

iOS 10 Email Configuration

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

This tutorial was created using an iPhone running iOS 10. 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>

Cluster B:

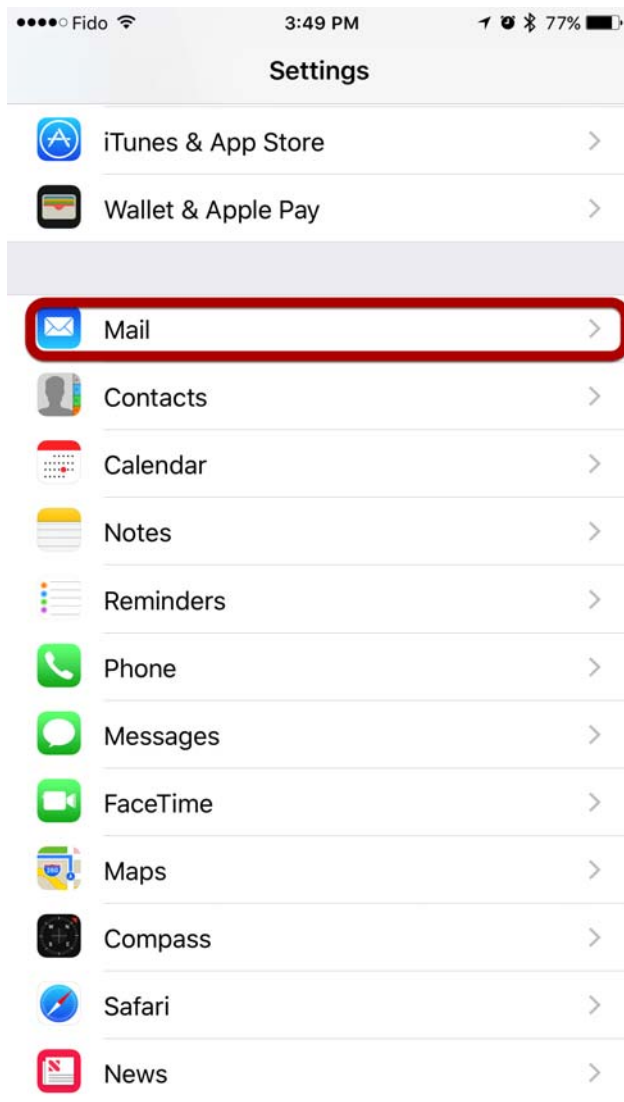
<http://mail.b.hostedemail.com>

If you are able to successfully login to the webmail interface, then you have found your mail cluster. If you are not able to login to either cluster, please contact your email service provider for support.

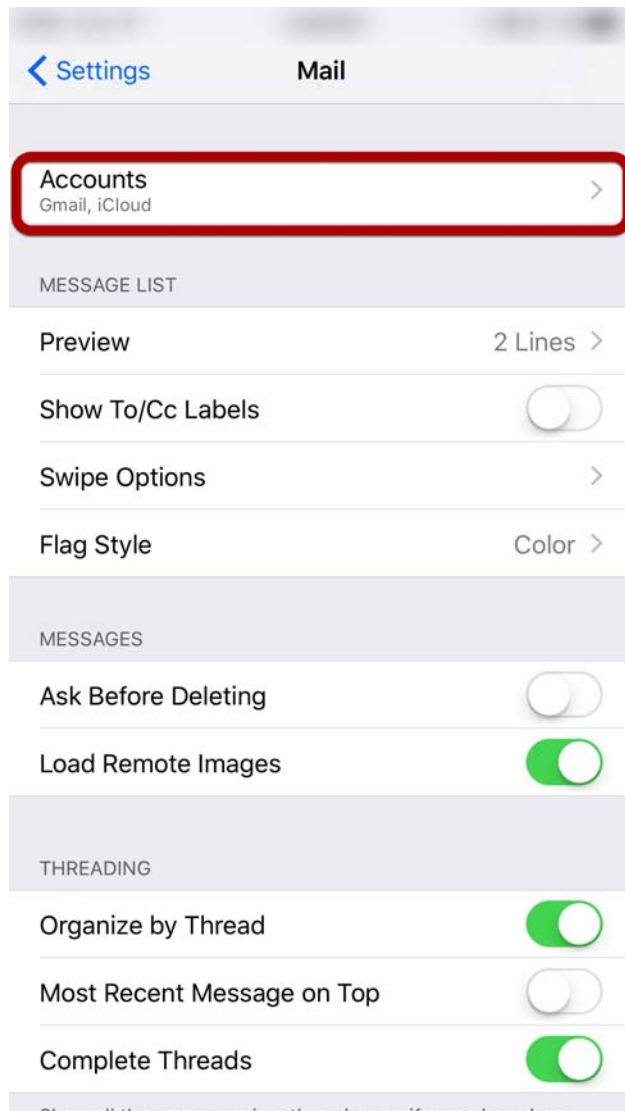
Step 1: Click on Settings on the home screen.



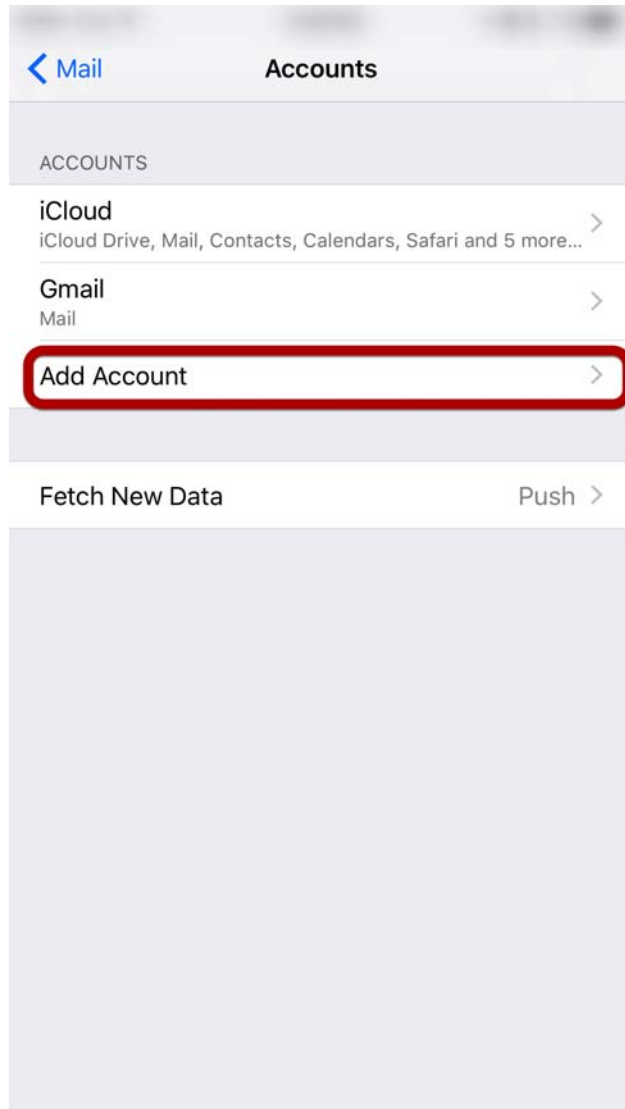
Step 2: Click on Mail



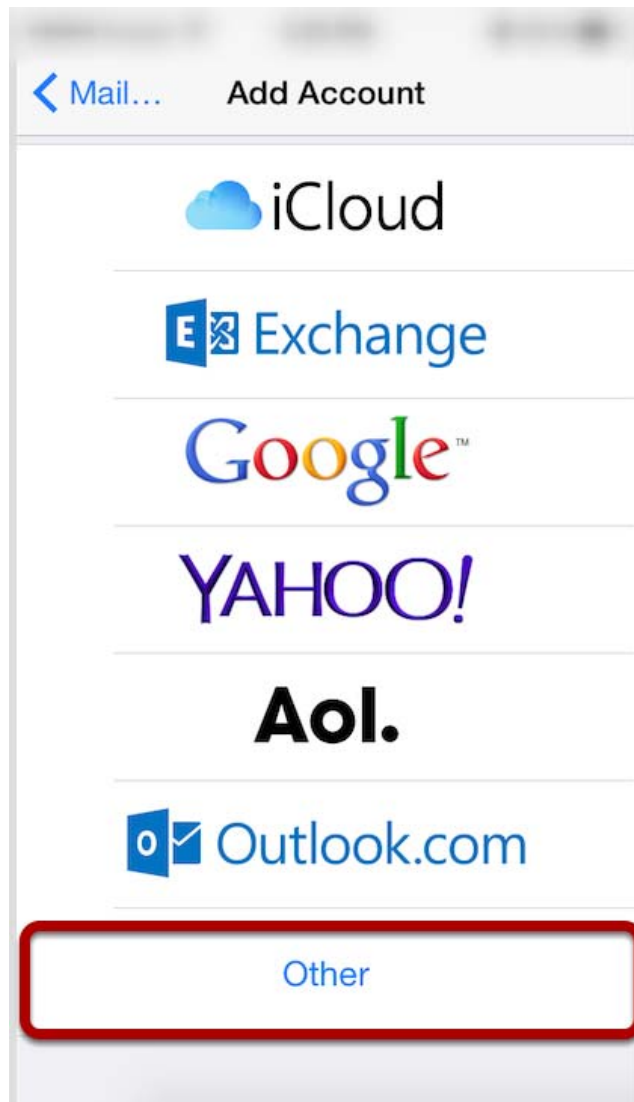
Step 3: Click on Accounts



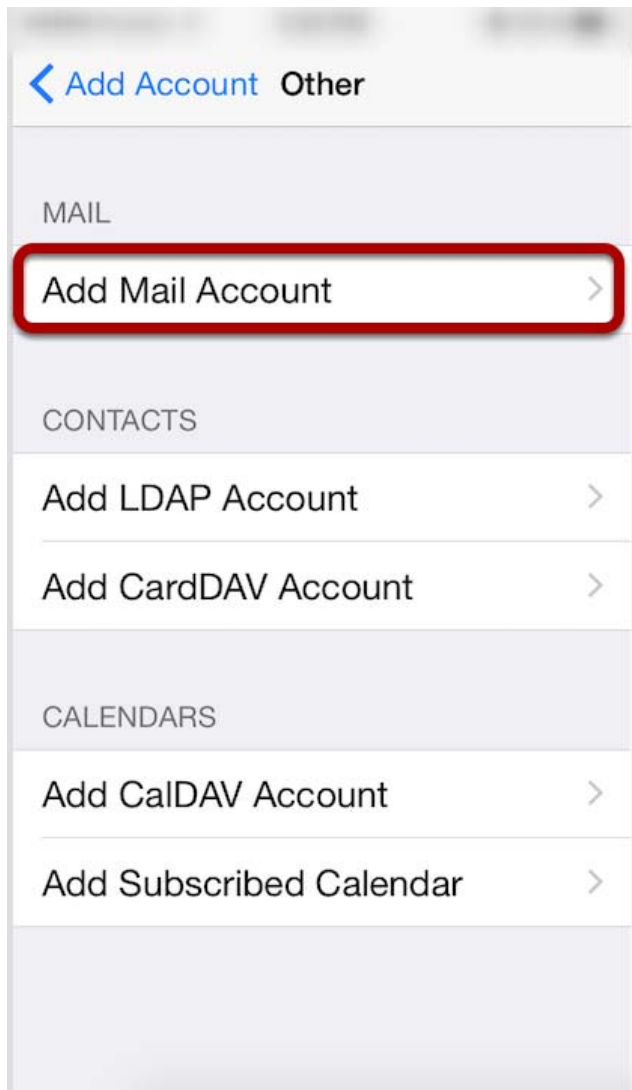
Step 4: Click on Add Account



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' screen in iOS. At the top, there are three buttons: 'Cancel', 'New Account', and 'Next'. Below these are two buttons for account type selection: 'IMAP' (highlighted in blue) and 'POP'. The screen then displays a form with the following fields:

- Name** (label) and **Email User** (text)
- Email** (label) and **user@example.com** (text)
- Description** (label) and **Example** (text)
- INCOMING MAIL SERVER** (header)
- Host Name** (label) and **mail.example.com** (text)
- User Name** (label) and **Required** (text)
- Password** (label) and **••••••••** (password field)
- OUTGOING MAIL SERVER** (header)

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

Cancel New Account Next

INCOMING MAIL SERVER

Host Name mail.hostedemail.com

User Name user@example.com

Password ●●●●●●●●

OUTGOING MAIL SERVER

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A S D F G H J K L

↑ Z X C V B N M ↵

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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

Cancel New Account **Next**

Password ●●●●●●

OUTGOING MAIL SERVER

Host Name mail.hostedemail.com

User Name user@example.com

Password ●●●●●●

I The I'm

Q W E R T Y U I O P

A S D F G H J K L

↑ Z X C V B N M ↵

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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.