

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:

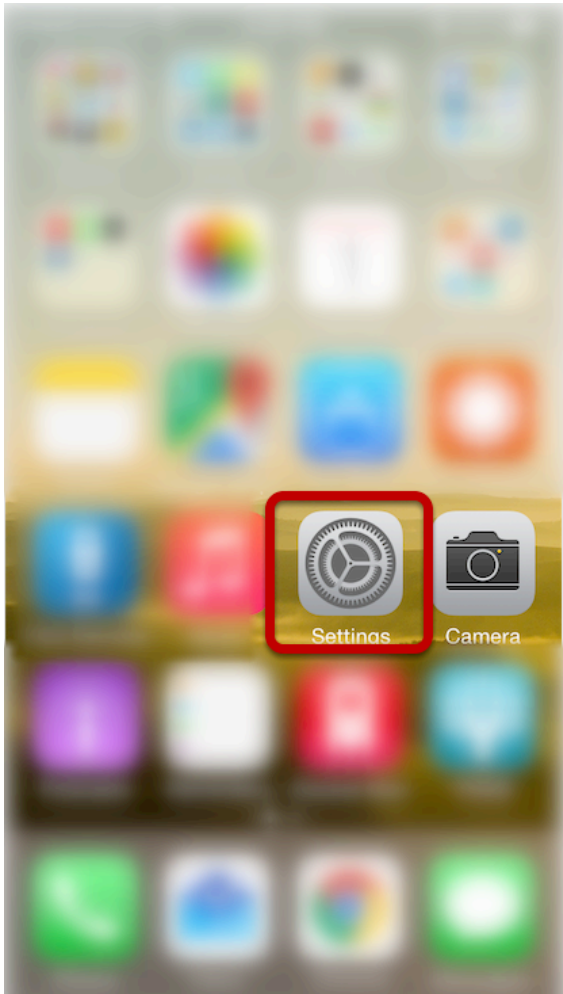
<http://mail.hostedemail.com>

Cluster B:

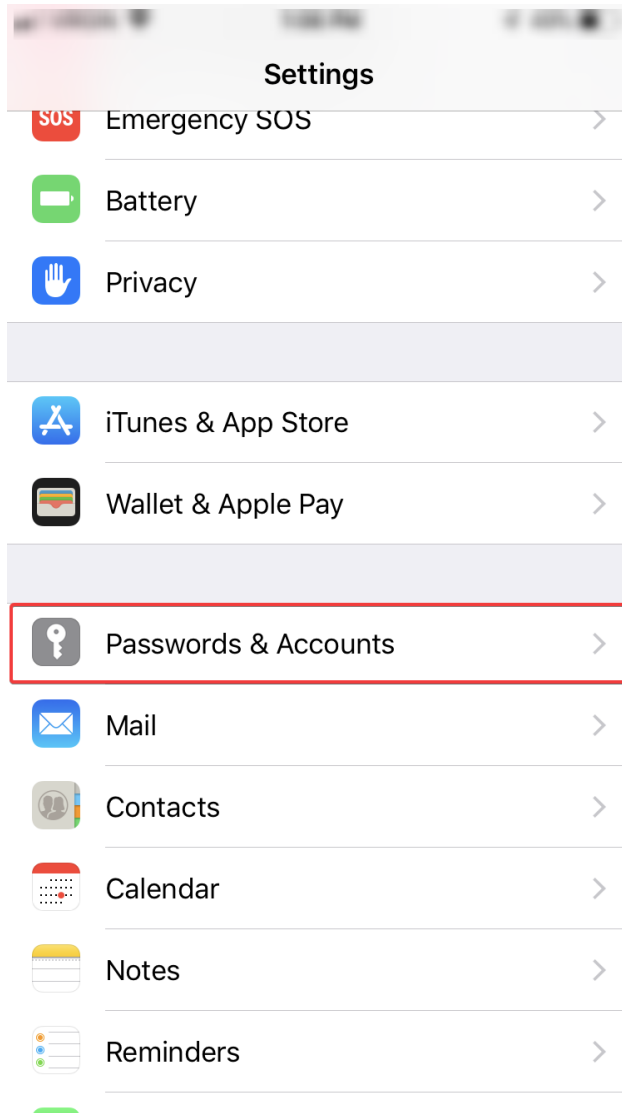
<http://mail.b.hostedemail.com>

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.

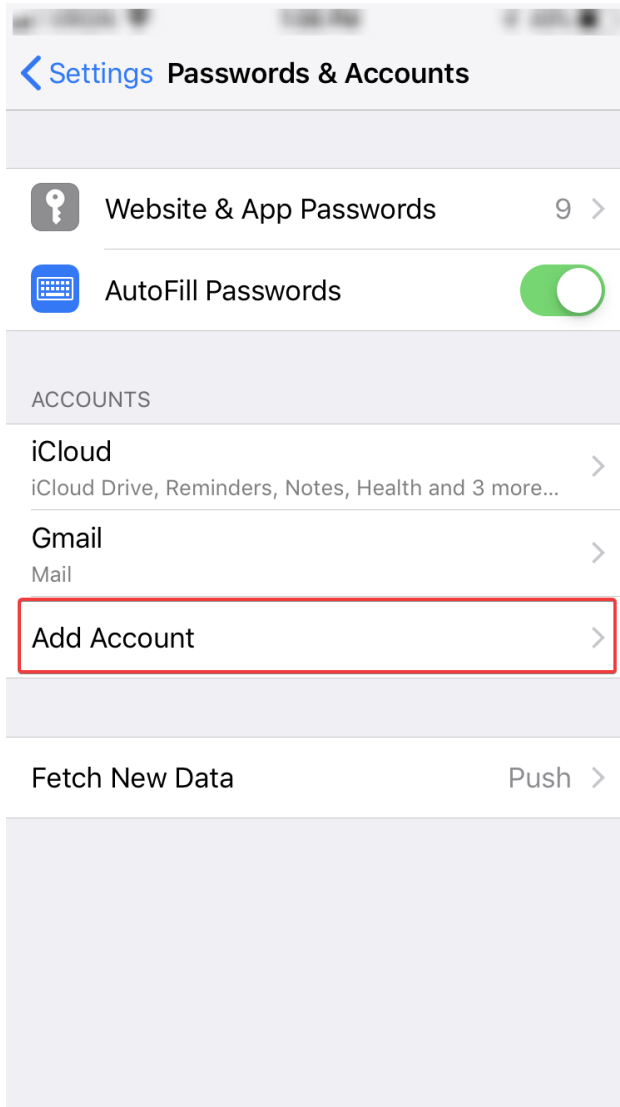
Step 1: Click on Settings on the home screen.



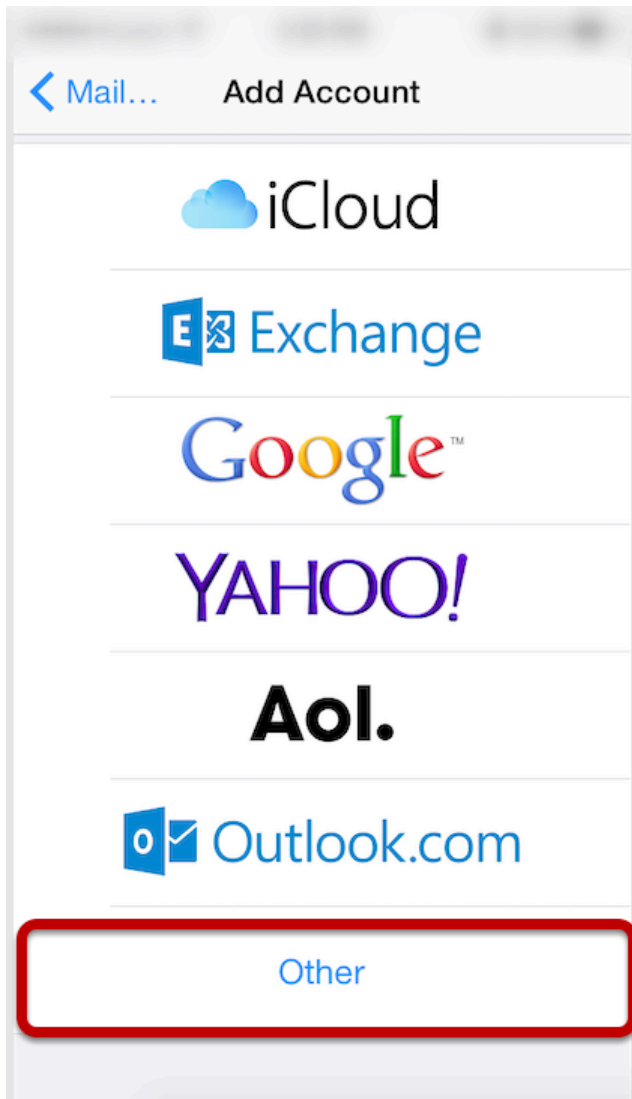
Step 2: Click on Passwords and Accounts



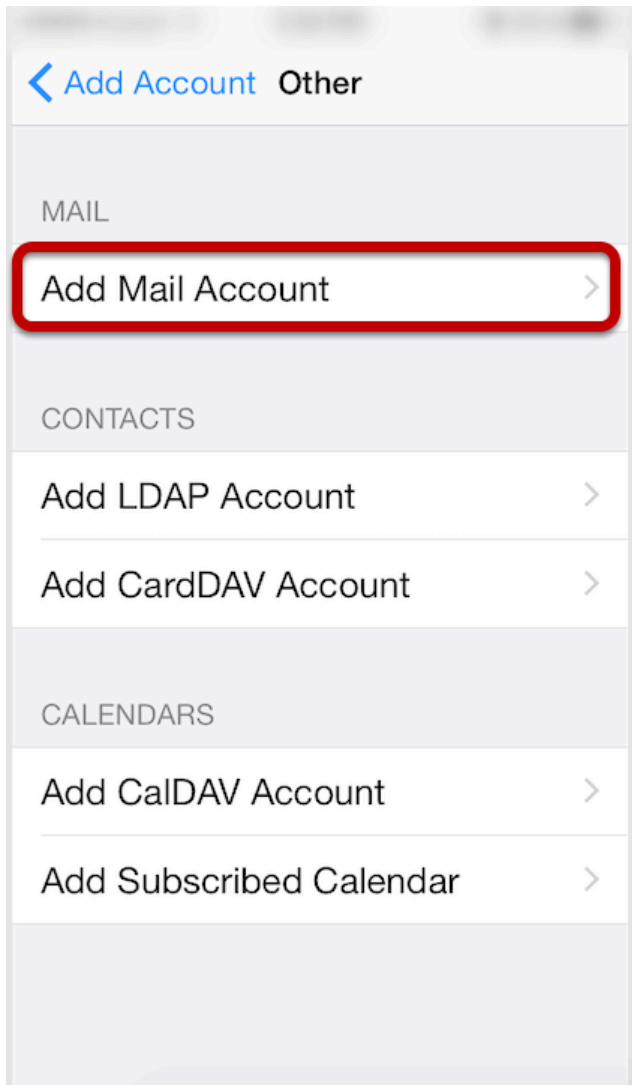
Step 3: Click on Add Account



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

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 ↵
123 🌐 space return

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

Cancel **New Account** Next

IMAP POP

Name Email User

Email user@example.com

Description Example

INCOMING MAIL SERVER

Host Name mail.example.com

User Name Required

Password ●●●●●●●●

OUTGOING MAIL SERVER

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' screen in an iOS email configuration app. 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 a section titled 'OUTGOING MAIL SERVER'. At the bottom of the screen, a QWERTY keyboard is visible, with predictive text suggestions 'I', 'The', and 'I'm' above it.

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:

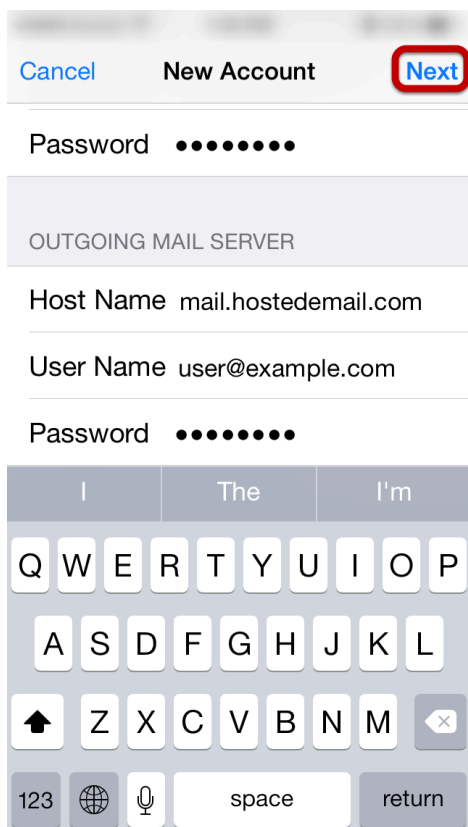
Your email account

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.