Xplore Email using Mozilla Thunderbird

Changing your Settings

Thunderbird may prompt you for your password with "Login to account failed":

Login to account "terry.mckee@xplore.net" failed X		9	Login to account "terry.mckee@xplore.net" failed		
Cogin to server imap.xplore.net with username terry.mckee@xpl	ore.net failed.	Enter	Login to server imap.xp terry.mckee@xplore.net New Password	lore.net with username failed. Cancel Retry	

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

•	Inbox	Account Settings X
		Account Settings Server Settings Server Type: IMAP Mail Server Server Name: imap.xplore.net Port: 993 Default: 993 User Name: terry.mckee@xplore.net Security Settings Connection security: SSL/TLS Authentication method: Normal password
* 🕸	Cod	Admentication metrical Torma passificities Server Settings Check for new messages at startup Check for new messages every 10 Allow immediate server notifications when new messages arrive When I delete a message: Move it to this folder: Trash on terry.mckee@xplore.net Just mark it as deleted Remove it immediately

- 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

	Outgoing Server (SMTP) Settings	
7 Est terry.mckee@xplore.net Server Settings Copies & Folders	When managing your identities you can use a server from selecting it as the Outgoing Server (SMTP), or you can use server from this list by selecting "Use Default Server".	this list by the default
Composition & Addressing Junk Settings	terry.mckee@xplore.net - smtp.xplore.net (Default)	A <u>d</u> d
Synchronization & Storage		Edit
End-To-End Encryption		
Return Receipts		Pomovo
Local Folders		Remove
🕢 Outgoing Server (SMTP)		Se <u>t</u> Default

- 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: smt	xplore.net	
Port:	55 🔨 Default:465	
Security and Auth	entication	
Connection security	SSL/TLS 🗸	
Authentication meth	od: Normal password \checkmark	
User Na <u>m</u> e:	terry.mckee@xplore.net	
	ОК	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	Deserverde		
Composition	Fasswords		1
Privacy & Security	Thunderbird can remember passwords for all of your ac	counts. Saved Passwords	
🖵 Chat	Chat A Master Password protects all your passwords, but you must enter it once per session.		
进 Calendar	Use a master password	Change Master Password	

3. Click Saved Passwords

Saved Logins			
Q			
Logins for the following providers are stored on y	our 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)	t) terry.mckee@xplore.net	8/25/20	
Smtp://smtp.xplore.net (smtp://smtp.xplore.net	et) 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			
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Logins for the following providers are stored on you	r 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 All		Hid	e <u>P</u> asswords
			<u>C</u> lose

- 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 <u>Edit Password</u> (or just double-click on the Password)

Saved Logins				
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Logins for the following providers are stored on you	r computer			
Provider 🔺	Username	Password	Last 🛤	
https://mail.xplore.net (sabre/dav)	terry.mckee@xplore.net	newPassw0rd!	8/25/20	
imap://imap.xplore.net (imap://imap.xplore.net)	terry.mckee@xplore.net	newPassw0rd!	8/25/20	
smtp://smtp.xplore.net (smtp://smtp.xplore.net)	terry.mckee@xplore.net	newPassw0rd!	8/25/20	
Remove Remove All		Hid	e <u>P</u> asswords	
			<u>C</u> lose	

- 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