Android 5

Setting up an email account

In order to be able to send and receive emails from and to your new email account you will need to first set up the account in your Gmail software on your Android smartphone. This guide is for users of Android 5 (Lollipop) although the process is similar for older versions of the OS, also. If you do not use Android, please go to **www.aprompt.co.uk/guides/** to select the correct guide for your email software and device.

Before continuing make sure you have the following information to hand:

- Your new **email address** (aprompt will provide this)
- The **password** for your email address (aprompt will provide this)
- Your **incoming mail server (POP3)** address (aprompt will provide this)
- Your **Outgoing mail server (SMTP)** address (aprompt will provide this)

Your email address, password, incoming mail server (POP3) and Outgoing mail server (SMTP) are all provided by aprompt. The incoming mail server will be **mail.yourdomain.com** where yourdomain.com is your actual domain name without the www part and your Outgoing SMTP server will also be mail.yourdomain.com.

Once you have your email address, password, incoming mail server address and outgoing mail server address you are ready to set up your email account.

Step 1: Find the **Gmail** app on your phone. It should be installed by default, but if not you can find it on the Play Store.

Step 2: If this is your first time using Gmail, you will be prompted to add a new account. If not, click the menu icon in the top-left-hand-corner of the app; click the downwards arrow next to your current account and choose "Add account".
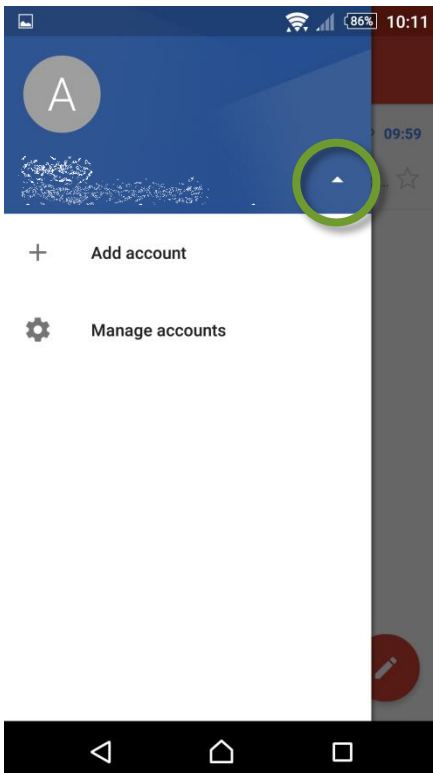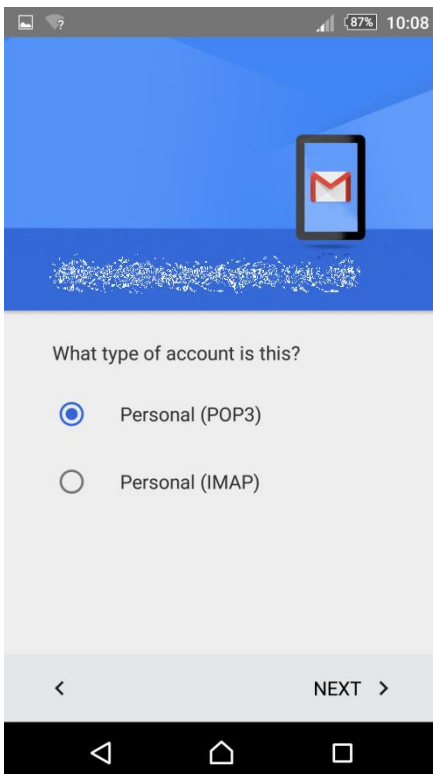
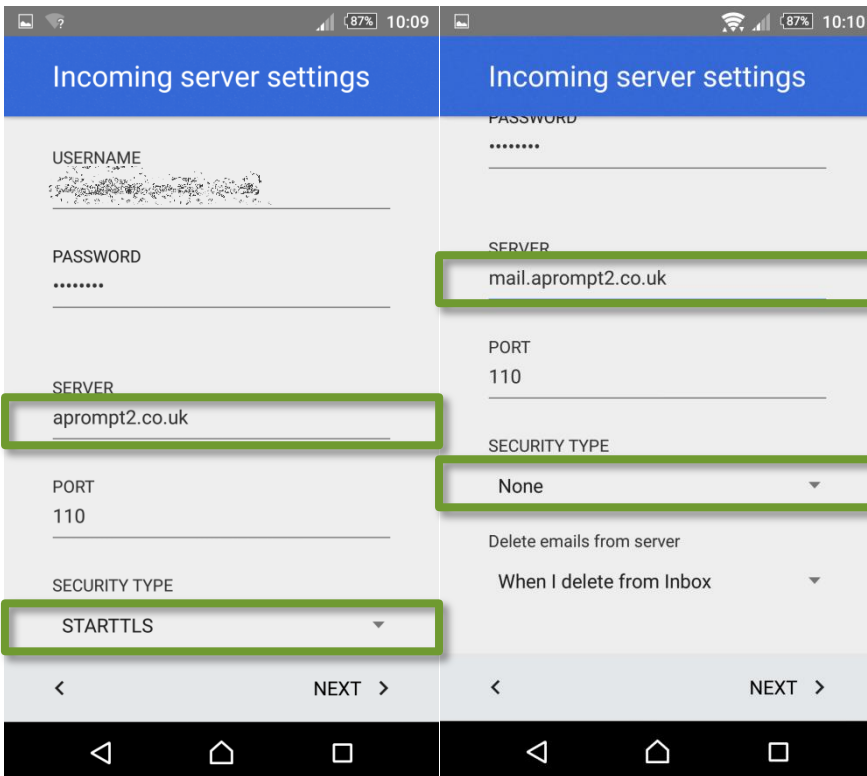**Step 3**: Choose to set up a personal email account.
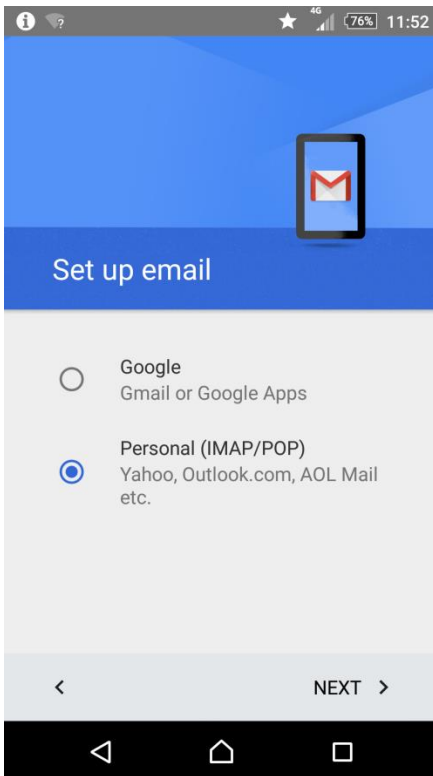
Step 4: Enter your email address and click "Next".

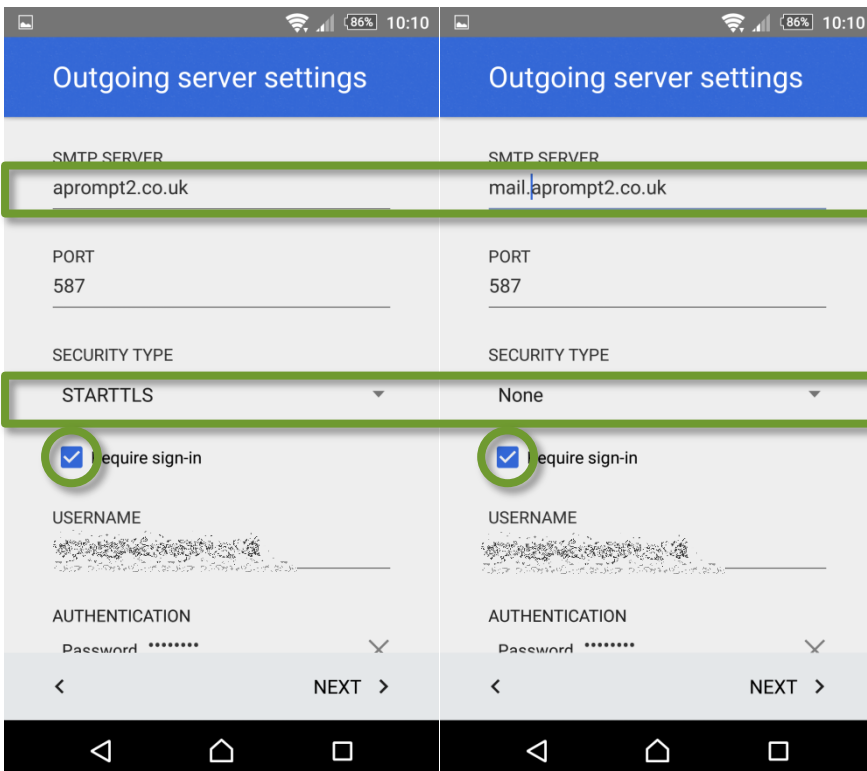**Step 5**: Select "Personal (POP3)" when prompted to choose an account type.

Step 6: Enter your password and click "Next".

Step 7: Change your incoming mail server to mail.yourdomain.com and the Security Type to None.

Step 8: Click "Next" and do the same for outgoing settings. Ensure "Require sign in" is selected.

Step 9: Click "Next" and continue through the remaining steps, choosing how often you want your phone to sync (more frequent means your email arrives quicker, less frequent saves battery life) and choosing the name for your phone to call the account.

Your new email address has now been set up. It is a good idea to test your new email address by sending a test email. You can send a test email to aprompt at **support@aprompt.co.uk** and type EMAIL TEST in the subject line. We will then send you an email back. If you successfully send us an email and receive a reply your new email is fully working (if you have several email addresses in Gmail make sure you use the correct email account to send the test message).

Trouble Shooting

I can't send or receive emails
If you have never been able to send or receive any emails on your new account it could be that your email account username (your email address), password, incoming mail server or outgoing mail server (SMTP) has been typed incorrectly. The most common error is not using the full email address in the user name field.

If you have been sending and receiving email but now cannot it may be one of two possible reasons. Firstly it might be your Internet connection, test your connection by opening your web browser and try and load a website (preferably one you haven't visited before), if the page fails to load then your Internet connection is down and you need to speak to your ISP (Internet Service Provider). If you can load a web page then it's possible our email servers are experiencing problems, this is a rare occurrence but if it does happen it is usually resolved within a few hours. Use our WebMail service to check whether your email account is working okay, see the WebMail section below. If the problem lasts longer than a few hours contact the aprompt support department on 0845 224 5806 (Mon – Fri 9.00am – 5.30pm) or by email to support@aprompt.co.uk (24 hours).

WebMail
All aprompt email accounts come with an online WebMail service. WebMail allows you to check, read and write emails from a special website and is useful for users who are not at their own PC (and therefore cannot access their Outlook) or who prefer not to setup their email account on their computer. As WebMail is Internet based you can access your emails from any computer, anywhere in the world which is connected to the Internet (please note – WebMail cannot display emails you have already received and downloaded into Outlook).

To access your WebMail service open your web browser and enter the following url:
http://webmail.yourdomain.com (where yourdomain.com is your domain name without the www.)
(note the address is your usual web address but the www has been replaced with webmail)

Enter your full email address in the Mailbox field and your password in the Password field and click login. You can now read your emails or compose new messages.

If you are having problems receiving emails you can use your WebMail service to check your email account is functioning correctly. If you can logon to your WebMail account then your email account is functioning without any problems and the error is being caused by an incorrect setting in your Outlook.