



Mail setup on an iphone

You can connect an *iPhone*, iPad or iPod to any type of mailbox. The precise method of connecting will depend upon the type of mailbox that you want to connect to.

Full details how to *set up email* on your *iPhone* can be found on the Apple website at: <http://support.apple.com/kb/HT4810>. While we are unable to offer direct support for third party products, the following process can be used as a guide to *setting up email* with an *iPhone*, iPad or iPod.

Difficulty

- Beginner

How long will it take me?

- Around 5 minutes

What will I need?

- A hosting package. [How can I add a hosting package to my domain name?](#)
- A Mailbox. [How can I create a mailbox?](#)
- Your mailbox username and password. [Where can I find these details?](#)

The method you use to setup your *email* will depend on your mailbox type.

- [Starter or Standard mailboxes](#)
- [StarterPlus or Advanced mailboxes](#)
- [Professional or Exchange mailboxes](#)

We also have a range of videos to help you *set up* your *iPhone*, iPad or iPod in minutes:

- [Standard and Starter Mailboxes](#)
- [Advanced and StarterPlus Mailboxes](#)
- [Professional Mailboxes](#)

Starter or Standard mailboxes

You can configure your *iPhone* to connect to your mailbox using IMAP. In order to do this you will need:

- Your incoming and outgoing mailserver details. [Where can I find these details?](#)
- Your Service Providers SMTP server details.

Step 1

Tap the *Settings* icon, then scroll down and press **Mail, Contacts, Calendars**.



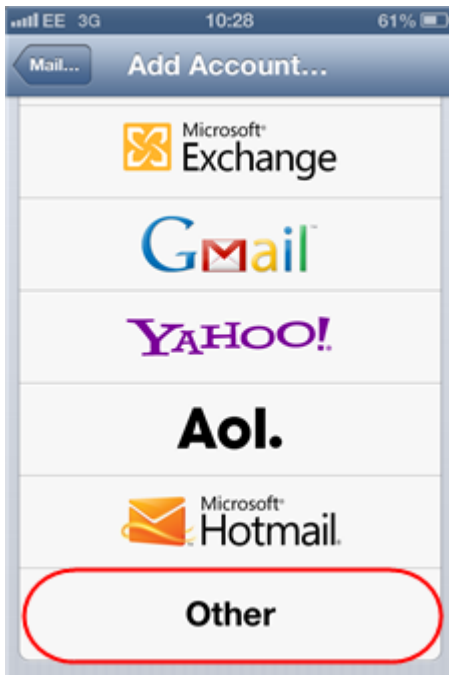
Step 2

Press **Add Account**.



Step 3

Select **Other**.



Step 4

Press **Add Mail Account**.



Step 5

Enter the following information and press **Next**:

- **Name:** Enter your name. People will see this when you send them an *email* from your device.
- **Email:** Enter the full *email* address you are *setting* up. For example, *ralph@ralphsdomainname.com*.
- **Password:** Enter your mailbox password.
- **Description:** Enter an optional description to help you identify this mailbox.



Step 6

Select the **IMAP** tab.



Step 7

You will be prompted to enter some additional information. Enter the following information in the *Incoming Mail Server* box.

- **Host Name:** mail.yourdomainname.com, replacing *yourdomainname.com* with your actual domain name.
- **Username:** Enter your *email* address, e.g *ralph@ralphsdomainname.com*
- **Password:** Enter the password you chose when you *set* up the mailbox with in your Fasthosts control panel.



Step 8

In the *Outgoing Mail Server* box, enter the SMTP server details supplied by your service provider, and press **Next**.

Step 9

Your device will display a message that it cannot connect using SSL, and will ask if you wish to *set up* the account without using the SSL. Tap the **Yes** button.



Step 10

Press the **Save** button at the top right of the screen to save your new account.

Your phone will now attempt to connect to your mail server. This can take a couple of minutes to complete.

StarterPlus or Advanced mailboxes

You can configure your *iPhone* to connect to your mailbox using IMAP. In order to do this you will need:

- Your incoming and outgoing mailservser details. [Where can I find these details?](#)

Step 1

Tap the *Settings* icon, then scroll down and press **Mail, Contacts, Calendars**.



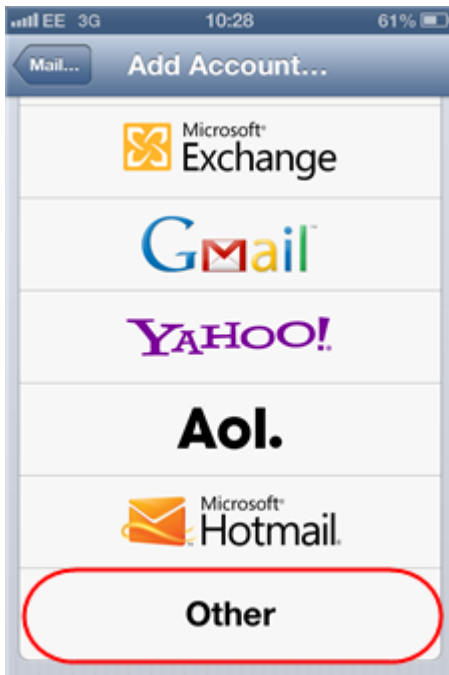
Step 2

Press **Add Account**.



Step 3

Select **Other**.



Step 4

Press **Add Mail Account**.



Step 5

Enter the following information and press **Next**:

- **Name:** Enter your name. People will see this when you send them an *email* from your device.
- **Email:** Enter the full *email* address you are *setting* up. For example *ralph@ralphsdomainname.com*.
- **Password:** Enter your mailbox password.
- **Description:** Enter an optional description to help you identify this mailbox.



Step 6

Select the **IMAP** tab.



Step 7

You will be prompted to enter some additional information. Enter the following information in the *Incoming Mail Server* box.

- **Host Name:** mail.yourdomainname.com, replacing *yourdomainname.com* with your actual domain name.
- **Username:** Enter your *email* address, e.g *ralph@ralphsdomainname.com*
- **Password:** Enter the password you chose when you *set* up the mailbox with in your Fasthosts control panel.



Step 8

In the *Outgoing Mail Server* box, enter *smtp.<your domain name>* in the **Host Name** field. For example, if your domain name is *ralphsdomainname.com* enter *smtp.ralphsdomainname.com*.

Enter the same **Username**, and **Password** details as the *Incoming Mail Server* box. Once you have entered these details, press **Next**.



Step 9

Your device will display a message that it cannot connect using SSL, and will ask if you wish to *set* up the account without using the SSL. Tap the **Yes** button.



Step 10

Press the **Save** button at the top right of the screen to save your new account.

Your phone will now attempt to connect to your mail server. This can take a couple of minutes to complete.

Professional or Exchange mailboxes

For full Exchange functionality you should connect your *iPhone* to a Professional mailbox. If you are currently using an Exchange mailbox you can change this to a Professional mailbox within your control panel. You must also [enable Outlook Anywhere](#) before your *iPhone*, iPad or iPod touch will be able to connect fully to your Professional Mailbox

Step 1

Tap the **Settings** icon, then scroll down and press **Mail, Contacts, Calendars**.



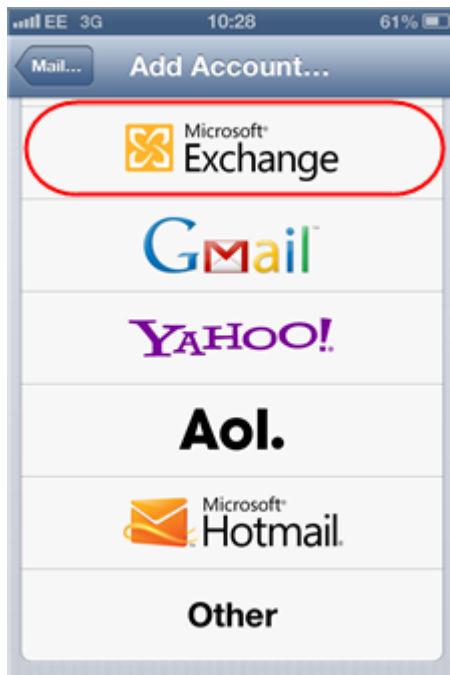
Step 2

Press **Add Account**.



Step 3

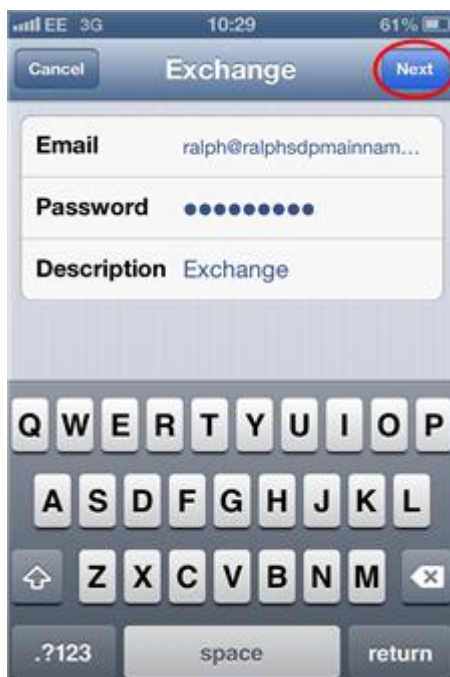
Select **Microsoft Exchange**.



Step 4

Enter the following details and click **Next**.

- **Email:** If you are *setting* up a Professional mailbox, enter your *email* address (for example *ralph@ralphsdomainname.com*). For Exchange mailboxes, enter the username [displayed in your control panel](#).
- **Password:** The password you chose when you created the mailbox.
- **Description:** This is an optional description to help you identify the mail account in your device.



Step 5

The device will prompt you to enter some additional information. In the **Server** box enter the following:

- **If you are connecting to an Exchange mailbox enter *exchange.livemail.co.uk*.**
- ***The above is your type of mailbox***
- If you are connecting to a Professional mailbox and your server name is CAS.EMAIL.LOCAL: Enter *exchange2010.livemail.co.uk*.
- If you are connecting to a Professional mailbox and your server name is CAS.EMAIL2.LOCAL: Enter *2.exchange2010.livemail.co.uk*.

Your server name can be found within your control panel. Our guide [Finding your mailbox details](#) will show you how.

Incoming Mail Server (POP3 or IMAP)

mail.jcsteelerectors.co.uk

Outgoing Mail Server (SMTP)

smtp.jcsteelerectors.co.uk

Username

john@jcsteelerectors.co.uk



Step 6

In the **Domain**, **Username**, and **Password** boxes enter the following information:

- **Domain:** Enter your domain name. For example, if you are *setting up* the *email* address *ralph@ralphsdomainname.com*, enter *ralphsdomainname.com* in this field.
- **Username:** If you are *setting up* a Professional mailbox, enter your *email* address (for example *ralph@ralphsdomainname.com*). For Exchange mailboxes, enter the username [displayed in your control panel](#).
- **Password:** The password you chose when you created the mailbox.

Press the **Next** button at the top right of the screen.



Step 7

Your device will test your connection to your mailbox. When the test is complete, you will be prompted to choose which items you wish to sync with your device.

Click **Save** at the top right of the screen to store your mailbox *settings*.