

Add New Email Account

NOTE: Please make sure your mobile device has internet connectivity before proceeding with this

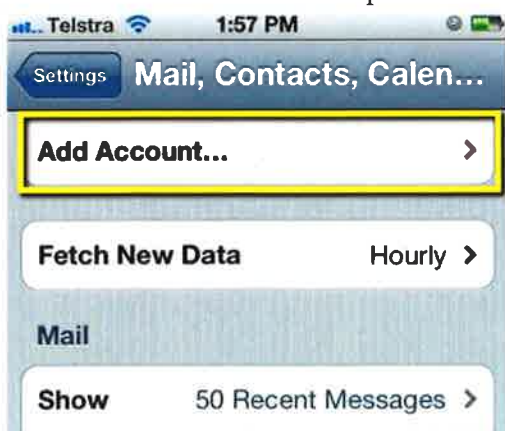
From the iPhone or iPad main menu screen choose the **Settings** icon.



From the list of items select the **Mail, Contacts, Calendars** option.



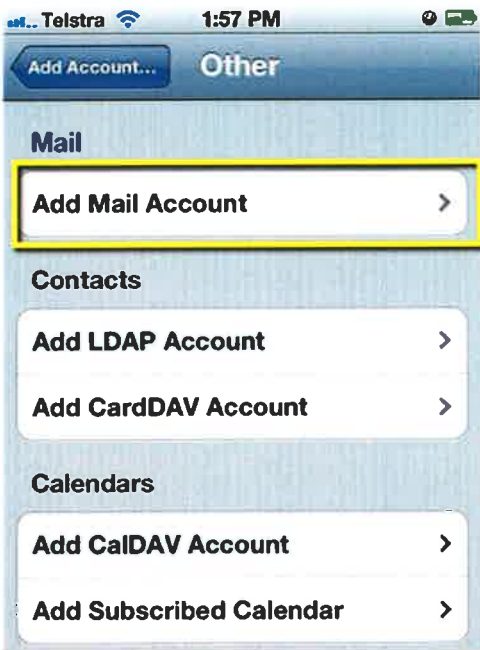
Select the **Add Account...** option from the list of menu items



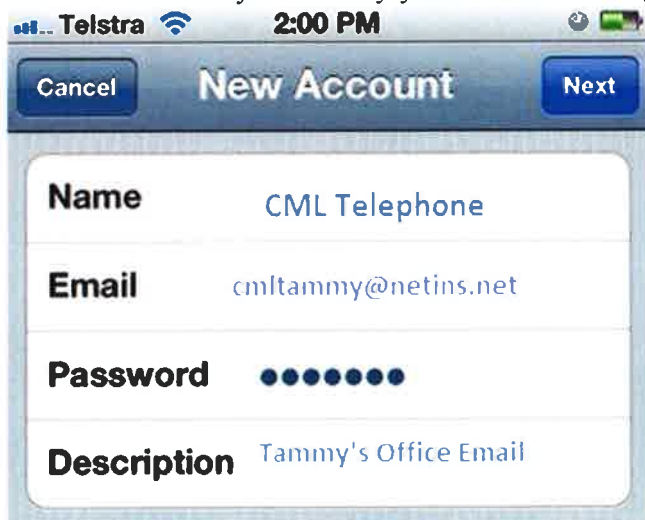
From the list of email service types choose the **Other** option.



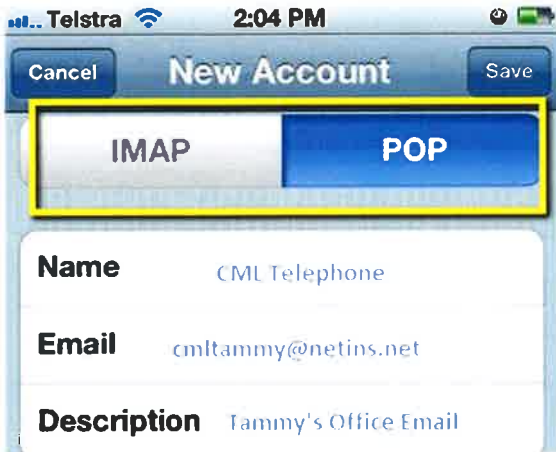
Next choose the **Add Mail Account** option.



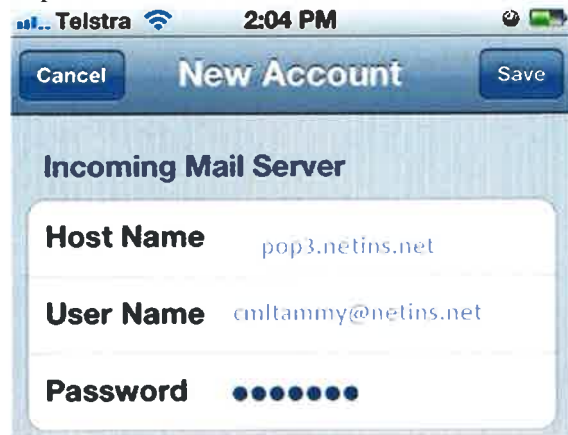
Enter your **full name**, **email address** and **password** for your email account as shown. You can enter a friendly **Description** of your email account to identify the account on your device. Click the **Next** button and your device will now try and verify your account settings.



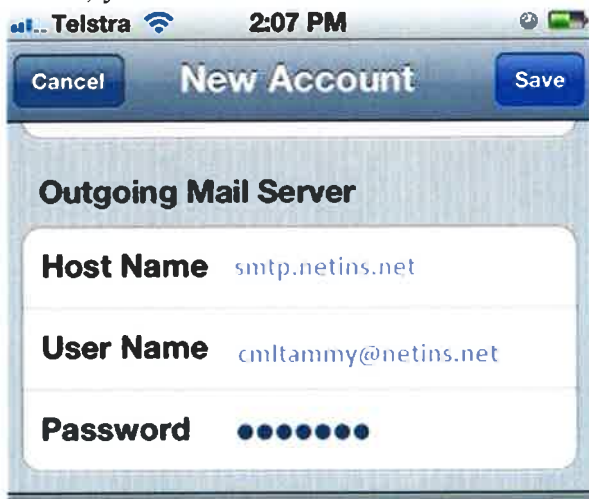
Your device should now request additional information. Select the **POP** button if you wish to use the POP3 protocol or choose **IMAP** if you know your email service has been enabled for IMAP protocol. If you are unsure which to choose select the **POP** option.



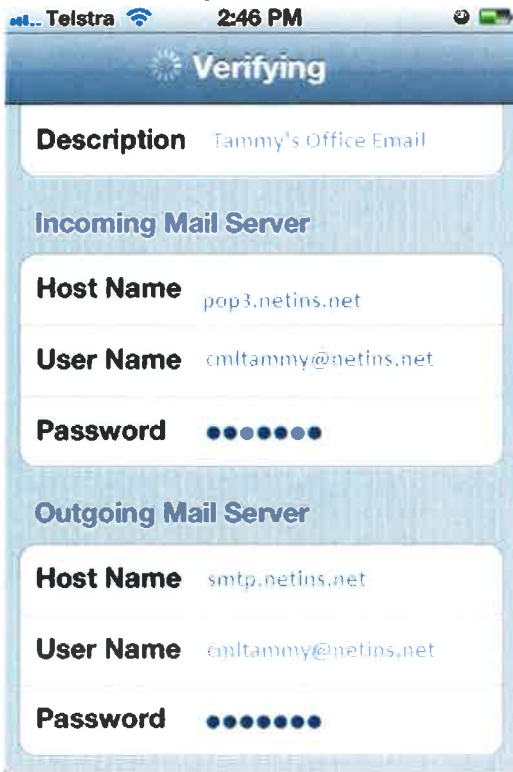
Scroll down and enter the **Incoming Mail Server** information as shown. You will need to specify the **Host Name** and also your email account **User Name**. Your **Password** should already be entered from a previous step.



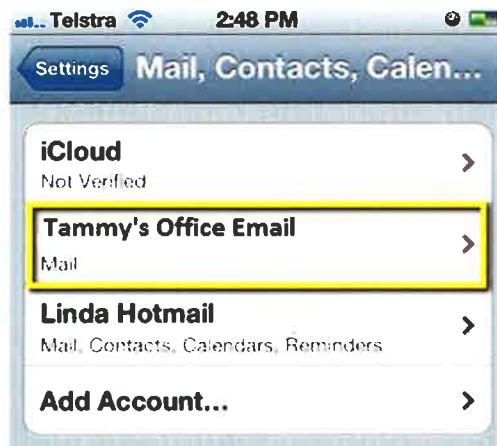
Scrolls down and enter the **Outgoing Mail Server** information as shown. You will need to specify the **Host Name**, your email account **User Name** and also type in your **Password**.



Click the **Save** button to save and verify your email account settings. Your device should now connect to the server. If an error occurs go back and check your settings carefully. If you are unable to successfully verify your email account settings check your device has internet connectivity or try adjusting the advanced settings in the Troubleshooting section at the end.



Once your device has saved the email account settings, the account should appear in the list of accounts under the **Mail, Contacts, Calendars** settings screen.



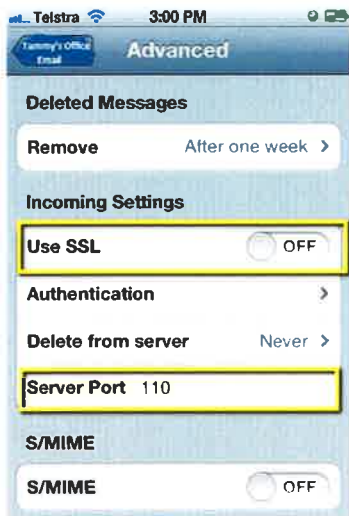
After a few minutes you should be able to access your email from the Mail icon on the iPhone or Ipad main menu screen.



Troubleshoot Advanced Settings

Retrieving Email

If your device is still unable to receive email check and edit the advanced settings of your email account as follows. In your device **Settings**.... **Mail, Contacts, Calendars**, select your email account and navigate to the **Incoming Settings** section as shown. Turn **Use SSL** to **OFF** and change the **Server Port** to **110** if you are using POP protocol, or **143** if you chose IMAP. Click the back button on the top left to save your settings and then try again. If the problem persists, please check for internet connectivity or contact your cloud service provider for assistance.



Sending Email

If your device is still unable to send email check and edit the advanced settings of your email account as follows. In your device **Settings** ... **Mail, Contacts, Calendars**, select your email account and navigate to the **Outgoing Mail Server** settings section as shown. Turn **Use SSL** to **OFF** and change the **Server Port** to **587**. Click **Done**, and then try send another email. If the problem persists, please check for internet connectivity or contact your cloud service provider for assistance.

