

# 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".

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	Settings	
	Battery	>
	Privacy	>
Ą	iTunes & App Store	>
	Wallet & Apple Pay	>
?	Passwords & Accounts	<u>R</u> >
$\bowtie$	Mail	
	Contacts	>
	Calendar	>





### Step 3: On the Passwords & Accounts screen click on "Add Account"

09:	51 🕫	II 🗢 🗩
<b>〈</b> Set	tings Passwords & Accounts	
Ŷ	Website & App Passwords	>
	AutoFill Passwords	>
ACCO	UNTS	
iCloud	<b>ld</b> I Drive, Mail, Safari, Reminders and 7 more.	
Add	Account	
		$\overline{)}$
Fetc	n New Data	Push >

Step 4: Select Other from the Add Account options.







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

•••∘ O2-UK 중 14:45	* 💼
Add Account Other	
MAIL	_
Add Mail Account	>
00114070	_
CONTACTS	
Add LDAP Account	>
Add CardDAV Account	>
CALENDARS	
Add CalDAV Account	>
Add Subscribed Calendar	>

**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** 

••••○ 02-UK 🗢	14:46	* 💼
Cancel	New Account	Next
Name	John Smith	
Email	myemail@exam	ple.com
Password	••••	
Description	John Smith	
QWE	RTYU	ΙΟΡ
ASD	FGHJ	ΚL
• z x	CVBN	M 💌
123 🌐 👰	space	return





factsheet

**Step 7:** The *New Account* page will now open. Firstly please select <u>IMAP</u> from the options at the top of the page. Next you will need to enter your **Incoming Mail Server** and **Outgoing Mail Server** information. <u>A</u> **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 <u>FULL</u> email address Password: Your email address password

#### **Outgoing Mail Server**

Host Name: server address provided by aprompt Username: Your <u>FULL</u> email address Password: Your email address password

09:54 🔊	al 🗢 🖿
Cancel	New Account
	АР РОР
$\Box \Sigma$	
Name	John Smith
Email	your-email@your-domain.com
Description	n John Smith
INCOMING M	AIL SERVER
Host Name	e mail-online.co.uk
Username	your-email@your-domain.com
Password	•••••
OUTGOING M	AIL SERVER
Host Name	e mail-online.co.uk
Username	your-email@your-domain.com
Password	•••••

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

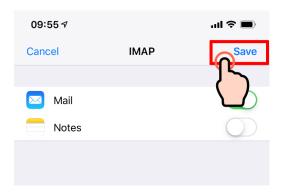




**Step 8:** Your IPhone or IPad will now verify the account information; (this make take a couple of minutes depending on your Internet connection speed) – stay on this screen until the verification is complete:

09:57 <i>4</i>		<b>■                                    </b>
	🔆 Verifying	$\bigcirc$

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)

09:55 🕫	
Accounts	John Smith
IMAP	
Account	your-email@your-domain.co.uk>
🖂 Mail	
Notes	$\bigcirc$
	Delete Account

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

09:56 🔊		<b>'II 🕹 </b>
Cancel	Account	Done
IMAP ACCOUI	NT INFORMATION	
Name	John Smith	
Email	your-email@your-doma	ain.co.uk >
Description	John Smith	
	AIL SERVER	
Host Name	mail-online.co.uk	
Username	your-email@your-dom	ain.co.uk
Password	•••••	
OUTGOING M	AIL SERVER	
SMTP	mail-c	online.co.uk >
Advanced		





# Tap the Primary Server:

09:56 🗸		ul Ş 🔲
Account	SMTP	
PRIMARY SERVER		
mail-online.co.ul	<	Q On >
OTHER SMTP SERVE	RS	
Add Server		>
If Mail is unsuccessfu other SMTP servers i	<b>U</b> 1 7	erver, it will try the

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 make take a couple of minutes depending on your Internet connection speed) – stay on this screen until the verification is complete:

09:57 ৵		ut 🗢 🔲
	🔅 Verifying	
Server		
OUTGOING M	IAIL SERVER	
Host Name	e mail-online.co.uk	
Username	your-email@your-dom	ain.co.uk
Password	•••••	
Use SSL		
Authentica	tion	Password >
Server Port	t 465	
	Delete Server	

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

09:56 ≁		ul 🗢 🗩
Cancel	Account	Done
IMAP ACCOU	NT INFORMATION	
Name	John Smith	
Email	your-email@your-doma	iin.co.uk >
Description	n John Smith	
INCOMING M	AIL SERVER	
Host Name	e mail-online.co.uk	
Username	your-email@your-doma	iin.co.uk
Password	•••••	
OUTGOING N	IAIL SERVER	
SMTP	mail-o	nline.co.uk >
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

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Account Advanced	ł
MAI	
Drafts Mailbox	Drafts >
Sent Mailbox	>
Deleted Mailbox	>
Archive Mailbox	>
MOVE DISCARDED MESSAGES INTO	:
Deleted Mailbox	~
Archive Mailbox	
DELETED MESSAGES	
Remove	After one week $\geq$
INCOMING SETTINGS	
Use SSL	
Authentication	Password >
IMAP Path Prefix /	-15
Server Port 993	
S/MIME	
Sign	No >

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





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

CancelAccountIMAP ACCOUNT INFORMATIONNameJohn SmithEmailyour-email@your-domain.co.uk >DescriptionJohn SmithINCOMING MAIL SERVERHost Namemail-online.co.uk	10:05 🕫	·11 🔶	)	
Name   John Smith     Email   your-email@your-domain.co.uk     Description   John Smith     INCOMING MAIL SERVER	Cancel	Account	one	
Email your-email@your-domain.co.uk   Description John Smith	IMAP ACCOUN	IT INFORMATION	5	
Description John Smith	Name	John Smith		
INCOMING MAIL SERVER	Email	your-email@your-domain.co.uk	>	
	Description	John Smith		
Host Name mail-online.co.uk	INCOMING MAIL SERVER			
	Host Name	mail-online.co.uk		
Username your-email@your-domain.co.uk	Username	your-email@your-domain.co.uk		
Password •••••	Password	•••••		

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.

