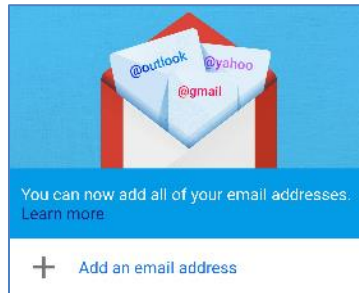


Setup Xplornet Email using the Gmail App on an Android device

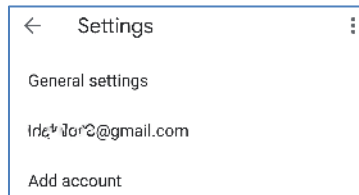
1. Open the **Gmail** app using the icon



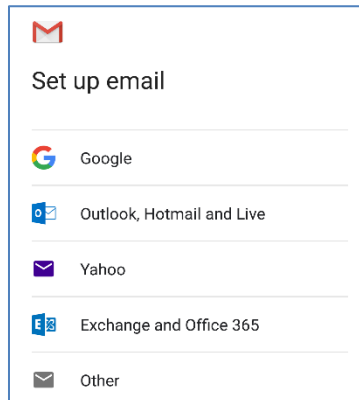
2. Tap + **Add an email address**



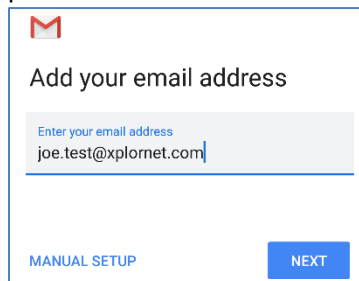
3. If the “+ **Add an email address**” screen doesn't appear
 - a. Tap the **three horizontal bars** at the top left
 - b. Scroll to the bottom (if necessary) and tap **Settings** (gear icon)
 - c. Tap **Add account**



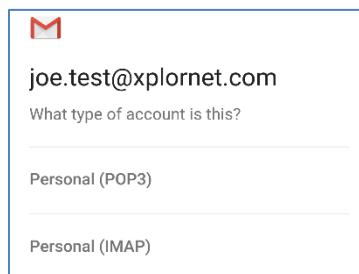
4. Tap **Other**



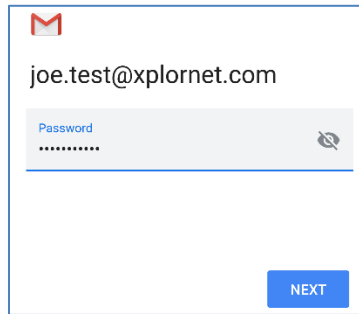
5. **Enter your** full Xplornet **email** address and tap **Next**



6. Tap **Personal (IMAP)**

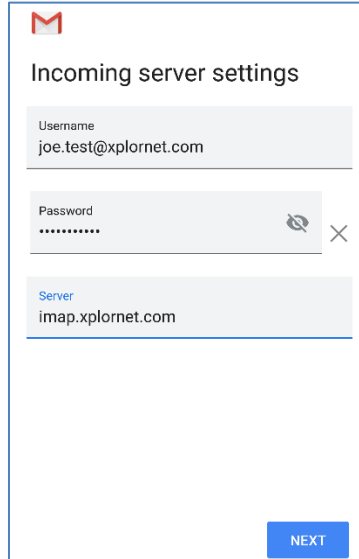


7. Enter your email **Password** and tap **Next**



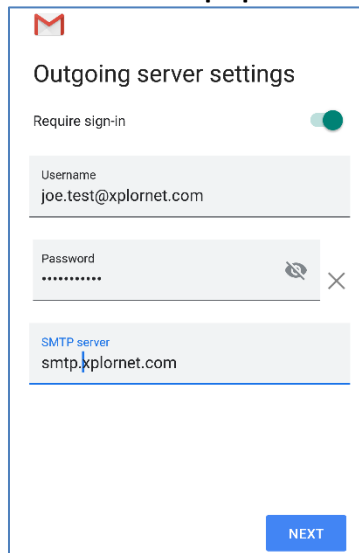
The screenshot shows the email setup screen with the Gmail logo at the top left. The email address 'joe.test@xplornet.com' is displayed. Below it is a 'Password' field with a masked password '.....' and a toggle icon. A blue 'NEXT' button is located at the bottom right.

8. For **Incoming server settings**, change the **Server** to **imap.xplornet.com** and tap **Next**



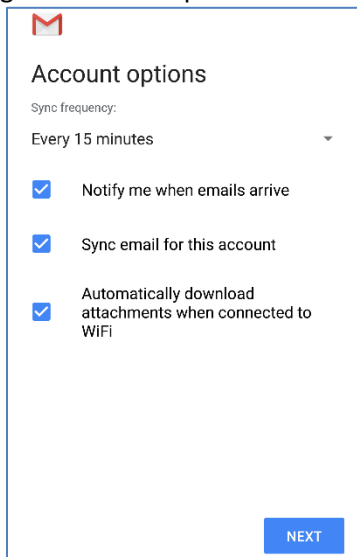
The screenshot shows the 'Incoming server settings' screen. It features the Gmail logo, the title 'Incoming server settings', and three input fields: 'Username' with 'joe.test@xplornet.com', 'Password' with a masked password and a toggle icon, and 'Server' with 'imap.xplornet.com'. A blue 'NEXT' button is at the bottom right.

9. For **Outgoing server settings**, change the **SMTP Server** to **smtp.xplornet.com** and tap **Next**

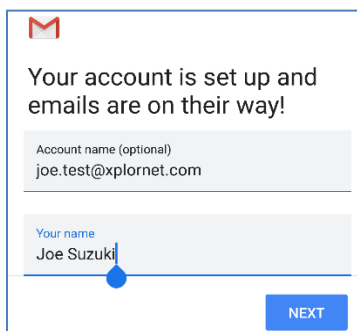


The screenshot shows the 'Outgoing server settings' screen. It features the Gmail logo, the title 'Outgoing server settings', a 'Require sign-in' toggle (which is turned on), and three input fields: 'Username' with 'joe.test@xplornet.com', 'Password' with a masked password and a toggle icon, and 'SMTP server' with 'smtp.xplornet.com'. A blue 'NEXT' button is at the bottom right.

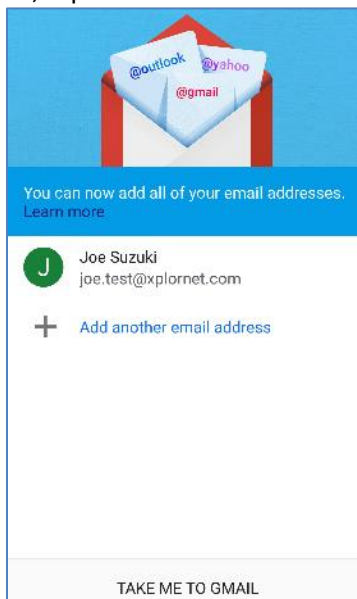
10. For **Account options**, make any desired changes and then tap **Next**



11. Edit **Your name**, if desired, and tap **Next**



12. If the “+ Add an email address” screen appears, tap **Take Me To Gmail**

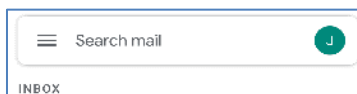


13. Tap the **left arrow** ← at the top of the Settings screen

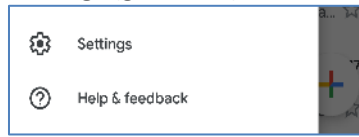


Now that your email is setup, let's **verify some settings**

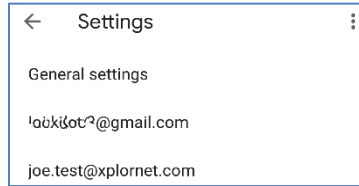
1. Tap the **three horizontal bars** at the top left



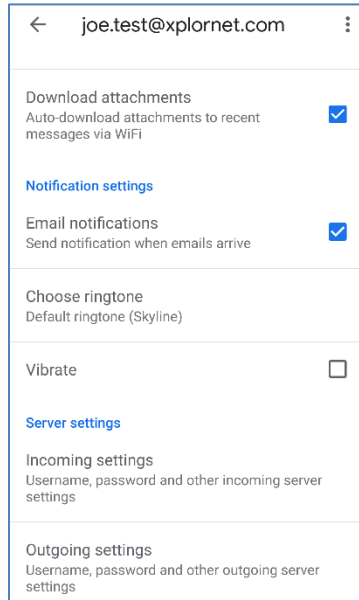
2. Scroll to the bottom (if necessary) and select **Settings** (gear icon)



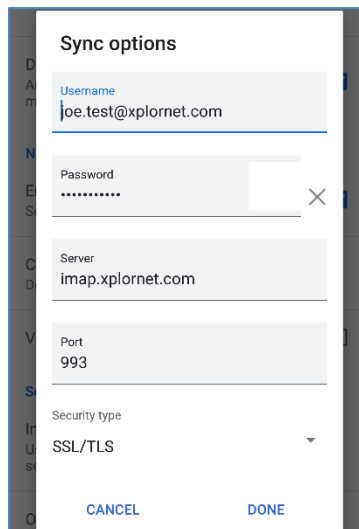
3. Tap your **Xplornet email address**



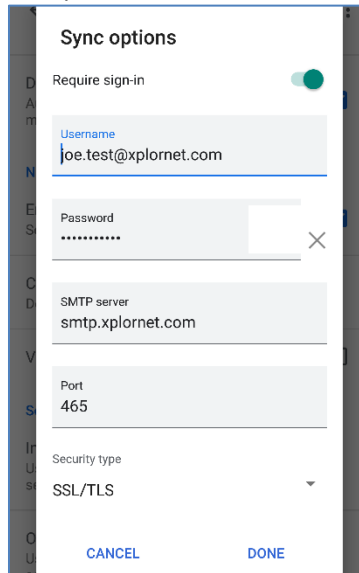
4. Scroll down to **Server settings** at the bottom and tap **Incoming settings**



5. Scroll down to the bottom (if necessary) and verify that the **Port** is **993** and the **Security type** is **SSL/TLS**. If necessary, correct the setting(s) and tap **Done**



6. Tap **Outgoing settings**. Scroll down to the bottom (if necessary) and verify that the **Port** is **465** and the **Security type** is **SSL/TLS**. If necessary, correct the setting(s) and tap **Done**



7. Tap the **left arrow** ← at the top next to your email address



8. Tap the **left arrow** ← at the top of the Settings screen



9. If you have more than one email account setup, tap your initial or profile pic at the top right and select your Xplornet email address (if not already displayed)

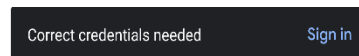
Your Xplornet email account is **now ready** for use with the Gmail app.

Changing your Email Password

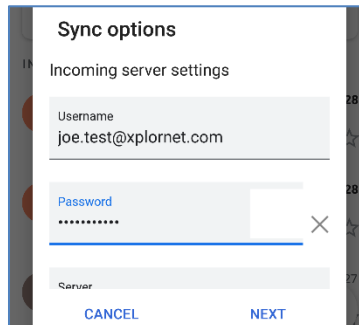
If you **changed your email password** in [webmail](#) or [MyXplornet](#), you will need to change it in Settings to match the new password.

Gmail may detect that the password has changed and display **“Correct credentials needed”** at the bottom. If so:

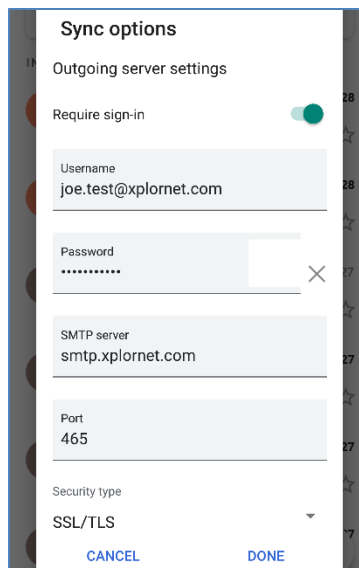
1. Tap **Sign in**



2. Enter your new **Password**



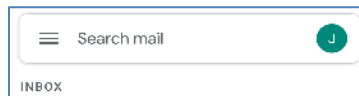
3. Tap **Next**



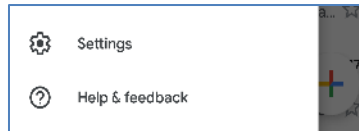
4. Tap **Done**

If Gmail doesn't detect that the password has changed, or if you miss tapping "Sign in", then follow these steps instead:

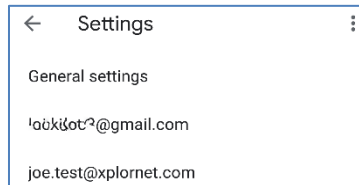
1. Tap the **three horizontal bars** at the top left



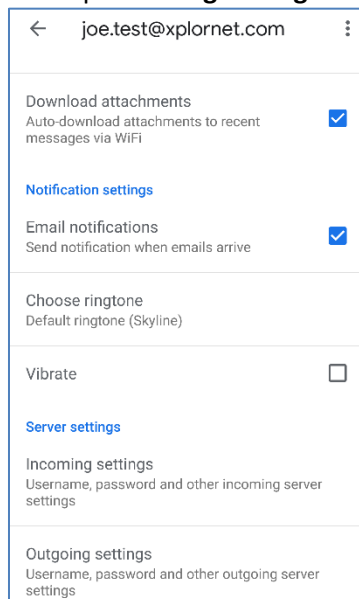
2. Scroll down to the bottom (if necessary) and select **Settings** (gear icon)



3. Tap your **Xplornet email address**



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



5. Enter your new **Password** and tap **Done**

Sync options

Require sign-in

Username
joe.test@xplornet.com

Password
.....

Server
imap.xplornet.com

Port
993

Security type
SSL/TLS

CANCEL DONE

6. Tap **Outgoing settings**. Enter your new **Password** and tap **Done**

Sync options

Require sign-in

Username
joe.test@xplornet.com

Password
.....

SMTP server
smtp.xplornet.com

Port
465

Security type
SSL/TLS

CANCEL DONE

7. Tap the **left arrow** ← at the top next to your email address

← joe.test@xplornet.com ⋮

8. Tap the **left arrow** ← at the top of the Settings screen

← Settings ⋮