

Setup Xplore Email on an Android 5 Device using the Email App

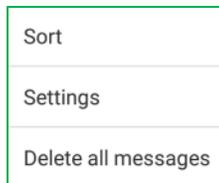
1. Open the **Email** app using the icon



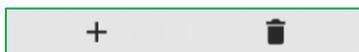
- a. If the app doesn't take you to the "Setup email" screen, tap the **three vertical dots** to the right of Inbox



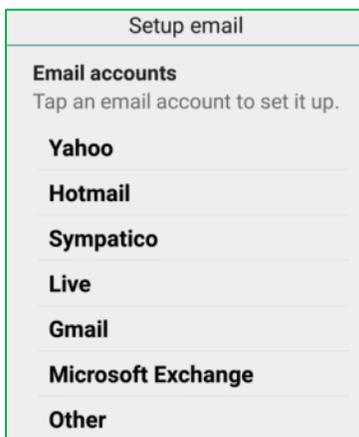
- b. Tap **Settings**



- c. Tap the **+** sign at the bottom left

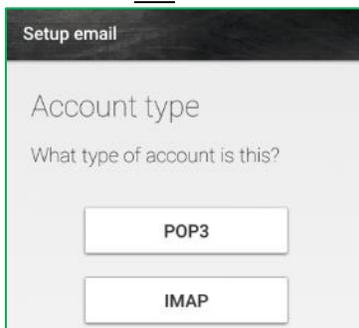


2. Tap **Other**

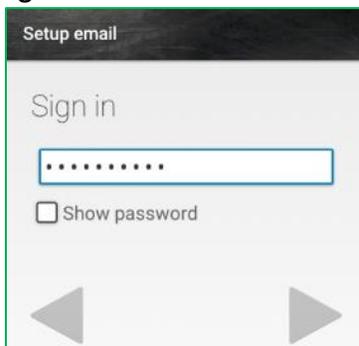


3. Enter your **email address** and then tap "**Manual Setup**"

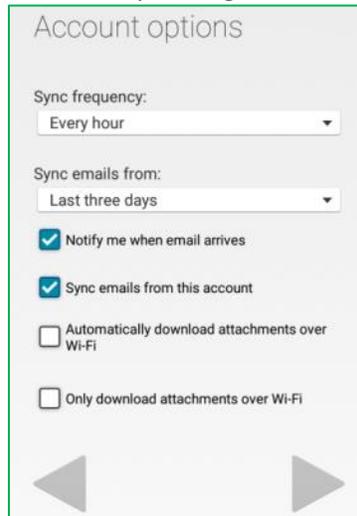
4. Tap **IMAP** for "**Account type**" – POP3 is an option but is not recommended



5. Enter your email **Password** and then tap the **right arrow >**



6. For the **Incoming server settings**
 - a. Change the **Domain/Username** to your **full email address**
 - b. Enter the **Server** as **imap.xplore.net**
 - c. Verify the **Security Type** is **SSL/TLS**
 - d. Verify the **Port** is **993**
 - e. Tap the **right arrow >**
7. For the **Outgoing server settings**
 - a. Enter the **SMTP Server** as **smtp.xplore.net**
 - b. Verify the **Security Type** is **SSL/TLS**
 - c. Verify the **Port** is **465**
 - d. Change the **Username** to your **full email address**
 - e. Tap the **right arrow >**
8. Change any **Account options** to your preferences and tap the **right arrow >**



9. Give this account a **name** (optional) and tap the **right arrow >**

Your account is now ready for use in the Email app on an Android 5 mobile device.

Changing Your Password

If you **changed your email password** in [webmail](#) or [MyXplore](#), you will need to change it in the Email app to match the new password.

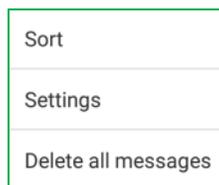
1. Open the **Email** app using the icon



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

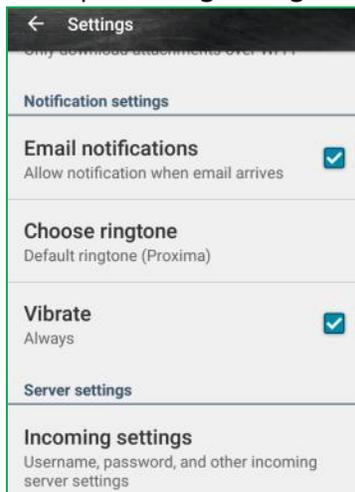


4. Tap **Settings**



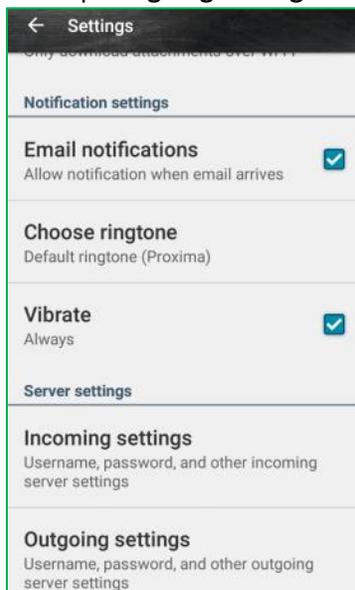
5. Tap your **Account name** (typically your **email address**)

6. Scroll down to **Server settings** at the bottom and tap **Incoming settings**



7. Enter the new email **Password** that you set in webmail or MyXplore
a. Tap **Done**

8. Scroll down to **Server settings** at the bottom and tap **Outgoing settings**



9. Change the following settings:

- a. Verify the **Username** is your full email address
- b. Enter the new email **Password** that you set in webmail or MyXplore
- c. Tap **Done**

10. Tap the **← arrow** at the top left next to Settings



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

