Xplore Email on an Apple iOS 12 Device
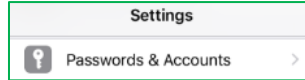
Changing your Settings

You may get error messages like "Cannot Get Mail" or "Cannot Send Mail". If so, tap **OK**.

1. From your Home Screen or the appropriate folder, tap the **Settings** icon

2. Scroll down and tap **Passwords & Accounts**

3. Under **Accounts**, tap your Xplore **Mail** account (either by email address or the description you have for it)
4. If it's **IMAP,** tap the **Account email address**; otherwise continue to the next step
5. Under **Incoming Mail Server**, verify the following settings, and change them if necessary:
    a. If it says **IMAP Account Information** at the top
        i. Host Name: **imap.xplore.net**
    b. If it says **POP Account Information** at the top
        i. Host Name: **pop.xplore.net**
    c. **User Name**: your **full email address**, including the portion after the @ symbol
    d. **Password**: your email password
6. Scroll down (if necessary) and tap **SMTP**
7. Tap the **Primary Server**
8. Under **Outgoing Mail Server**, verify the following settings, and change them if necessary:
    a. Host Name: **smtp.xplore.net**
    b. **User Name**: your **full email address**, including the portion after the @ symbol
    c. **Password**: your email password
    d. **Use SSL**: enabled (**green**)
    e. **Server Port**: **465**
    f. Tap **Done**
9. Tap **< Account** (or the name of the account) at the top
10. Scroll down to the bottom (if necessary) and tap **Advanced**
11. Under **Incoming Settings**, verify the following settings, and change them if necessary:
    a. **Use SSL**: enabled (**green**)
    b. If it says **IMAP Path Prefix** above Server Port
        i. **Server Port**: **993**
    c. If it says **Delete from server** above Server Port
        i. **Server Port**: **995**
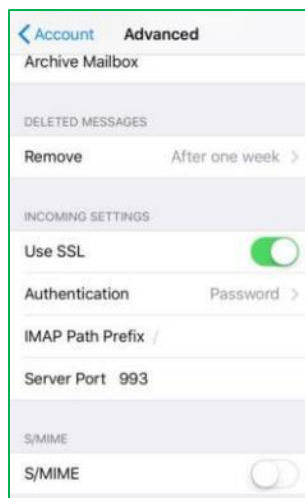
12. Tap **< Account** (or the name of the account) at the top
13. Tap **Done**