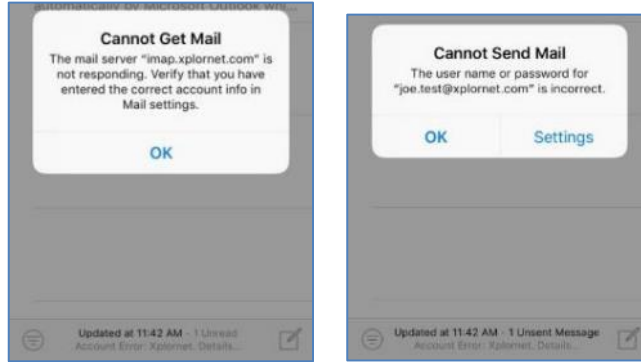


Xplornet Email on an Apple iOS 12 Device

Changing your Settings

You may get error messages like “Cannot Get Mail” or “Cannot Send Mail”:

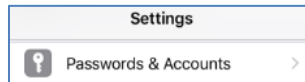


If so, tap **OK**.

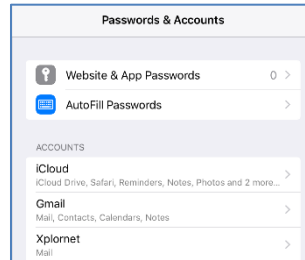
1. From your Home Screen or the appropriate folder, tap the **Settings** icon



2. Scroll down and tap **Passwords & Accounts**



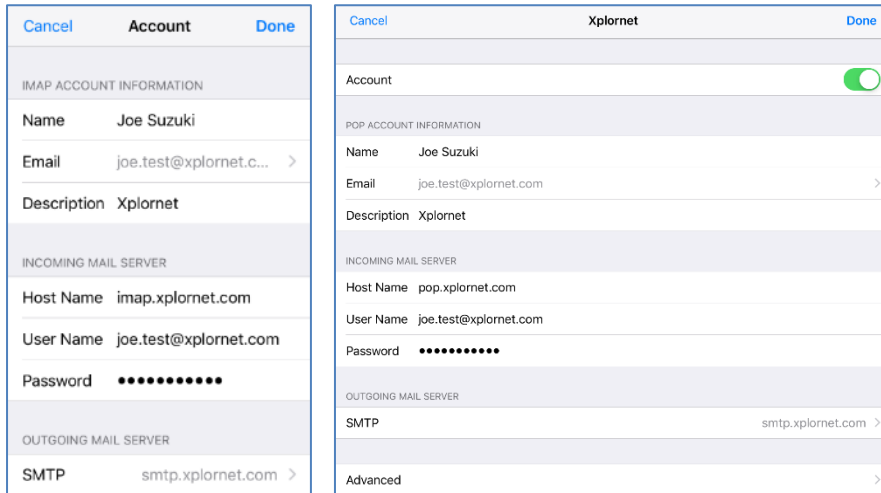
3. Under **Accounts**, tap your Xplornet **Mail** account (either by email address or the description you have for it)



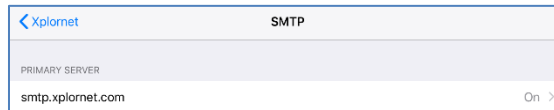
4. If it's **IMAP**, tap the **Account email address**; otherwise continue to the next step



5. Under **Incoming Mail Server**, verify the following settings, and change them if necessary:
 - a. If it says **IMAP Account Information** at the top
 - i. Host Name: **imap.xplornet.com**
 - b. If it says **POP Account Information** at the top
 - i. Host Name: **pop.xplornet.com**
 - c. **User Name**: your **full email address**, including the portion after the @ symbol
 - d. **Password**: your email password



6. Scroll down (if necessary) and tap **SMTP**
7. Tap the **Primary Server**



8. Under **Outgoing Mail Server**, verify the following settings, and change them if necessary:
 - a. Host Name: **smtp.xplornet.com**
 - b. **User Name**: your **full email address**, including the portion after the @ symbol
 - c. **Password**: your email password
 - d. **Use SSL**: enabled (**green**)
 - e. **Server Port**: **465**



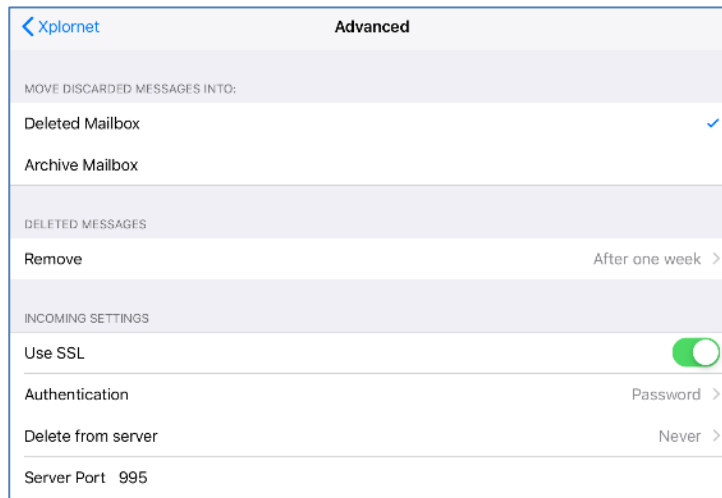
- f. Tap **Done**
9. Tap **< Account** (or the name of the account) at the top



10. Scroll down to the bottom (if necessary) and tap **Advanced**

11. Under **Incoming Settings**, verify the following settings, and change them if necessary:

- a. **Use SSL: enabled (green)**
- b. If it says **IMAP Path Prefix** above Server Port
 - i. **Server Port: 993**
- c. If it says **Delete from server** above Server Port
 - i. **Server Port: 995**



12. Tap **< Account** (or the name of the account) at the top

13. Tap **Done**

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