

iOS 12 Email Configuration

This guide explains how to configure your iPhone to access your email account.

This tutorial was created using an iPhone running iOS 12. If you are using different hardware or a different OS version, these instructions may differ.

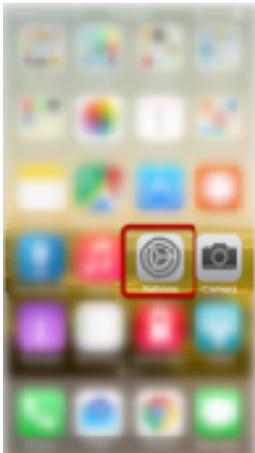
How do I find my email cluster?

In order to setup your email client, you will need to know which email cluster your account is hosted on. If you don't know this information, you can check with your email service provider, or try logging into webmail at:

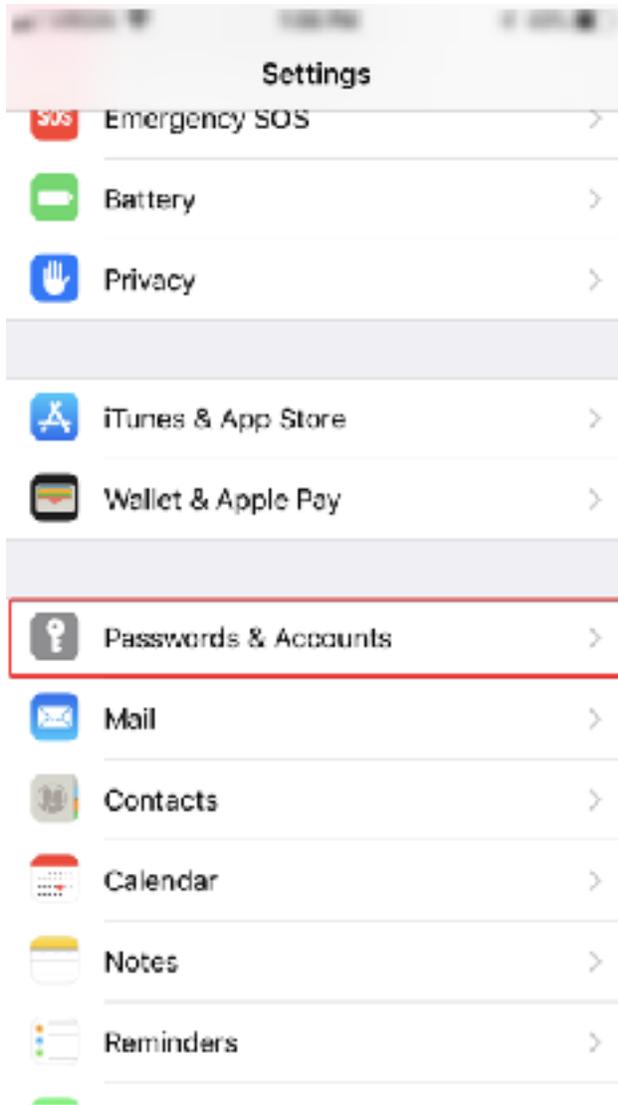
Cluster A:

<http://mail.hostedemail.com>

Step 1: Click on Settings on the home screen.



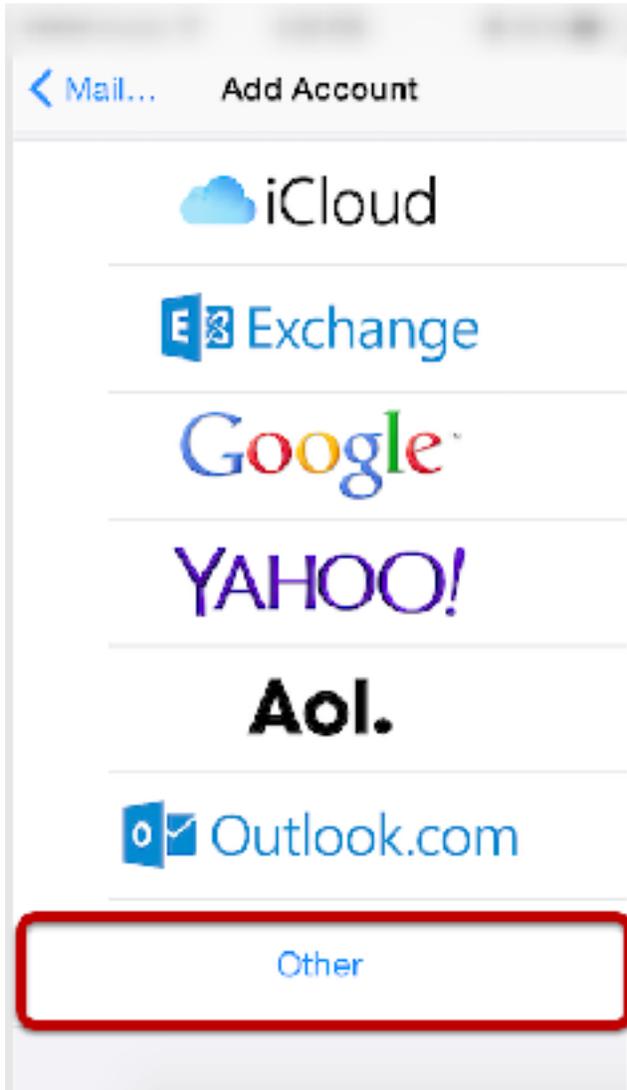
Step 2: Click on Passwords and Accounts



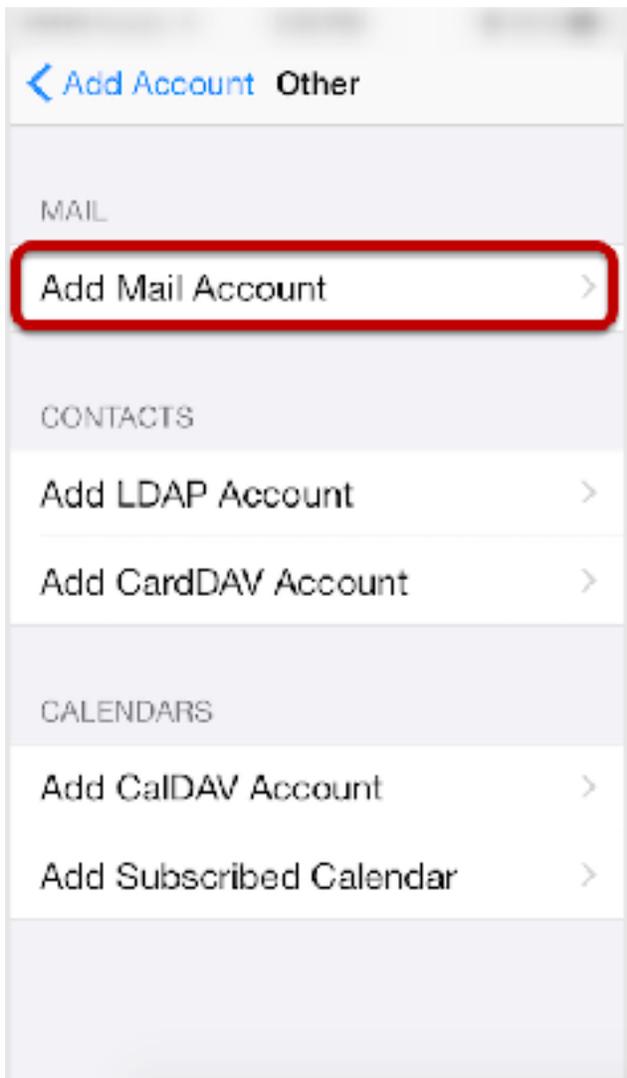
Step 3: Click on Add Account



Step 5: Select "Other"



Step 6: Click "Add Mail Account"



Step 7: Enter Account Information

Cancel New Account Next

Name Email User

Email user@example.com

Password ●●●●●●●●

Description Example

Enter the following settings:

Name

The name displayed when you send email

Address

Your full email address

Password

Your email account password

Description

Account description of your choice

Tap **Next**.

Step 8: Select Account Type

The screenshot shows the 'New Account' configuration screen. At the top, there are three buttons: 'Cancel', 'New Account', and 'Next'. Below these are two radio buttons for selecting the account type: 'IMAP' (which is selected and highlighted in blue) and 'POP'. Underneath, there are several sections for configuring the account. The 'INCOMING MAIL SERVER' section includes a 'Name' field with the value 'Email User', an 'Email' field with 'user@example.com', and a 'Description' field with 'Example'. Below this, the 'Host Name' is set to 'mail.example.com', the 'User Name' is marked as 'Required', and the 'Password' field is filled with seven dots. At the bottom, the 'OUTGOING MAIL SERVER' section is partially visible.

Select your account type on this page. We recommend IMAP for mobile devices as messages are stored on the server which provides better syncing with multiple devices.

Step 9: Enter Incoming Mail Server Information



The screenshot shows the 'New Account' configuration screen. At the top, there are three buttons: 'Cancel', 'New Account', and 'Next'. Below this is a section titled 'INCOMING MAIL SERVER'. It contains three input fields: 'Host Name' with the value 'mail.hostedemail.com', 'User Name' with the value 'user@example.com', and 'Password' which is masked with ten black dots. Below the incoming server section is the 'OUTGOING MAIL SERVER' section, which is partially obscured by a keyboard overlay. The keyboard shows the top row with 'I', 'The', and 'I'm' as suggestions, and the main keys Q, W, E, R, T, Y, U, I, O, P. The bottom row of the keyboard includes '123', a globe icon, a speech bubble icon, 'space', and 'return'.

Under the **Incoming Mail Server** section, enter the following settings.

Host Name:

mail.hostedemail.com (Cluster A) or mail.b.hostedemail.com (Cluster B)

User Name:

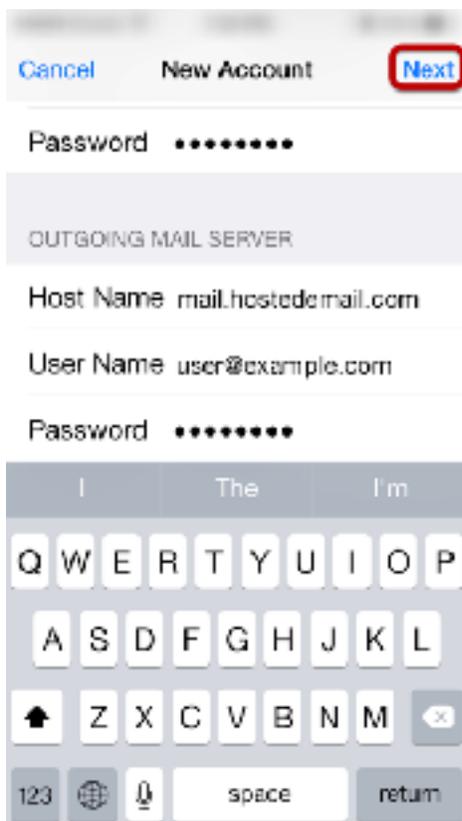
Your email account

Password:

Your email account password

Scroll down to the **Outgoing Mail Server** section.

Step 10: Enter Outgoing Mail Server Information



Under the **Outgoing Mail Server** section, enter the following settings:

Host Name:

mail.hostedemail.com (Cluster A) or mail.b.hostedemail.com (Cluster B)

User Name:

Your email account

Password:

Your email account password

Please note that the outgoing mail server setting is not optional. You will need to enter this information in order to properly configure the account.

Tap **Next** to complete account setup.