



Websites - Marketing - Graphic Design

How do I set up email on my iPhone?

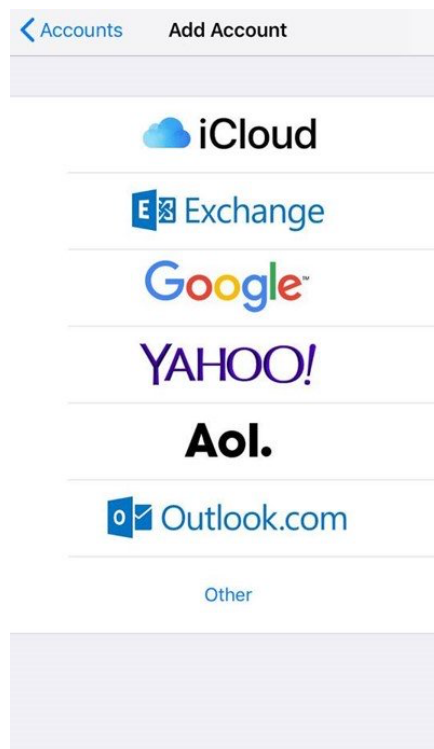
There's a useful help video at

<https://www.youtube.com/watch?v=qgioJWc-Occ>

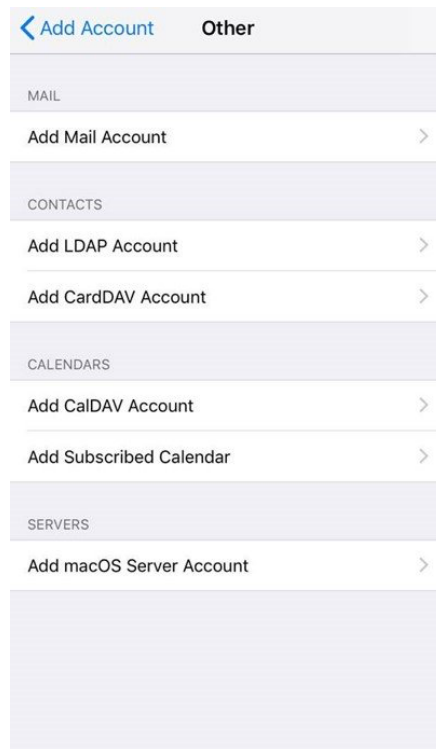
Manual Configuration

To set up your 20i mailbox on an Apple iPhone or iPad, you need to:

- Head to the **Settings** icon and locate the **Accounts & Passwords** option.
- Then select '**Add Account**'.
- Select **Other** from this list.



- Select **Add Mail Account**.



- Input the information requested:

Name: Anything

Email: example@yourdomain.com

Password: Mailbox Password

Description: Work, Business...etc

Cancel	New Account	Next
Name	John Appleseed	
Email	user@example.com	
Password	Required	
Description	My Email Account	

IMAP:

Incoming Mail Server

Host Name: imap.stackmail.com

Username: example@yourdomain.com

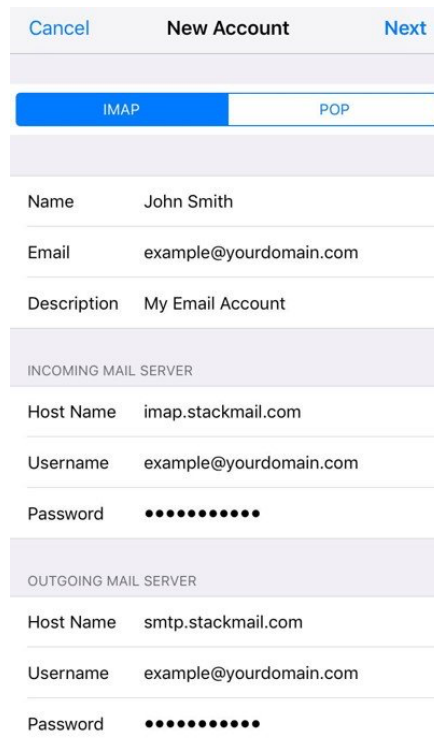
Password: Mailbox Password

Outgoing Mail Server

Host Name: smtp.stackmail.com

Username: example@yourdomain.com

Password: Mailbox Password



Cancel New Account Next

IMAP POP

Name John Smith

Email example@yourdomain.com

Description My Email Account

INCOMING MAIL SERVER

Host Name imap.stackmail.com

Username example@yourdomain.com

Password ••••••••

OUTGOING MAIL SERVER

Host Name smtp.stackmail.com

Username example@yourdomain.com

Password ••••••••

- Finally, select the mail account and go into the **Outgoing Mail Server** settings. Select **Primary Server**, make sure **SSL is switched on** and the port is set to **587**.

Why are the IMAP folders missing from my iPhone or iPad?

If you can successfully send email and view any new messages in your Inbox, but aren't able to view additional subfolders, then it's likely that you have an incorrect IMAP Path Prefix setting on the device.

To correct this, take the following steps:

- Go to Settings > Mail > Accounts > Select your e-mail address > Account > Advanced
- At the bottom of this screen, you should see 'IMAP Path Prefix'. Leave this blank or, try entering 'INBOX'
- Save the changes, and then navigate back through the Email Account settings pages saving as required

You'll now be able to view all folders in the account. If that doesn't help or it's already set up like that, you may need to remove and re-add the e-mail account on your device.