Xplore Email using Mozilla Thunderbird

Adding a new email account

1. Click **File**, **New**, **Existing Mail Account…**
   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. Enter **Your name**, **Email address** and your email **Password**, then click **Continue**

3. Leave **IMAP** selected for Protocol (POP3 is an option but is not recommended) and click **Configure manually**


4. Leave **IMAP** selected for Incoming Protocol – POP3 is an option but is not recommended

5. Verify that the **Incoming Server Hostname** is **imap.xplore.net**
6. Verify that the **Outgoing Server Hostname** is **smtp.xplore.net**
7. For **SSL** for both **Incoming** and **Outgoing**, change the selections to **SSL/TLS**

8. Verify that the **Ports** are now **993** for **Incoming** and **465** for **Outgoing**.
9. Change the **Username** for both **Incoming** and **Outgoing** to your **full email address** (do the Incoming one first and it may change the Outgoing one to match)
10. Click **Re-test**
11. Click **Done**
   a. If you get a Security Exception message for xplore.net, click **Confirm Security Exception**
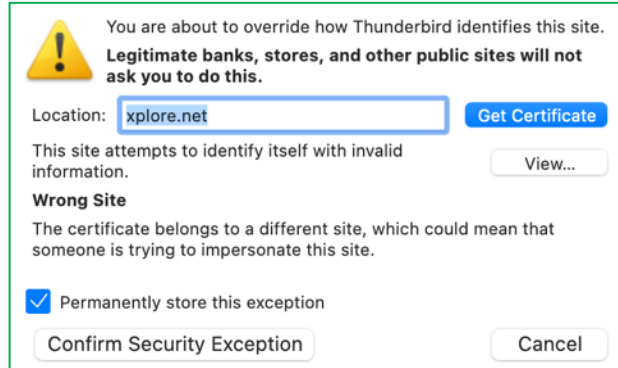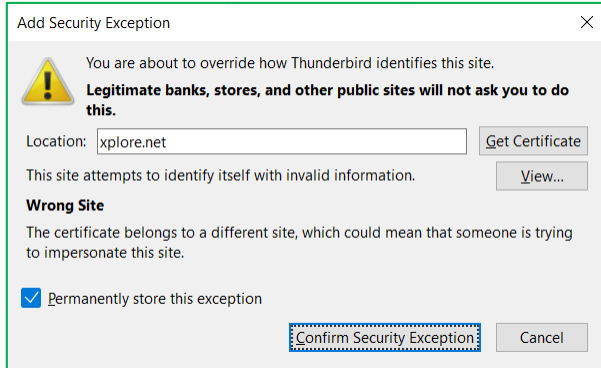
12. Click **Finish**
13. Click on **Inbox** below your email address. If it's still only showing the Inbox folder and no other folders below it, click on the **arrow** to the left of your email address to collapse the list of folders, and the click it again to expand the list.
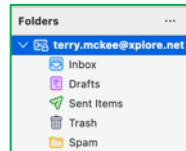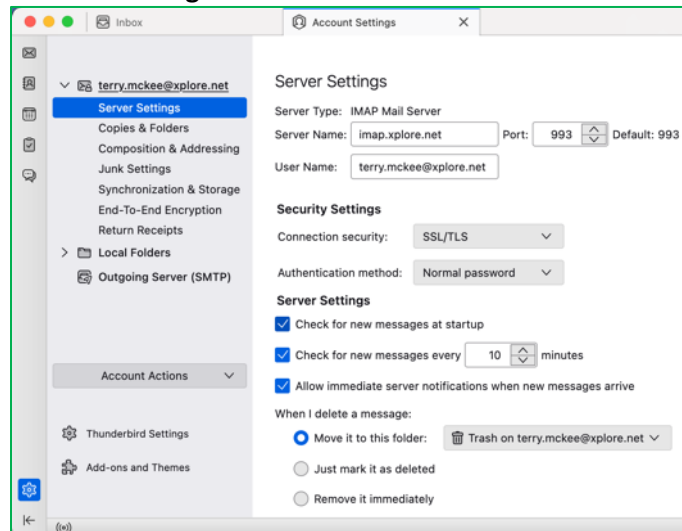

14. Click **File**, **Subscribe**
15. If your email address is not shown next to **Account**, select it from the drop down list
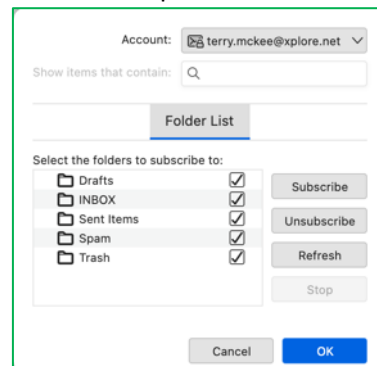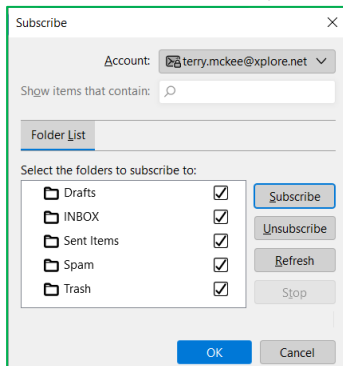

16. Verify all the folders are checked and click **Subscribe**, then click **OK**
17. Click **Tools**, **Account Settings** (Windows) or **Thunderbird**, **Account Settings** (Mac)
18. Under your email address, select **Server Settings**

19. For "**When I delete a message**", ensure it's set to "**Move it to this folder**": **Trash on** [your email address]
20. Under your email address, select **Copies & Folders**

21. For "**When sending messages, automatically**", ensure it's set to "**Place a copy in:**" **Other: Sent Items** on [your email address]
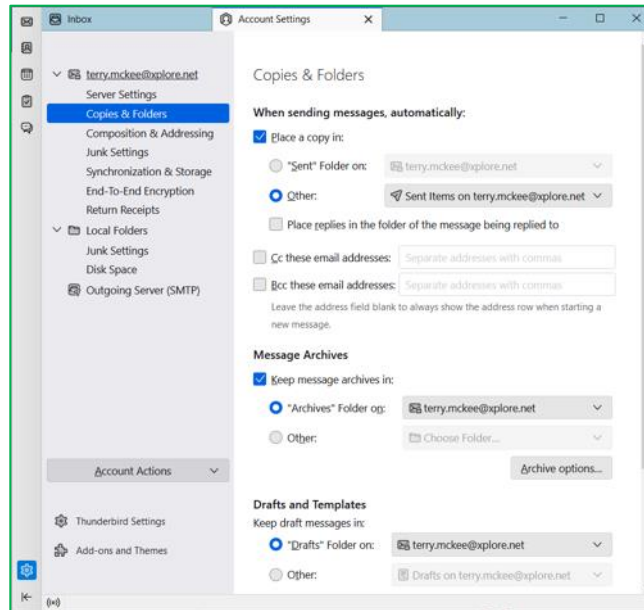
22. For "**Keep draft messages in**", ensure it's set to **"Drafts" Folder on**: [your email address]
23. Under your email address, select **Junk Settings**
24. For **Destination and Retention**, check the box to "**Move new junk messages to**" and select **Other: Spam on** [your email address]
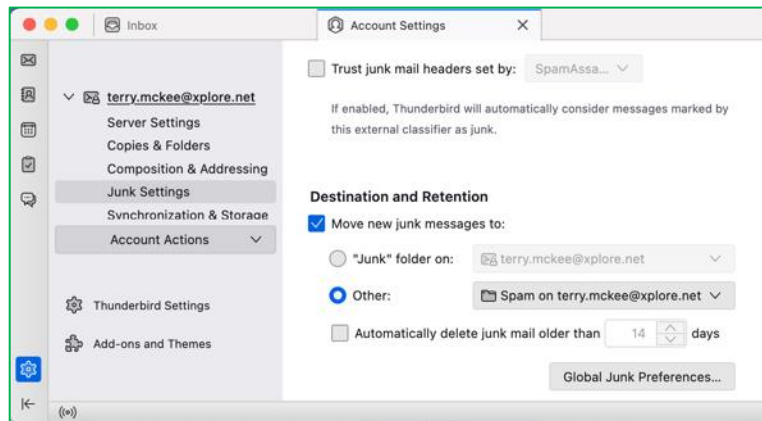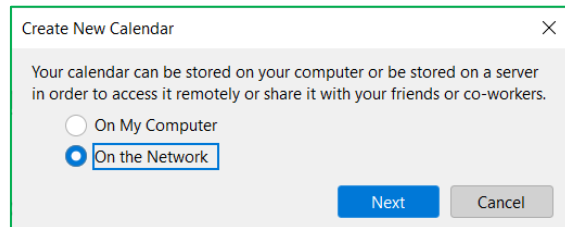

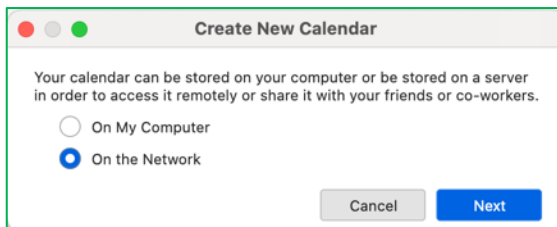
25. Close the Accounts Settings tab

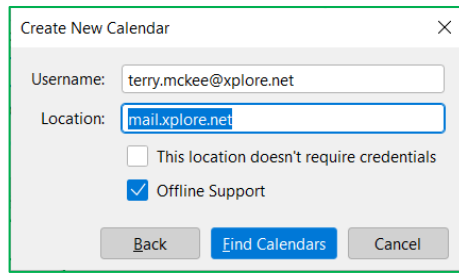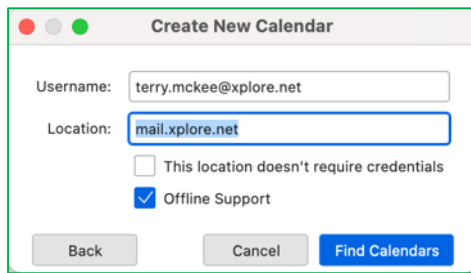Your email account is now ready for use in Thunderbird.

To Sync your Webmail Calendar to Thunderbird

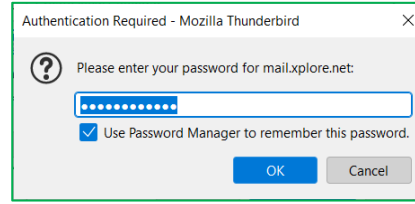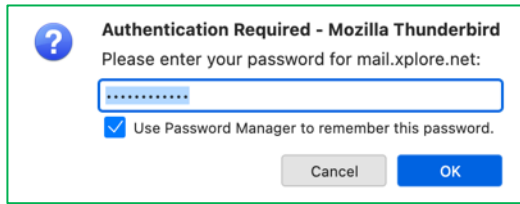1. Click on **File**, **New**, **Calendar…**
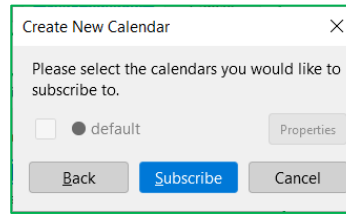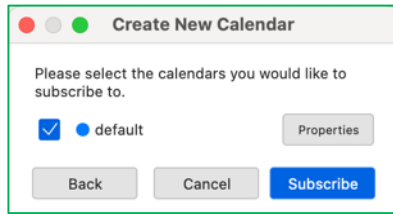2. Select "**On the Network**" and click **Next**

3. Enter your **full email address** for the **Username**, and **mail.xplore.net** as the **Location**, then click **Find Calendars**

4. Enter your **email password** and click **OK**

5. Click **Subscribe**

To Sync your Webmail Contacts to Thunderbird

Please note that at the time of writing this, and using Thunderbird version 102.2.0, Contacts are only syncing one way, from the webmail server to Thunderbird. This means that any additions and changes made to Contacts in webmail will sync to Thunderbird, but additions and changes made to Contacts in Thunderbird will not sync back to webmail.

1. Click on the **Address Book** icon in the Spaces toolbar on the left

2. Click on the dropdown for **New Address Book** and select **Add CardDAV Address Book**
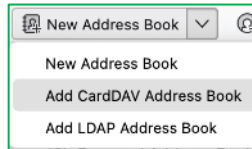
3. Enter your **full email address** for the **Username**, and **mail.xplore.net** (it may change it to https://mail.xplore.net, which is fine) as the **Location**, then click **Continue**
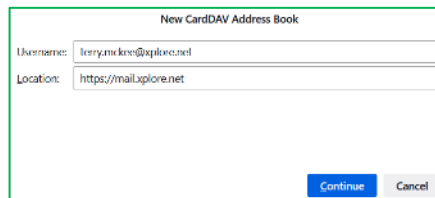
4. Enter your email **Password** and click **OK**

5. Click **Continue**

New CardDAV Address Book

Username: terry.mckee@xplore.net
Location: https://mail.xplore.net

Available address books:
☑ contacts

Continue   Cancel

New CardDAV Address Book

Username: terry.mckee@xplore.net
Location: https://mail.xplore.net

Available address books:
☑ contacts

Cancel   Continue

Changing your Email Password

If you **changed your email password** in webmail or MyXplore, you will need to change it in Thunderbird to match the new password.
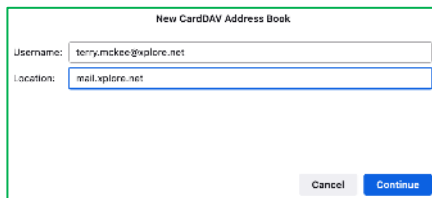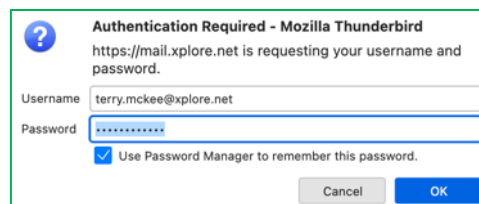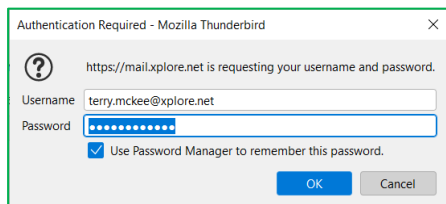
For your **email account**:

Thunderbird should prompt you for your new password with "**Login to account failed**" (note the **server** is **IMAP** – for incoming):

Login to account "terry.mckee@xplore.net" failed   ✕
Login to server imap.xplore.net with username terry.mckee@xplore.net failed.
Retry   Enter New Password   Cancel

Login to account "terry.mckee@xplore.net" failed
Login to server imap.xplore.net with username terry.mckee@xplore.net failed.
Enter New Password   Cancel   Retry

1.   Click **Enter New Password**

Enter your password for terry.mckee@xplore.net   ✕
Enter your password for terry.mckee@xplore.net on imap.xplore.net:
••••••••••
☑ Use Password Manager to remember this password.
OK   Cancel

Enter your password for terry.mckee@xplore.net
Enter your password for terry.mckee@xplore.net on imap.xplore.net:
••••••••••••
☑ Use Password Manager to remember this password.
Cancel   OK

2.   Enter your new **password**, check the box for "**Use Password Manager to remember this password**" (unless you wish to enter it every time) and click **OK**
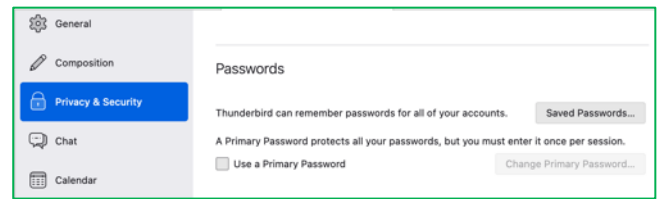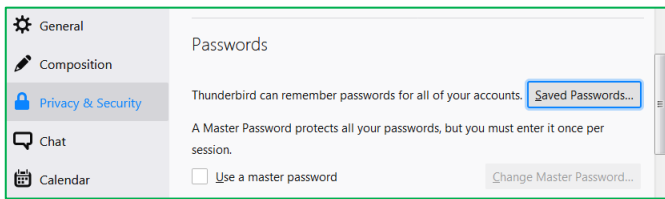
It should also prompt you when you send a message from Thunderbird with "**Login to account failed**" (note the **server** is **SMTP** – for outgoing):

Login to account "smtp.xplore.net" failed   ✕
Login to server smtp.xplore.net with username terry.mckee@xplore.net failed.
Retry   Enter New Password   Cancel

Login to account "smtp.xplore.net" failed
Login to server smtp.xplore.net with username terry.mckee@xplore.net failed.
Enter New Password   Cancel   Retry

1.   Click **Enter New Password**

Password Required for Outgoing (SMTP) Server smtp.xplore.net   ✕
Enter your password for terry.mckee@xplore.net on smtp.xplore.net:
••••••••••••
☑ Use Password Manager to remember this password.
OK   Cancel

Password Required for Outgoing (SMTP) Server smtp.xplore.net
Enter your password for terry.mckee@xplore.net on smtp.xplore.net:
••••••••••••
☑ Use Password Manager to remember this password.
Cancel   OK

2.   Enter your new **password**, check the box for "**Use Password Manager to remember this password**" (unless you wish to enter it every time) and click **OK**

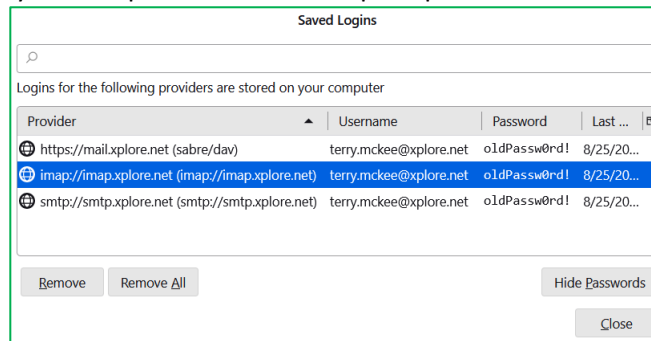If Thunderbird doesn't prompt you for your new password, follow these steps:
1.   Click on **Tools**, **Settings** (Windows) or **Thunderbird**, **Settings** (Mac)
     a.   If you don't see the menu bar across the top in the Windows version, click on the **menu button** ☰ (three horizontal stripes on the top right) and select **View, Toolbar**, **Menu Bar**
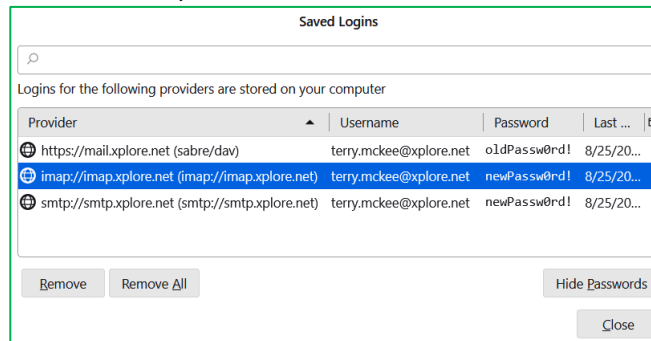2.   Go to **Privacy & Security**

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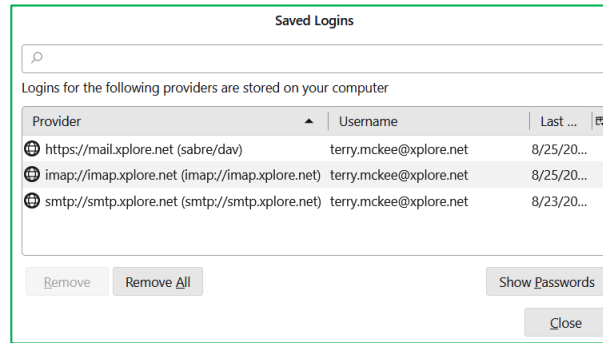
4. Click **Show Passwords**, and enter your computer credentials if prompted

5. **Right click** on each of the entries for the **imap** and **smtp Providers** with your email address as the Username and click **Edit Password** (or just double-click on the Password)

6. Enter the new **Password** you set in webmail or MyXplore for each, then click **Close**
7. Close the **Options** tab
8. Click **File**, **Exit** (Windows) or **Thunderbird**, **Quit Thunderbird** (Mac), to close **Thunderbird**, and open it again

Your email password is now changed to match what you set it to in webmail or MyXplore.

For your **sync'd Webmail Calendar** and/or **Contacts**:

Thunderbird should prompt you for your new password with "**Authentication Required**" (note the https://mail.xplore.net):
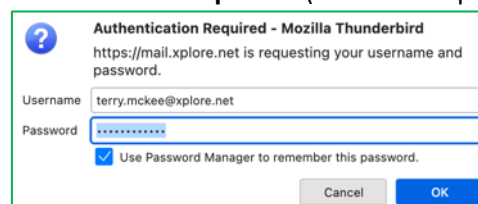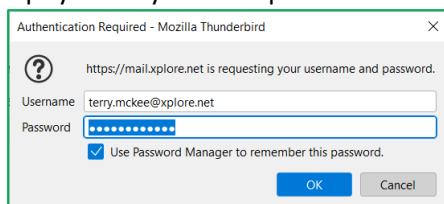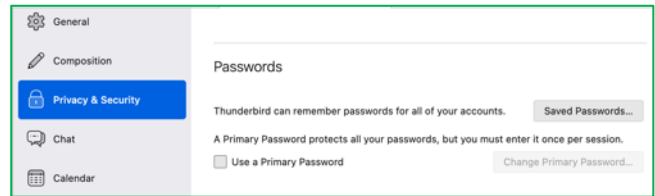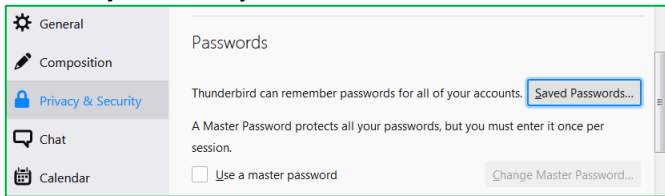

Enter your new **Password**, check the box for "**Use Password Manager to remember this password**" (unless you wish to enter it every time) and click **OK**
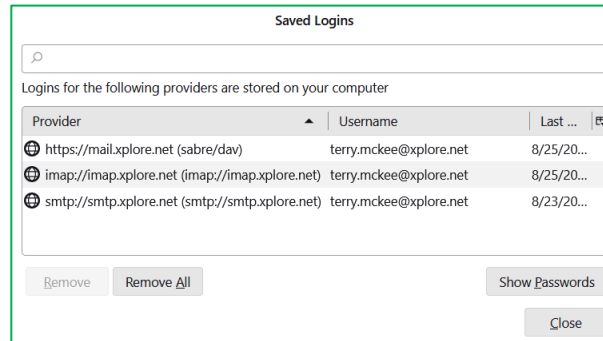
If Thunderbird doesn't prompt you for your new password, follow these steps:

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**
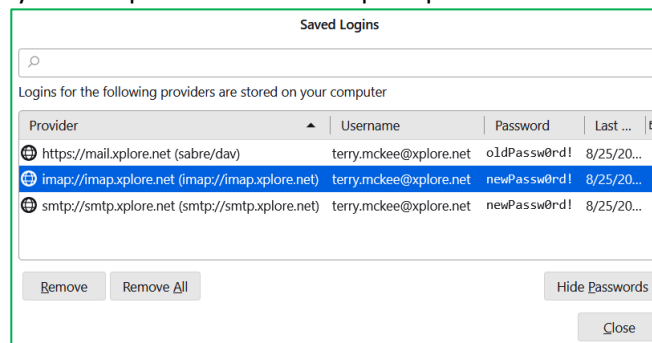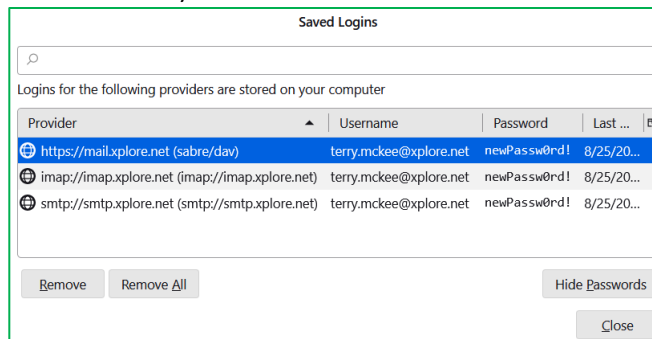2. Go to **Privacy & Security**

3. Click **Saved Passwords**

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

5. **Right click** on the entry for **Provider https://mail.xplore.net** with your email address as the Username and click **Edit Password** (or just double-click on the Password)

6. Enter the new **Password** you set in webmail or MyXplore, then 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