

## Setup Xplornet Email on an Android 5 Device using the Email App

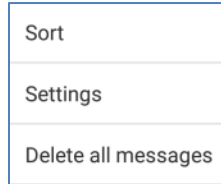
1. Open the **Email** app using the icon



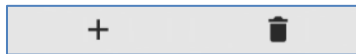
- a. If the app doesn't take you to the "Setup email" screen, tap the **three vertical dots** to the right of Inbox



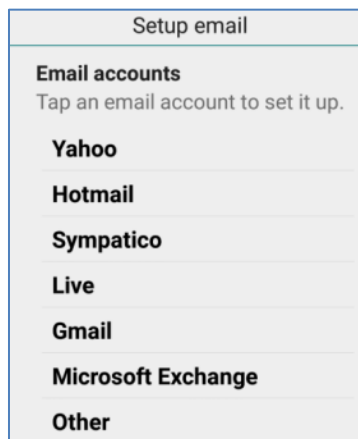
- b. Tap **Settings**



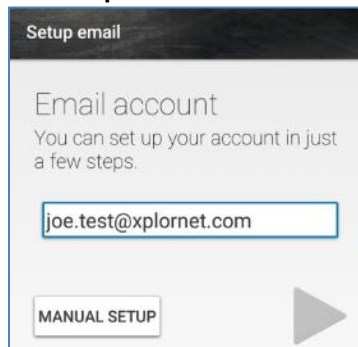
- c. Tap the **+** sign at the bottom left



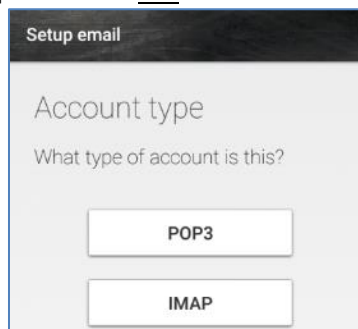
2. Tap **Other**



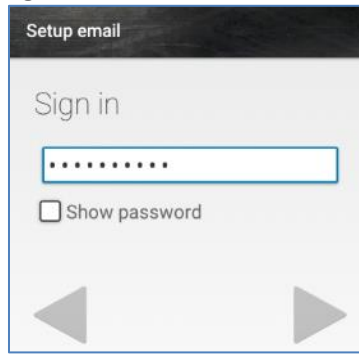
3. Enter your **email address** and then tap "**Manual Setup**"



4. Tap **IMAP** for "**Account type**" – POP3 is an option but is not recommended



5. Enter your email **Password** and then tap the **right arrow >**



The screenshot shows a mobile application interface titled "Setup email". Under the heading "Sign in", there is a text input field containing a masked password (represented by dots). Below the field is a checkbox labeled "Show password" which is currently unchecked. At the bottom of the screen, there are two grey triangular navigation arrows pointing left and right.

6. For the **Incoming server settings**
- Change the **Domain/Username** to your **full email address**
  - Enter the **Server** as **imap.xplornet.com**
  - Verify the **Security Type** is **SSL/TLS**
  - Verify the **Port** is **993**



The screenshot shows a mobile application interface titled "Incoming server settings". It contains several configuration fields: "DOMAIN\USERNAME" with the value "joe.test@xplornet.com"; "PASSWORD" with a masked password and a "Show password" checkbox; "SERVER" with the value "imap.xplornet.com"; "PORT" with the value "993"; "SECURITY TYPE" with a dropdown menu set to "SSL/TLS"; and "IMAP path prefix" with the value "Optional". At the bottom, there are two grey triangular navigation arrows pointing left and right.

- e. Tap the **right arrow >**

7. For the **Outgoing server settings**
  - a. Enter the **SMTP Server** as **smtp.xplornet.com**
  - b. Verify the **Security Type** is **SSL/TLS**
  - c. Verify the **Port** is **465**
  - d. Change the **Username** to your **full email address**

Outgoing server settings

SMTP SERVER  
smtp.xplornet.com

PORT  
465

SECURITY TYPE  
SSL/TLS

Require signin

USERNAME  
joe.test@xplornet.com

PASSWORD  
.....

Show password

e. Tap the **right arrow >**

8. Change any **Account options** to your preferences and tap the **right arrow >**

Account options

Sync frequency:  
Every hour

Sync emails from:  
Last three days

Notify me when email arrives

Sync emails from this account

Automatically download attachments over Wi-Fi

Only download attachments over Wi-Fi

9. Give this account a **name** (optional) and tap the **right arrow >**

Your account is set up and email is on its way!

Give this account a name (optional)  
joe.test@xplornet.com

Your account is now ready for use in the Email app on an Android 5 mobile device.

## Changing Your Password

If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in the Email app to match the new password.

1. Open the **Email** app using the icon



2. You may get error messages like “Couldn’t sign in” or “Please sign in to your email”:



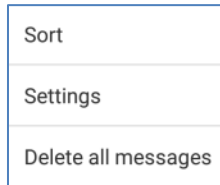
or



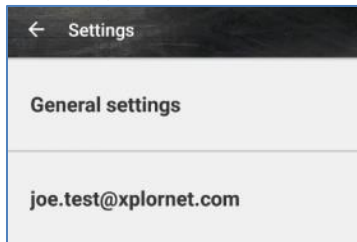
3. Tap the **three vertical dots** to the right of Inbox



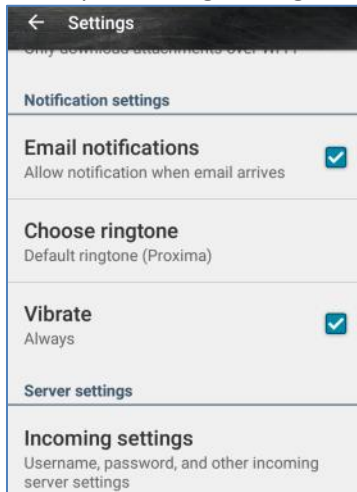
4. Tap **Settings**



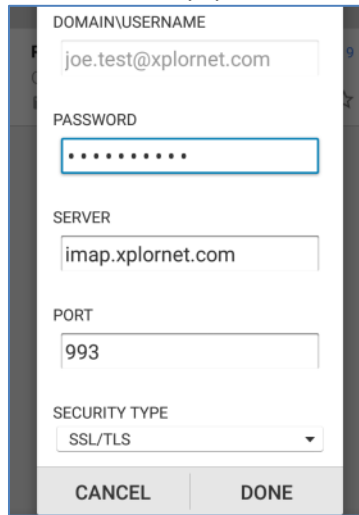
5. Tap your **Account name** (typically your **email address**)



6. Scroll down to **Server settings** at the bottom and tap **Incoming settings**



7. Enter the new email **Password** that you set in webmail or MyXplornet



DOMAIN\USERNAME  
joe.test@xplornet.com

PASSWORD  
••••••••

SERVER  
imap.xplornet.com

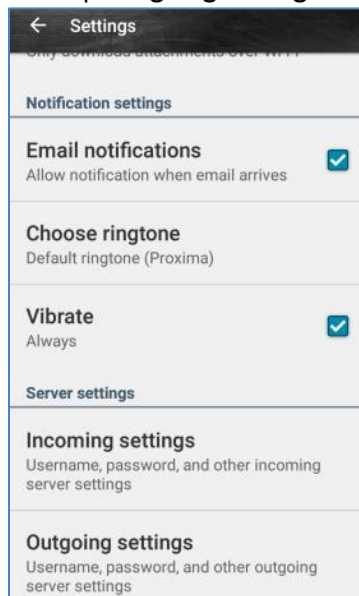
PORT  
993

SECURITY TYPE  
SSL/TLS

CANCEL DONE

a. Tap **Done**

8. Scroll down to **Server settings** at the bottom and tap **Outgoing settings**



Settings

Notification settings

Email notifications   
Allow notification when email arrives

Choose ringtone  
Default ringtone (Proxima)

Vibrate   
Always

Server settings

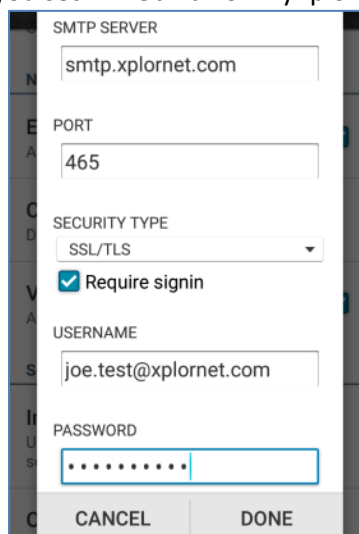
Incoming settings  
Username, password, and other incoming server settings

Outgoing settings  
Username, password, and other outgoing server settings

9. Change the following settings:

a. Verify the **Username** is your full **email address**

b. Enter the new email **Password** that you set in webmail or MyXplornet



SMTP SERVER  
smtp.xplornet.com

PORT  
465

SECURITY TYPE  
SSL/TLS

Require signin

USERNAME  
joe.test@xplornet.com

PASSWORD  
••••••••

CANCEL DONE

c. Tap **Done**

10. Tap the **← arrow** at the top left next to Settings



← Settings

11. Tap the **← arrow** at the top left next to Settings again

