

iOS

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 email software on your iPhone or iPad. This guide is for users of the iPhone or iPad. If you do not use iPhone or iPad, please go to www.aprompt.co.uk/guides/ to select the correct guide for your email software.

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** address (aprompt will provide this)
- Your **Outgoing mail server (SMTP)** address (aprompt will provide this)

Your email address, password, incoming mail server and Outgoing mail server (SMTP) are all provided by aprompt.

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: Click the **SETTINGS** icon on your iPhone or iPad.

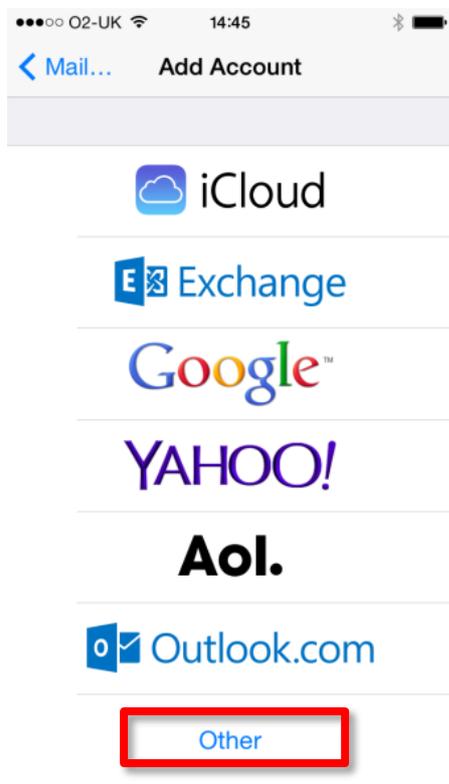
Step 2: The *Settings* window will open. Scroll down and tap on "**Passwords & Accounts**".



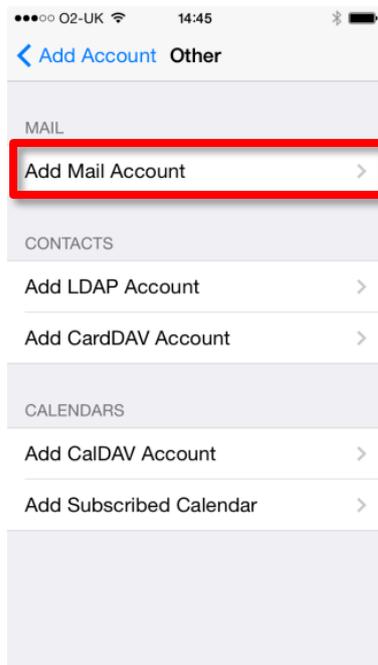
Step 3: On the *Passwords & Accounts* screen click on “**Add Account**”



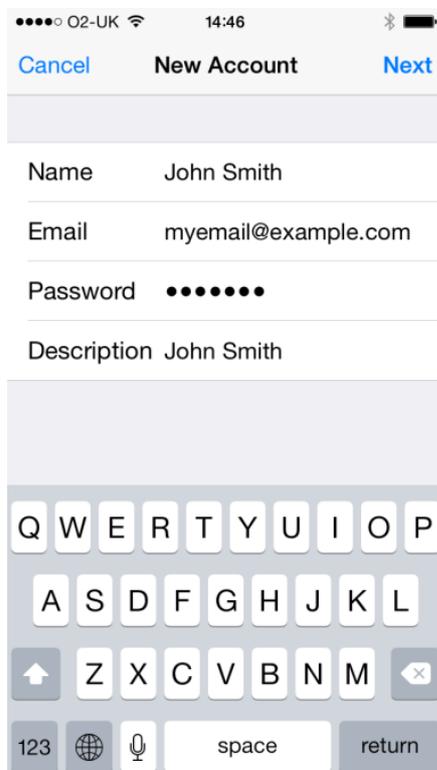
Step 4: Select **Other** from the *Add Account* options.



Step 5: Select **Add Mail Account** from the *Other* page options.



Step 6: Enter your **Name** (this is your real name and will be used for display purposes), Your Email **Address** (this is the email address aprompt have provided – please enter the **FULL** email address), Your **Password** (aprompt will provide this) and a **Description** (this is for your own internal reference). Then click **NEXT**



Step 7: The *New Account* page will now open. Firstly please select **IMAP** from the options at the top of the page. Next you will need to enter your **Incoming Mail Server** and **Outgoing Mail Server** information. **A Prompt will provide you with your incoming and outgoing mail server information;** it will take the form of:

Incoming Mail Server

Host Name: *server address provided by aprompt*

Username: Your **FULL** email address

Password: Your email address password

Outgoing Mail Server

Host Name: *server address provided by aprompt*

Username: Your **FULL** email address

Password: Your email address password

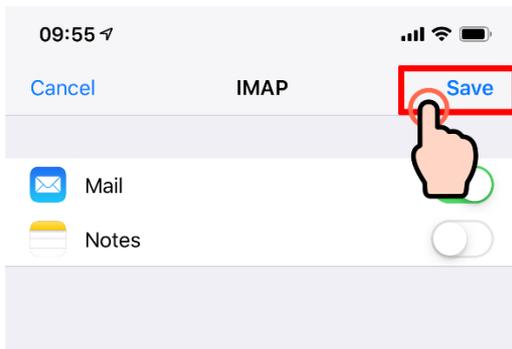


Once you have entered all the information tap **NEXT**

Step 8: Your iPhone or iPad will now verify the account information; (this may take a couple of minutes depending on your Internet connection speed) – stay on this screen until the verification is complete:



Once verification is complete the **IMAP** screen will display, you can choose whether to use this **IMAP** account just for email (recommended) and/or for Notes – we recommend enabling Mail and leaving Notes turned off.

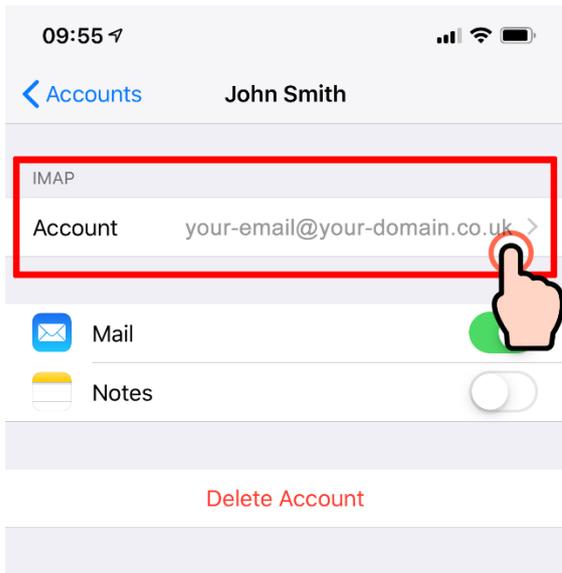


Tap **Save**.

Step 9: You will now be returned to the main "**Passwords and Accounts**" section. Tap on the email account you've just added:



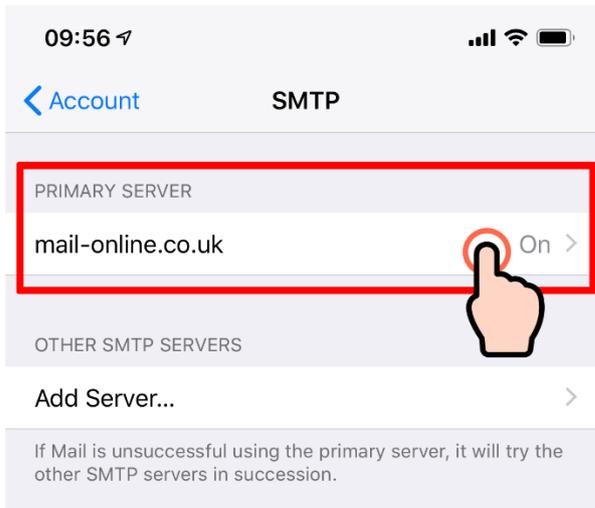
Tap the IMAP **Account** (your email address)



and scroll down to the **OUTGOING MAIL SERVER** section and tap on **SMTP** server:

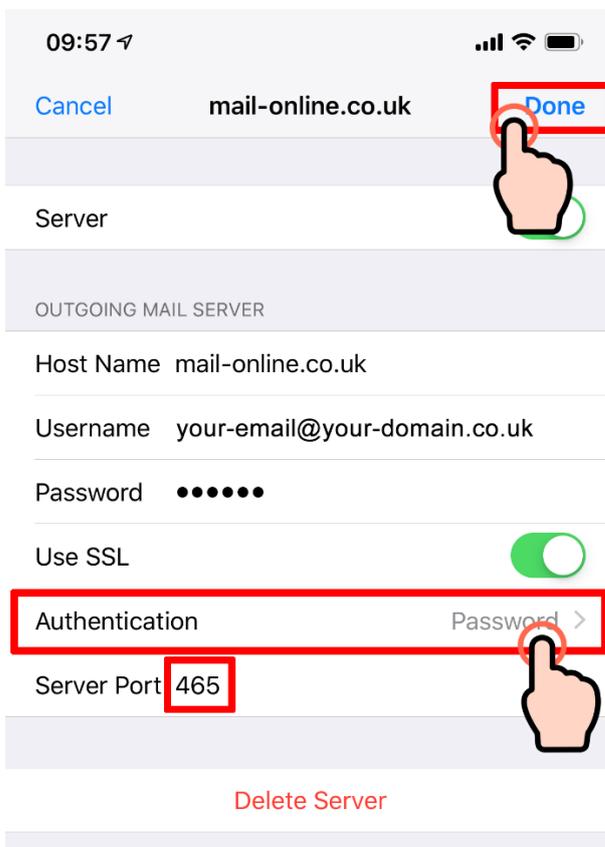


Tap the **Primary Server**:



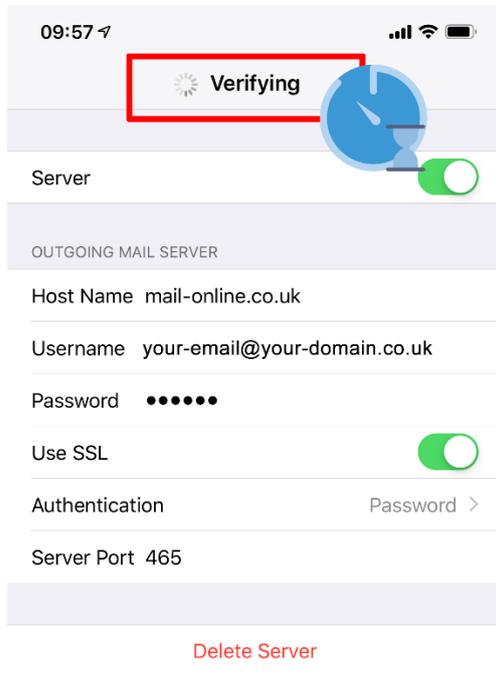
Check (and change if necessary) the Outgoing Mail Server details.

- Use SSL should be **turned on**
- Authentication should be set to **"Password"**
- Server Port should be set to **465**



Tap **DONE**.

Your iPhone or iPad will now verify the account information; (this may take a couple of minutes depending on your Internet connection speed) – stay on this screen until the verification is complete:



Step 10: You will now be returned to the main "Passwords and Accounts" section. Tap on **Advanced:**



Check (and change if necessary) the **Incoming Settings**.

- Use SSL should be **turned on**
- Authentication should be set to **“Password”**
- Server Port should be set to **993**



Tap **Account**. (in the top left corner) to return to the Account Settings screen.

Step 11: Tap **Done** to Save the changes.



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 on your iPhone or iPad 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 either 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.