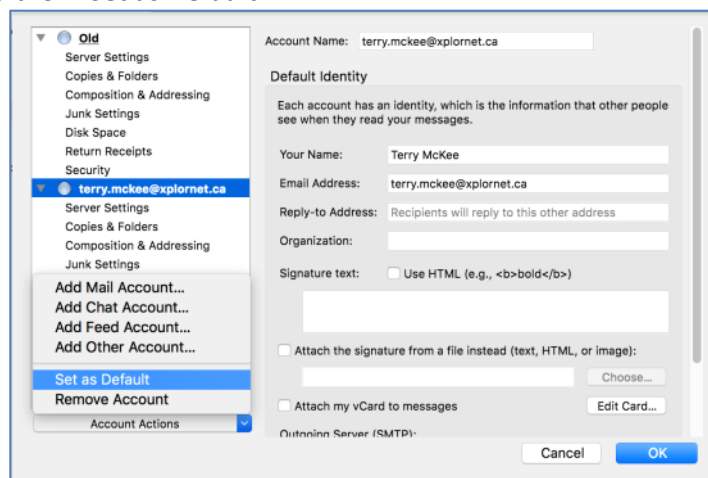
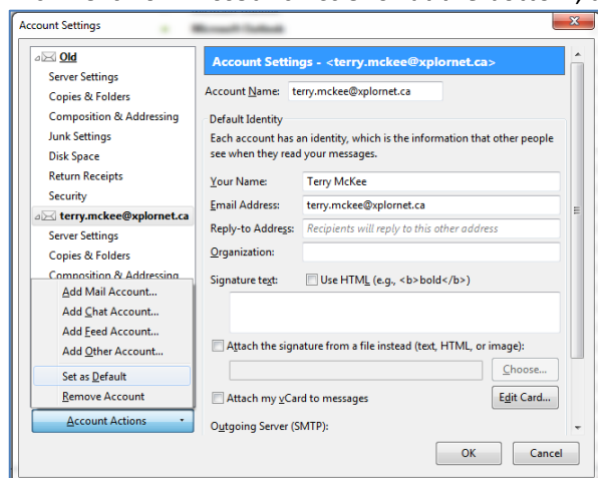


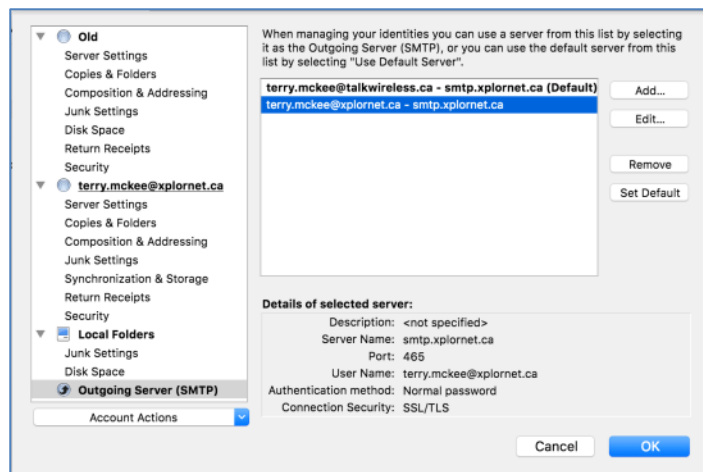
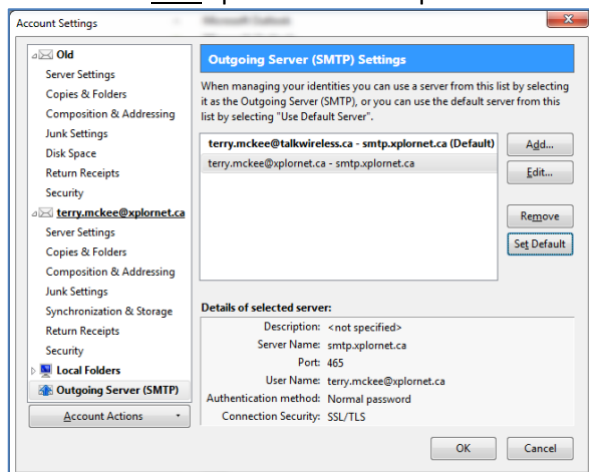
Xplornet Email using Thunderbird

Adding the New Email Account

1. Connect to your new xplornet.com or xplornet.ca account via **IMAP** using Thunderbird (see <https://www.xplornet.com/support/troubleshooting/email-set-up-guides/>)
2. If you didn't set the new account as the **Default** when you added it:
 - a. Click **Tools, Account Settings**
 - b. Select your new xplornet.com or xplornet.ca account
 - c. Click on **"Account Actions"** at the bottom, and then **"Set as Default"**



- d. Click on **"Outgoing Server (SMTP)"** at the bottom
- e. Select new xplornet.com or xplornet.ca email address and click **"Set Default"**

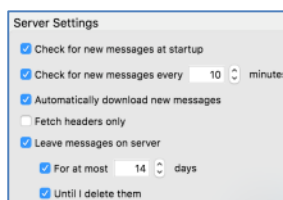
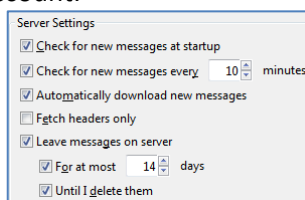


- f. Click **OK**

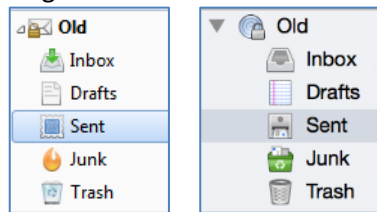
Moving Messages that Didn't Migrate

After the migration is complete, you may have some messages and folders that aren't in your new mailbox (i.e., they don't show up in the new account you just added above).

If you used **POP** to connect to your old mailbox (i.e., not IMAP), and if Thunderbird was not set to **"Leave messages on server"**, either at all or only for 14 days (the default setting), then any messages that are no longer on the server are only stored in Thunderbird in your old account.




If you used **POP** to connect to your old mailbox (i.e., not IMAP), then all the messages in the **Sent** folder under your old account will not get migrated. You will need to copy or move these messages to the **Sent Items** folder in your new xplornet.com or xplornet.ca account (if you wish to keep them) after the migration. If you used IMAP, you don't need to copy or move these messages, as they will get migrated.



The best way to check for any messages and/or folders that don't get migrated is to **compare** what is on the server using **webmail** versus what is only in **Thunderbird**. Any messages that are in your old account in Thunderbird but not in webmail should be copied or moved over to your new xplornet.com or xplornet.ca account in Thunderbird (unless you don't wish to keep them).

After the migration, connect to **webmail** using your new xplornet.com or xplornet.ca email address here:
<https://mail.xplornet.com/>

- If you have messages or folders in your old account that you would like to keep in your new xplornet.com or xplornet.ca account, simply **select them** in Thunderbird **and move them** to your new connection **by dragging and dropping** them into the appropriate folder. Depending on the number of messages that you move or copy, it may take several minutes to be uploaded.
 - Note: some POP **folders** in the old account may be named differently in the new account, such as:
 - **Sent** is the same as **Sent Items** in the new account, plus in webmail
 - **Junk** is the same as **Spam** in the new account, plus in webmail
- There may be **messages in the folders under your old account**, plus there may be **messages under Local Folders**. Check them both and move the messages that you'd like to keep.
- You can select all messages in a folder by **selecting the folder name**, then click **Edit, Select, All**, then drag those messages to the desired folder in the new xplornet.com or xplornet.ca account
 - If you don't see the menu bar across the top in the Windows version, click on the **Application menu button**  and select **Options, Menu Bar**
- You can even **drag a folder** from the old account or Local Folders and drop it in the new xplornet.com or xplornet.ca account, and it will **copy** (not move) that folder over to the new mailbox, along with all of the messages in that folder

Any messages and/or folders that you have copied or moved to your new xplornet.com or xplornet.ca account using the steps above will also show on the server in webmail.