Changing your Settings

Thunderbird may prompt you for your password with "**Login to account failed**":
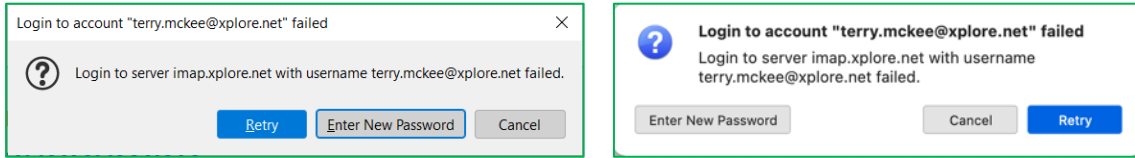
If so, click **Cancel**

1. Click **Tools**, **Account Settings** (Windows) or **Thunderbird**, **Account Settings** (Mac)
   a. If you don't see the menu bar across the top in the Windows version, click on the **menu button** ☰ (three horizontal stripes on the top right) and select **View, Toolbar**, **Menu Bar**
2. Under your email address, select **Server Settings**
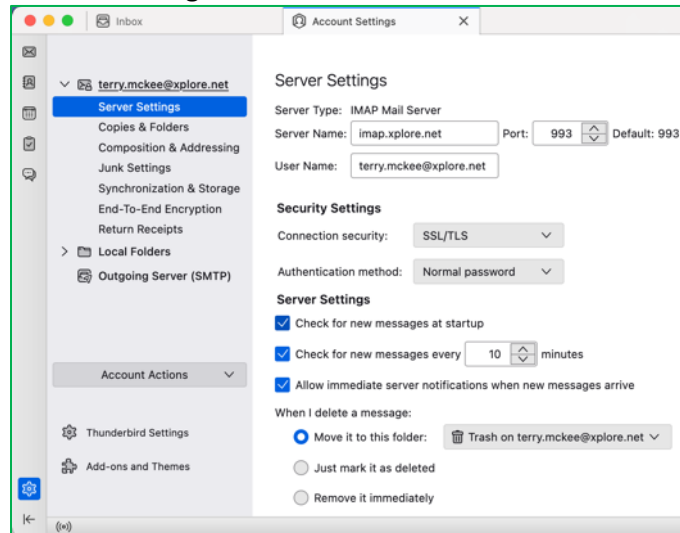
   a. Verify the following settings, and change them if necessary:
      i. If the Server Type is **IMAP**
         1. Server Name: **imap.xplore.net**
         2. Port: **993**
      ii. If the Server Type is **POP**
         1. Server Name: **pop.xplore.net**
         2. Port: **995**
      iii. **User Name**: your **full email address**, including the portion after the @ symbol
      iv. Connection security: **SSL/TLS**
3. At the bottom, select **Outgoing Server**
   a. Select your email address and click **Edit**
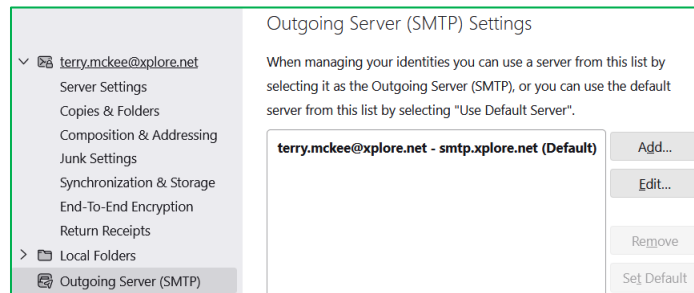
b. Verify the following settings, and change them if necessary:
   i. Server Name: **smtp.xplore.net**
   ii. Port: **465**
   iii. Connection security: **SSL/TLS**
   iv. **User Name**: your **full email address**, including the portion after the @ symbol

SMTP Server

Settings

Description:

Server Name: smtp.xplore.net

Port: 465 Default:465

Security and Authentication

Connection security: SSL/TLS

Authentication method: Normal password

User Name: terry.mckee@xplore.net

OK   Cancel

c. Click **OK**
4. Close the Accounts Settings tab

If Thunderbird is still prompting you for your password with "**Login to account Failed**":
1. Click on **Tools**, **Settings** (Windows) or **Thunderbird**, **Settings** (Mac)
   a. If you don't see the menu bar across the top in the Windows version, click on the **menu button** ≡ (three horizontal stripes on the top right) and select **View, Toolbar, Menu Bar**
2. Go to **Privacy & Security**

⚙ General

✏ Composition

🔒 Privacy & Security

💬 Chat

📅 Calendar

Passwords

Thunderbird can remember passwords for all of your accounts. Saved Passwords...

A Master Password protects all your passwords, but you must enter it once per session.

☐ Use a master password   Change Master Password...

3. Click **Saved Passwords**

Saved Logins

🔍

Logins for the following providers are stored on your computer

Provider	Username	Last ...
🌐 https://mail.xplore.net (sabre/dav)	terry.mckee@xplore.net	8/25/20...
🌐 imap://imap.xplore.net (imap://imap.xplore.net)	terry.mckee@xplore.net	8/25/20...
🌐 smtp://smtp.xplore.net (smtp://smtp.xplore.net)	terry.mckee@xplore.net	8/23/20...

Remove   Remove All   Show Passwords

Close

4. Click **Show Passwords**, and enter your computer credentials if prompted

Saved Logins

🔍

Logins for the following providers are stored on your computer

Provider	Username	Password	Last ...
🌐 https://mail.xplore.net (sabre/dav)	terry.mckee@xplore.net	oldPassw0rd!	8/25/20...
🌐 imap://imap.xplore.net (imap://imap.xplore.net)	terry.mckee@xplore.net	oldPassw0rd!	8/25/20...
🌐 smtp://smtp.xplore.net (smtp://smtp.xplore.net)	terry.mckee@xplore.net	oldPassw0rd!	8/25/20...

Remove   Remove All   Hide Passwords

Close

5. Verify that your password is correct for each. If you need to update them:
    a. **Right click** on each of the entries for the **imap** or **pop, smtp,** and **https://mail.xplore.net Providers** with your email address as the Username and click **Edit Password** (or just double-click on the Password)
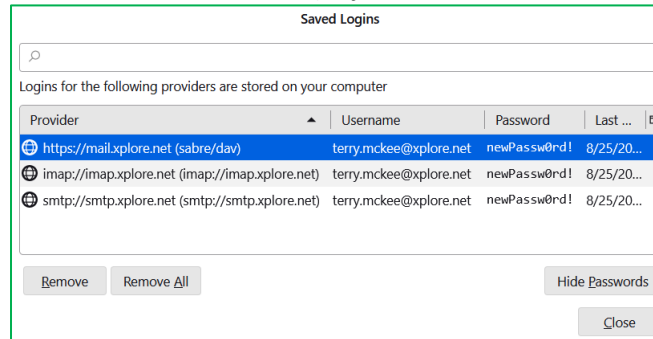
    b. Enter your **Password** for each
6. Click **Close**
7. Close the **Options** tab
8. Click **File**, **Exit** (Windows) or **Thunderbird**, **Quit Thunderbird** (Mac), to close **Thunderbird**, and then open it again