

# iPhone/iPad Setup Guide

## IMAP Email Setup Guide

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The following guide should help you make your way through setting up email on an iPhone or iPad. There may slight be differences between my images and your phone or iPad. If you have any trouble, please don't hesitate to let us know and we'll be happy to walk you through it.

**Username:** Full email address (example: [bob@drbob.com](mailto:bob@drbob.com))

**Hostname:** secure.emailsrvr.com

**Incoming Port:** 993

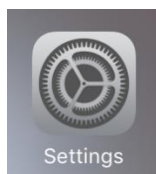
**Outgoing Port:** 587 (*sometimes 465 if outgoing mail is not working*).

**SSL:** Enabled

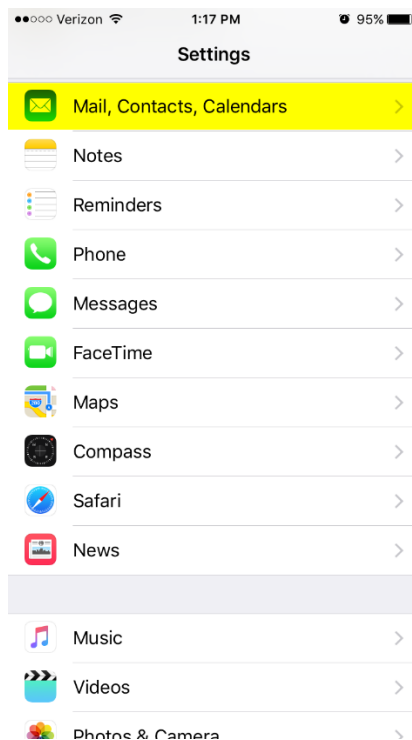
## Step 1: Set Up Account

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Click the **Settings** button on the homepage of your iPhone or iPad.

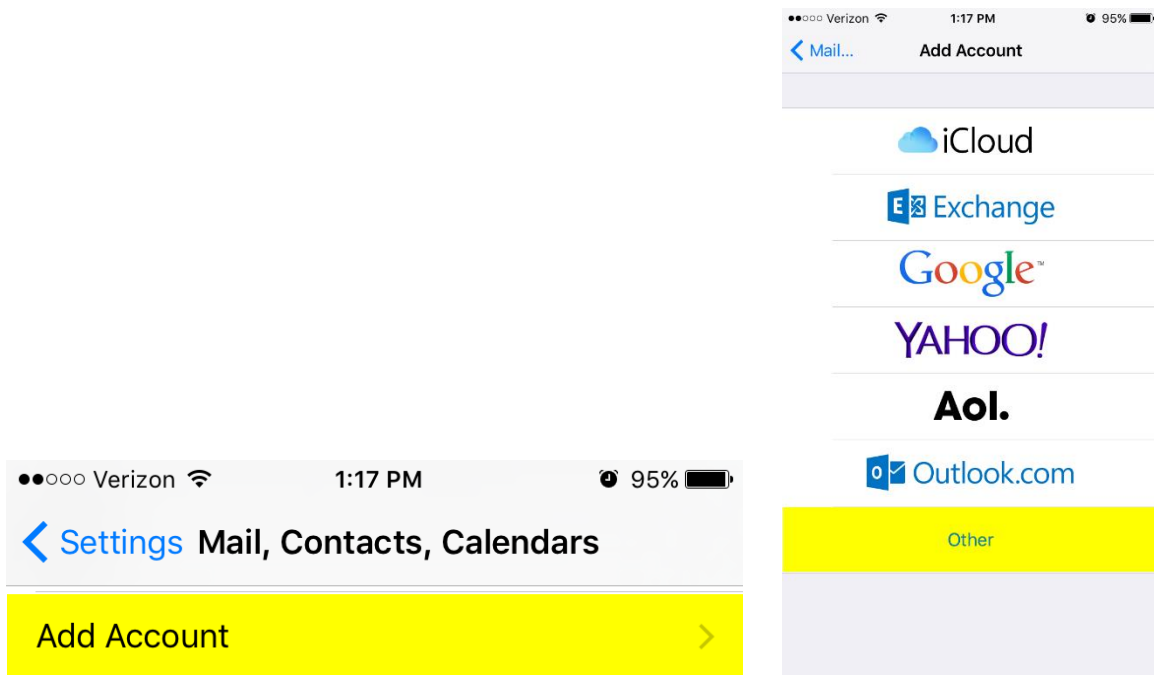


Once there, please select **Mail, Contacts, Calendars** from the list. You may have to scroll down a bit.

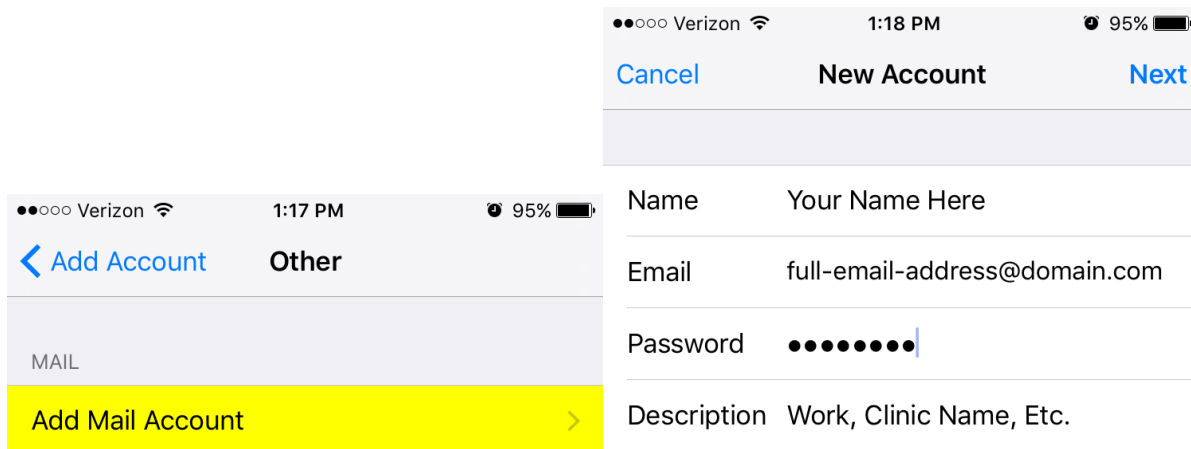


## Step 2: Add Email Account

On the next screen, select **Add Account**, followed by **Other**.



Select **Add Mail Account**.



Fill out the **New Account** information.

## Step 3: Setting Up Server Information

**Username:** Full email address (example: [bob@drbob.com](mailto:bob@drbob.com))

**Hostname:** secure.emailsrvr.com

**NOTE:** Under **Outgoing Mail Server**, it says that your Host Name and Username are **Optional**, these boxes are **NOT** optional. Please provide your full email address as your User Name and your password.

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Cancel New Account Next

IMAP POP

Name Your Name

Email full-email-address@domain.com

Description Work, Clinic Name, Etc.

INCOMING MAIL SERVER

Host Name secure.emailsrvr.com

User Name full-email-address@domain.com

Password ●●●●●●●●

OUTGOING MAIL SERVER

Host Name secure.emailsrvr.com

User Name full-email-address@domain.com

Password ●●●●●●●●

Click **Next** then **Save**.

*(Mail should be green, Notes should be White unless you want to sync them).*

## Step 4: Check Your Ports

**Username:** Full email address (example: [bob@drbob.com](mailto:bob@drbob.com))

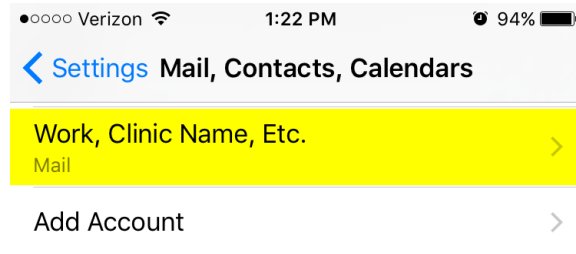
**Hostname:** secure.emailsrvr.com

**Incoming Port:** 993

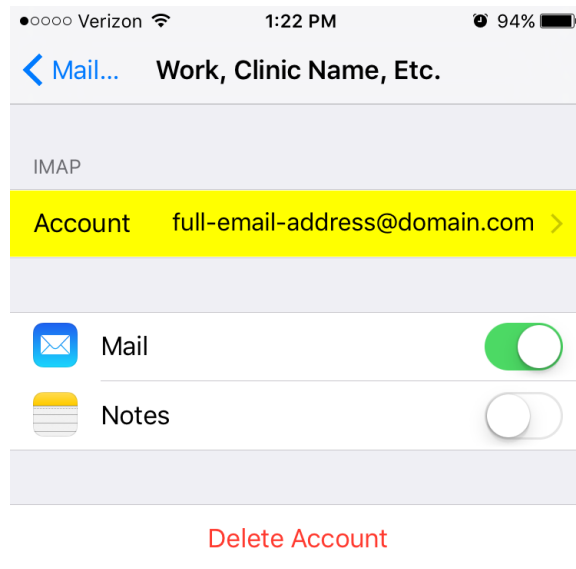
**Outgoing Port:** 587 (sometimes 465 if outgoing mail is not working).

**SSL:** Enabled

You should now see your new mailbox:



Click on your new mailbox, and then the account:



On the account page, scroll down until you see **Incoming Mail Server** and **Outgoing Mail Server**. You will need to click on **SMTP** to check the **Outgoing Mail Server Ports**.

INCOMING MAIL SERVER	
Host Name	secure.emailsrvr.com
User Name	full-email-address@domain.com
Password	●●●●●●●●
OUTGOING MAIL SERVER	
SMTP	secure.emailsrvr.com >
Advanced	>

On the **SMTP** page, select the **Primary Server** button.

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< Account SMTP

PRIMARY SERVER

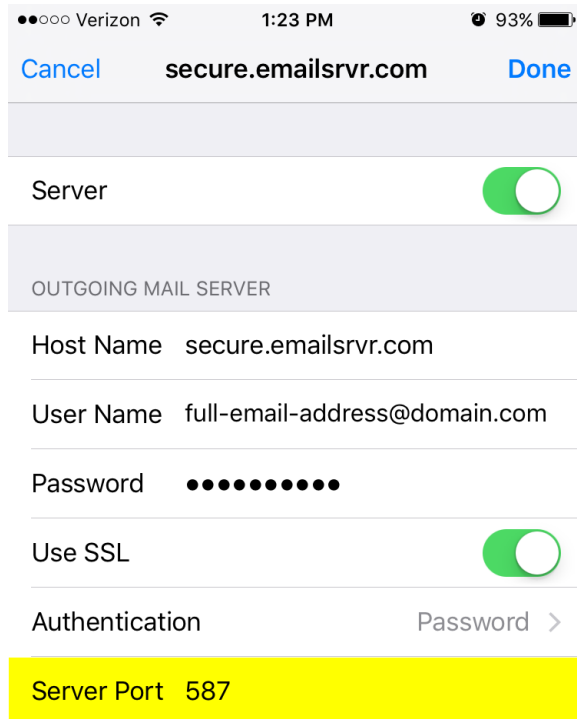
secure.emailsrvr.com On >

OTHER SMTP SERVERS

Add Server... >

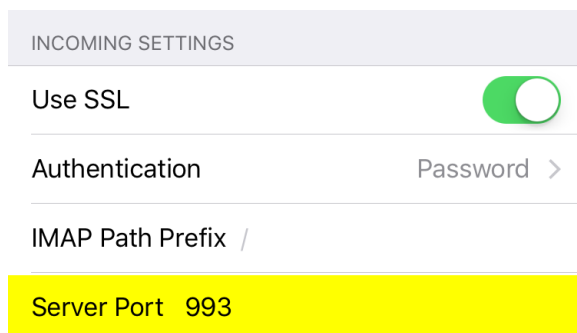
If Mail is unsuccessful using the primary server, it will try the other SMTP servers in succession.

Check to make sure that the server port is **587**.



Click **Done** to go back to the account screen. Then select **Advanced**.

Scroll down until you see **Incoming Settings** and check to make sure that the port is **993**.



Select **Account** at the top of this screen, then click **Done**.

**Congratulations! You have completed the setup of your email account!**