
Product and Service Description

Set Up Email Account for iPhone/iPad

Implementation
Approval:

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1. PREPARATION

Before you start setting up your account you will need to have the following information.

Email Address
 Account Username
 Account Password
 POP Server
 SMTP Server
 SMTP Port to use

In the example below, the clients name is 'John Smith', the name of their domain/website is 'www.domain.com.au' so the details are as follows.

Email Address: **john.smith@domain.com.au**
 Account Username: **john.smith@domain.com.au**
 Account Password: **Password#1**
 POP Server: **mail.domain.com.au**
 SMTP Server: **mail.domain.com.au**
 SMTP Port to use: **26**

The reason for using Port 26 for the SMTP server is that some ISP's block sending emails on Port 25 unless you send it through their mail server, by having our mail server set up to run on Port 25 and Port 26 this allows you to bypass this restriction.

To complete the set up using your information just replace the details in the example with your own.

2. SETUP

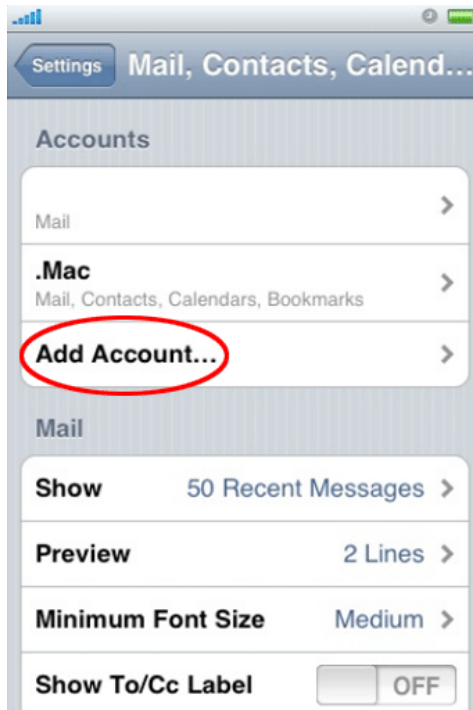
Step1: Select 'Settings' from the home screen of your iPhone.



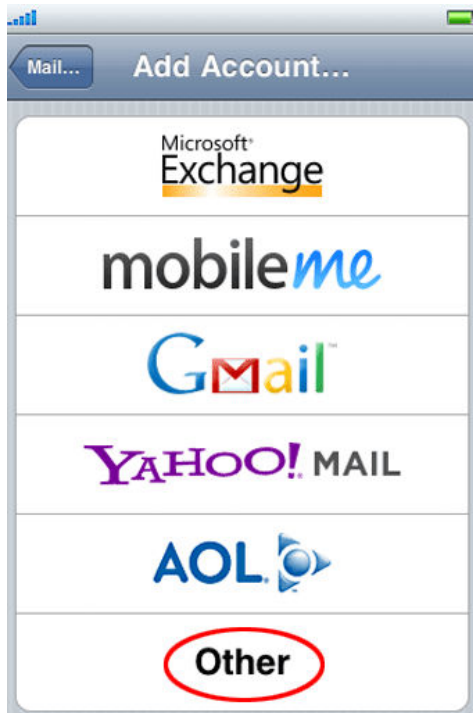
Step 2: Select 'Mail, Contacts, Calendars'



Step 3: Under 'Accounts' select 'Add Account'



Step 4: On the 'Add Account' page select 'Other'



Step 5: Select 'Add Mail Account'



Step 6: On the 'New Account' screen fill in the blank spaces with your details then hit save.

Your Name: The name you wish displayed when people receive your emails

Address: The E-mail address you are sending email from, john.smith@weby.com.au

Password: The password you created when you setup your email account.

Description: The E-mail address you are sending email from, john.smith@weby.com.au



Step 7: The iPhone may attempt to automatically retrieve the server settings, if it attempts this, it will fail. You must configure the settings manually. The first step in configuring this is to select 'POP' as the mail account type. Once you choose 'POP', fill in the corresponding blank spaces.

Please note: If you wish to use IMAP rather than POP you are welcome to, if you are unfamiliar with the POP and IMAP terms, stick to POP as it is the more common method of retrieving mail. When using IMAP, simply replace any reference to POP in this tutorial with the term IMAP.

Your Name: The name you wish displayed when people receive your emails

Address: The E-mail address you are sending email from, john.smith@domain.com.au

Description : The E-mail address you are sending email from,
johnsmith@domain.com.au

Incoming mail server

Host Name: mail.domain.com.au

Username: The E-mail address you are sending email from,
john.smith@domain.com.au

Password: The password you created when you setup your email account.

Outgoing mail server

Host Name: mail.domain.com.au

Username: The E-mail address you are sending email from,
john.smith@domain.com.au

Password: The password you created when you setup your email account

Enter your account information

Cancel Other Save

IMAP POP Exchange

Name John Smith

Address john.smith@domain.com.au

Description john.smith@domain.com.au

Incoming Mail Server

Host Name mail.domain.com.au

User Name john.smith@domain.com.au

Password *****

Outgoing Mail Server

Host Name mail.domain.com.au

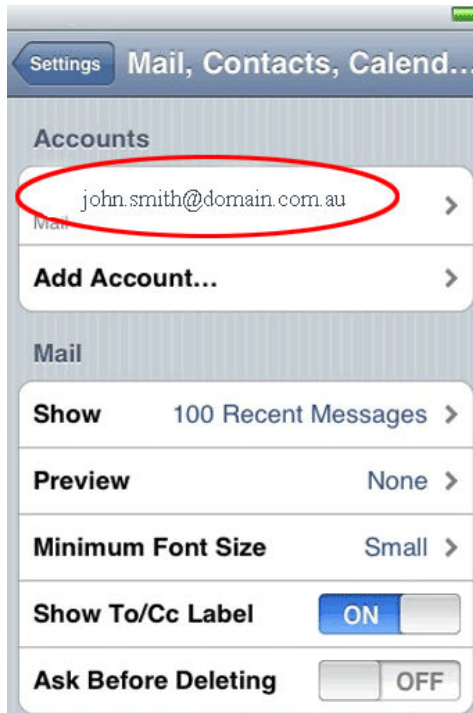
User Name john.smith@domain.com.au

Password *****

Step 8: Select 'Save' once finished. You may then get a popup asking if you want to set the account up without SSL. Select 'Yes'.



Step 9: You should now see your email account in your accounts list. Select the email account.



Step 10: Scroll down and select your Outgoing Mail Server, mail.domain.com.au



Step 11: Double Check that SSL is set to 'Off', Authentication is set to 'Password' and your Server Port is 26.



Step 12: You're now complete. Try sending yourself an email and see if you can receive it.

3. DOCUMENT CONTROL SHEET

If you have any questions regarding this document contact:

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Record of Issues

Issue No.	Issue Date	Nature of Amendment
1	5 May 2012	Initial Issue

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