## Xplore Email on an Apple iOS 15 Device

## **Changing your Settings**

You may get error messages like "Cannot Get Mail" or "Cannot Send Mail"

Cannot Get Mail The mail sensor "ima, spice nait is not responding, verify that you have antand the concert account into in brail exclings.	Cannot : The user name "terry-makae@xpk	Send Mail for password for reunet" is incorrect.
ок	ок	Settings

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

	Settings	
	Mail	>
< Settin	igs Mail	
ALL0	W MAIL TO ACCESS	
	Siri & Search	>
8	Notifications Berners, Badges	>
640	Cellular Data	
Acce	auste	12 \

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

Mail	Accounts	
ACCOUNTS		
iCloud iCloud Drive	, Notes, News, Photos	>
Xplore Mail		>
mail.xplor Calendars, F	e.net teminders	>
mail.xplor	e.net	>

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

< Accounts	Xplore
IMAP	
Account	terry.mckee@xplore.net >

- 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

				Cancel	Xplore	Done
Cancel	Account	Done	1 [	Account		
						-
IMAP ACCOU	NT INFORMATION			POP ACCOUNT	IT INFORMATION	
Name	Terry McKee			Name	Terry McKee	
Email	terry.mckee@xplor	re.net >		Email	terry.mckee@xplore.net	>
Description	Xplore			Description	n Xplore	
INCOMING M	AIL SERVER			INCOMING M	AIL SERVER	
Host Name	imap.xplore.net			Host Name	; pop.xplare.net	
User Name	terry.mckee@xplor	e.net		User Name	e terry.mckee@xplore.net	
Password				Password		
OUTGOING M	AIL SERVER			OUTGOING N	MIL SERVER	
SMTP		smtp.xplore.net >	JL	SMTP	smtp.xp	lore.net >

- 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

Account	SMTP	
PRIMARY SERVER		
smtp.xplore.net		On >

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

Account Advanced	d		
Deleted Mailbox	>		
Archive Mailbox	>	Xplore A	dvanced
MOVE DISCARDED MESSAGES IN	NTO:	MOVE DISCARDED ME	SSAGES INTO:
Deleted Mailbox	× 1	Deleted Mailbox	
Archive Mailbox		Archive Mailbox	
DELETED MESSAGES		DELETED MESSAGES	
Remove	After one week >	Remove	After one
INCOMING SETTINGS		INCOMING SETTINGS	
Use SSL		Use SSL	
Authentication	Password >	Authentication	Pass
IMAP Path Prefix /		Delete from server	r i
Server Port 993		Server Port 995	
S/MIME		S/MIME	
Sign	No >	Sign	
Encrypt by Default	No >	Encrypt by Default	t

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

## 14. Tap **Done**