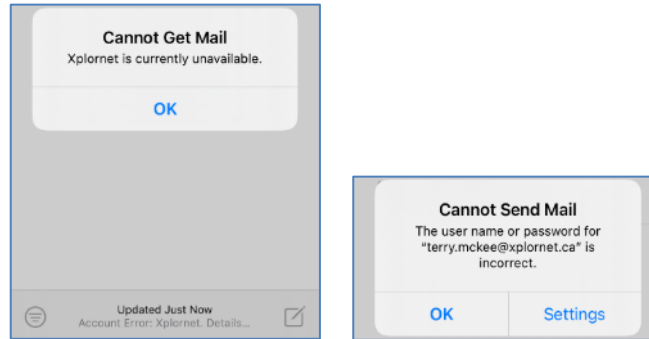


Xplornet Email on an Apple iOS 14 Device

Changing your Settings

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

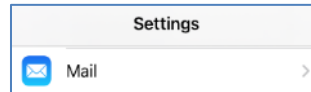


If so, tap **OK**.

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



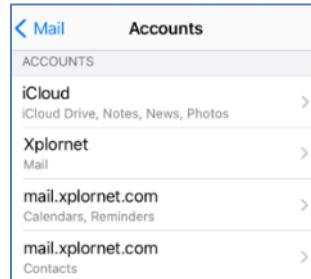
2. Scroll down and tap **Mail**



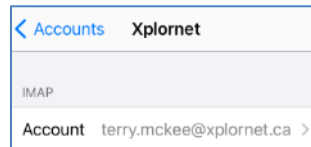
3. Under **Mail**, tap **Accounts**



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



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



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

The left screenshot shows the 'Account' screen with 'IMAP ACCOUNT INFORMATION'. The right screenshot shows the 'Xplornet' screen with 'POP ACCOUNT INFORMATION'. Both screens have 'Cancel' and 'Done' buttons at the top. The 'Email' field is partially visible as 'terry.mckee@xplorn...'. The 'Description' is 'Xplornet'. The 'INCOMING MAIL SERVER' section shows 'Host Name' as 'imap.xplornet.com' (left) or 'pop.xplornet.com' (right), 'User Name' as 'terry.mckee@xplornet.ca', and a 'Password' field. The 'OUTGOING MAIL SERVER' section shows 'SMTP' as 'smtp.xplornet.com'.

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

The screenshot shows the 'SMTP' screen with a back arrow and 'Account' label. The 'PRIMARY SERVER' section shows 'smtp.xplornet.com' and a toggle switch set to 'On'.

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

The screenshot shows the 'smtp.xplornet.com' screen with 'Cancel' and 'Done' buttons. The 'Server' toggle is turned on. The 'OUTGOING MAIL SERVER' section shows 'Host Name' as 'smtp.xplornet.com', 'User Name' as 'terry.mckee@xplornet.ca', a 'Password' field, 'Use SSL' toggle turned on, 'Authentication' set to 'Password', and 'Server Port' as '465'.

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

The screenshot shows the 'SMTP' screen with a back arrow and 'Account' label. The 'PRIMARY SERVER' section shows 'smtp.xplornet.com' and a toggle switch set to 'On'.

11. Scroll down to the bottom and tap **Advanced**

12. 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**

< Account	Advanced
DELETED MESSAGES	
Remove	After one week >
INCOMING SETTINGS	
Use SSL	<input checked="" type="checkbox"/>
Authentication	Password >
IMAP Path Prefix	/
Server Port	993
S/MIME	
Sign	No >
Encrypt by Default	No >

< Xplornet	Advanced
DELETED MESSAGES	
Remove	After one week >
INCOMING SETTINGS	
Use SSL	<input checked="" type="checkbox"/>
Authentication	Password >
Delete from server	Never >
Server Port	995
S/MIME	
Sign	No >
Encrypt by Default	No >

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

14. Tap **Done**

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