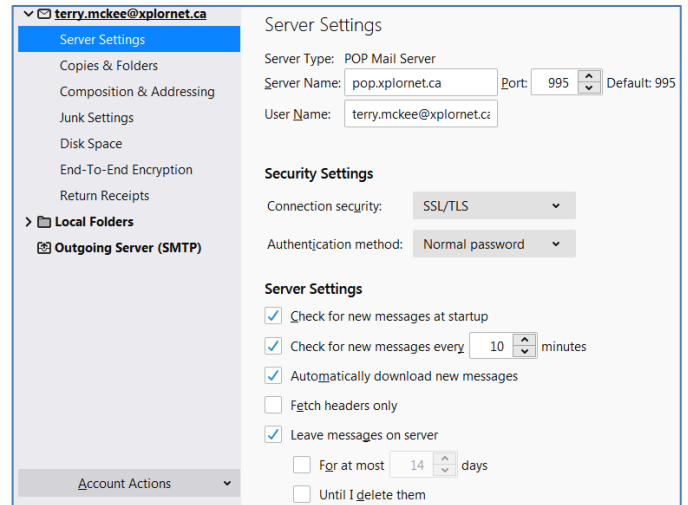
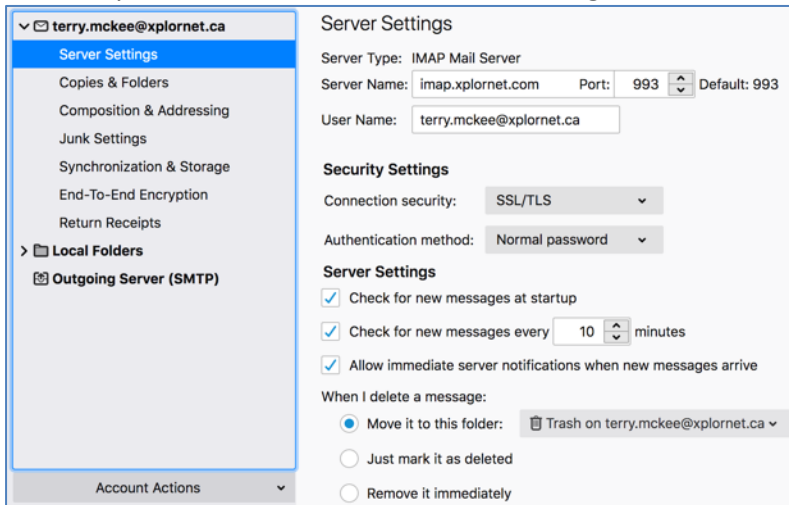


If so, click **Cancel**

1. Click **Tools, Account Settings**

- 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, Menu Bar**

2. Under your email address, select **Server Settings**



- 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**

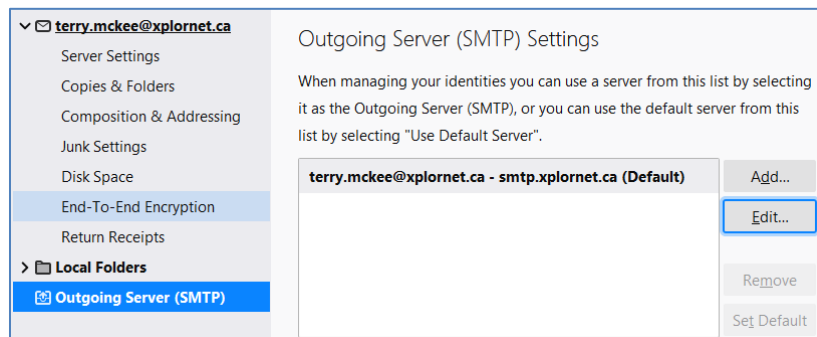
- Server Name: **pop.xplornet.com**
- Port: **995**

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

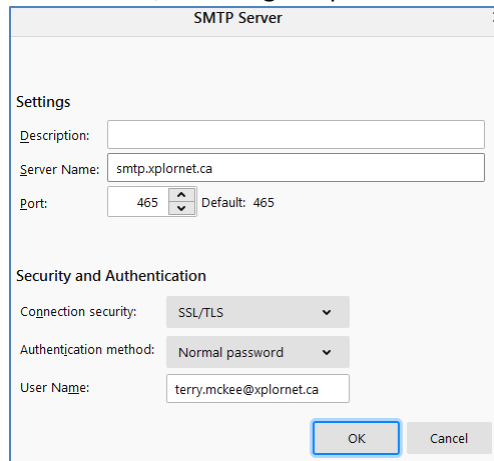
- Connection security: **SSL/TLS**

3. At the bottom, select **Outgoing Server**

- Select your email address and click **Edit**



- b. Verify the following settings, and change them if necessary:
 - i. Server Name: **smtp.xplornet.com**
 - ii. Port: **465**
 - iii. Connection security: **SSL/TLS**
 - iv. **User Name:** your **full email address**, including the portion after the @ symbol

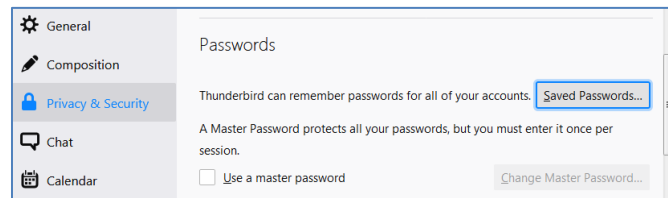


c. Click **OK**

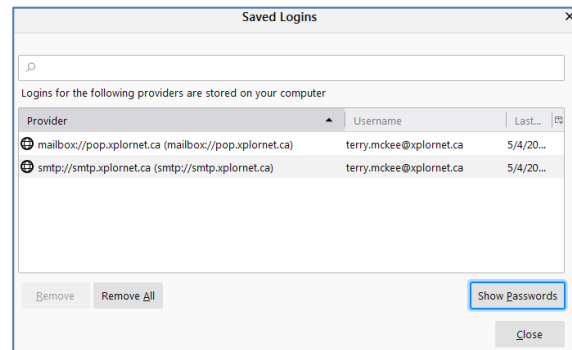
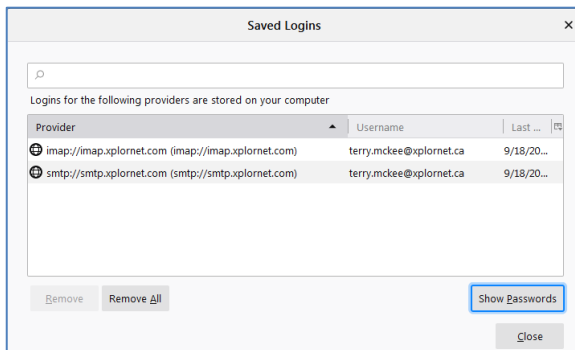
4. Close the Accounts Settings tab

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

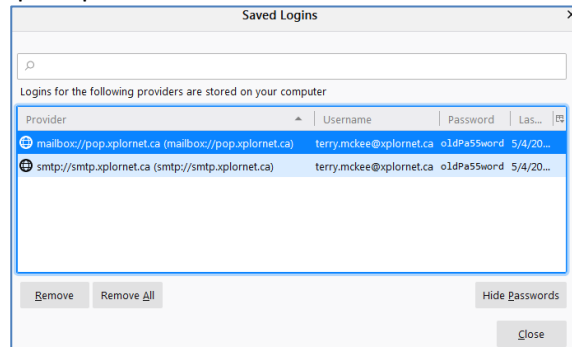
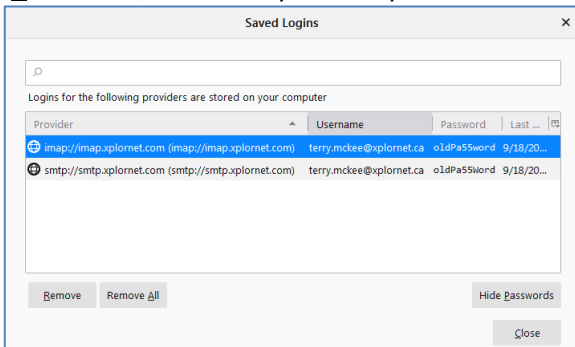
1. Click on **Tools, Options** (Windows) or **Thunderbird, Preferences** (Mac)
2. Go to **Privacy & Security**



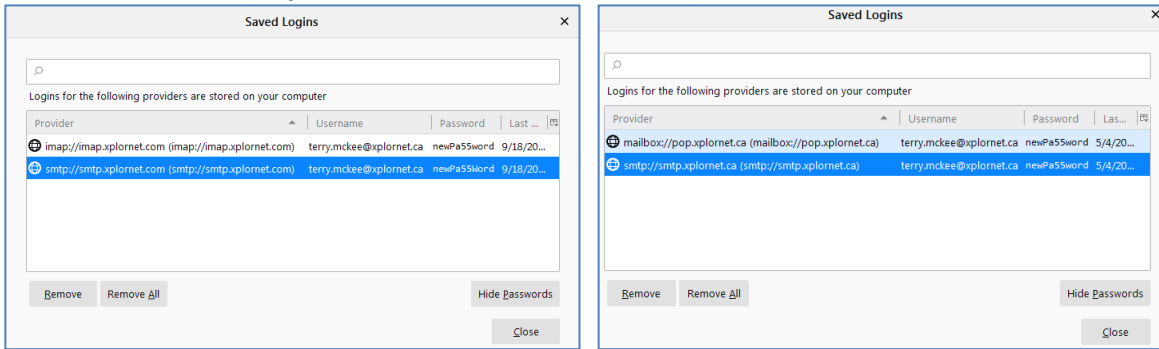
3. Click **Saved Passwords**



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



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 Providers** with your email address as the Username and click **Edit Password** (or just double-click on the Password)



- b. Enter your **Password** for each
6. Click **Close**
7. Close the **Options** tab
8. Click **File, Exit** (Windows) or **Thunderbird, Quit Thunderbird** (Mac), to close **Thunderbird**, and open it again

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