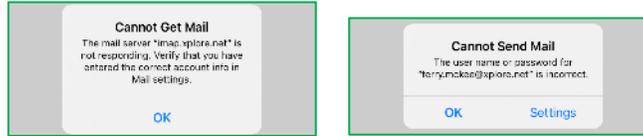


Xplore Email on an Apple iOS 15 Device

Changing your Settings

You may get error messages like “Cannot Get Mail” or “Cannot Send Mail”

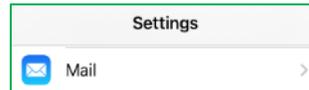


If so, tap **OK**.

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



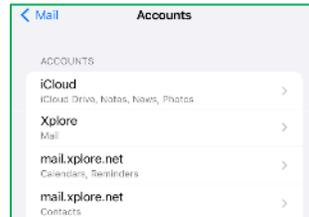
2. Scroll down and tap **Mail**



3. Under **Mail**, tap **Accounts**



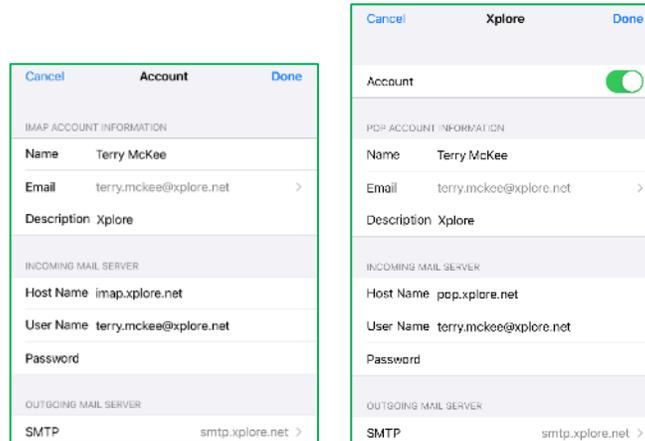
4. Under **Accounts**, tap your **Mail** account (either by email address or the description you have for it)



5. If it's **IMAP**, tap the **Account email address**; otherwise continue to the next step



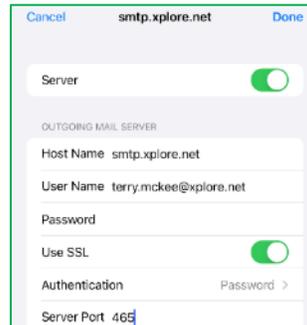
6. Under **Incoming Mail Server**, verify the following settings, and change them if necessary:
 - a. If it says **IMAP Account Information** at the top
 - i. Host Name: **imap.xplore.net**
 - b. If it says **POP Account Information** at the top
 - i. Host Name: **pop.xplore.net**
 - c. **User Name**: your **full email address**, including the portion after the @ symbol
 - d. **Password**: your email password



7. Scroll down (if necessary) and tap **SMTP**
8. Tap the **Primary Server**



9. 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**



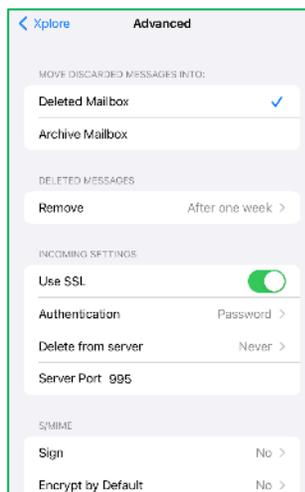
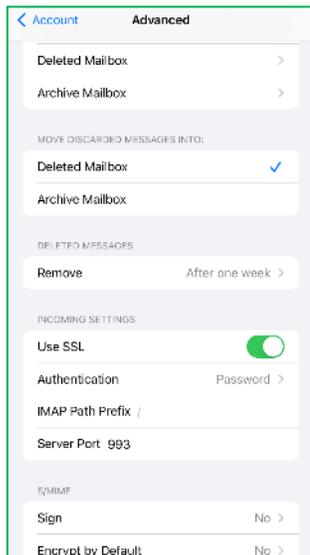
f. Tap **Done**

10. Tap **< Account** (or the name of the account) at the top



11. Scroll down to the bottom and tap **Advanced**

12. 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**



13. Tap **< Account** (or the name of the account) at the top

14. Tap **Done**