

Xplore Email on an Android 5 Device using the Email App

Changing Your Settings

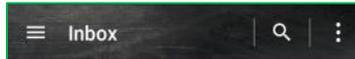
1. Open the **Email** app using the icon



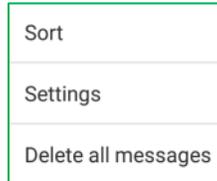
2. You may get error messages like “Couldn’t sign in” or “Please sign in to your email”:



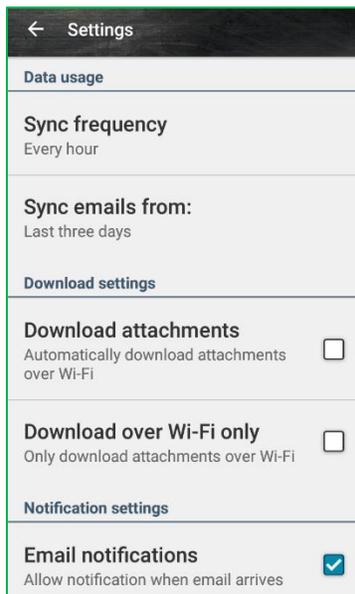
3. Tap the **three vertical dots** to the right of Inbox



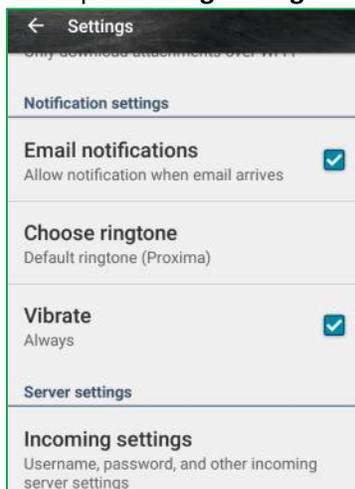
4. Tap **Settings**



5. Tap your **Account name** (typically your **email address**)
6. Scroll down to **Notification settings**, and note the **section listed immediately above it**

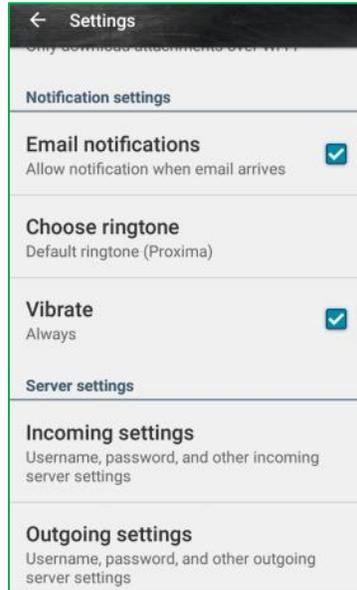


- a. If it's **Download settings**, then it's using **IMAP**
 - b. If it's **Data usage**, then it's using **POP**
7. Scroll down to **Server settings** at the bottom and tap **Incoming settings**



8. Scroll to the bottom. If it has the option for **Delete email from server**, then it's using **POP**; otherwise it's using **IMAP**

9. Verify the following settings, and change them if necessary:
 - a. Verify that your **Username** is your **full email address**, including the portion after the @ symbol
 - i. If not, you will need to remove this account from your device and add it again as a new account (see “Adding a new email account” on our website)
 - a. **Password**: enter your email password
 - b. **Server**
 - i. If it’s using **IMAP**: **imap.xplore.net**
 - ii. If it’s using **POP**: **pop.xplore.net**
 - c. **Port**
 - i. **IMAP**: **993**
 - ii. **POP**: **995**
 - d. **Security Type**: **SSL/TLS**
 - e. Tap **Done**
10. Scroll down (if necessary) to **Server settings** at the bottom and tap **Outgoing settings**



11. Verify the following settings, and change them if necessary:
 - a. **SMTP Server**: **smtp.xplore.net**
 - b. **Port**: **465**
 - c. **Security Type**: **SSL/TLS**
 - d. **Username**: your full email address
 - e. **Password**: enter your email password
 - f. Tap **Done**

12. Tap the ← arrow at the top left next to Settings



13. Tap the ← arrow at the top left next to Settings again

