

OVERVIEW:

The following article will guide you through configuring your email on an Android device, iOS device, Blackberry device, Windows Mobile etc.,

REQUIREMENTS:

Before you start, be sure you have the following handy:

Your domain name: example.com

Your email address: johndoe@example.com

Your email account password.

Your mail server name.

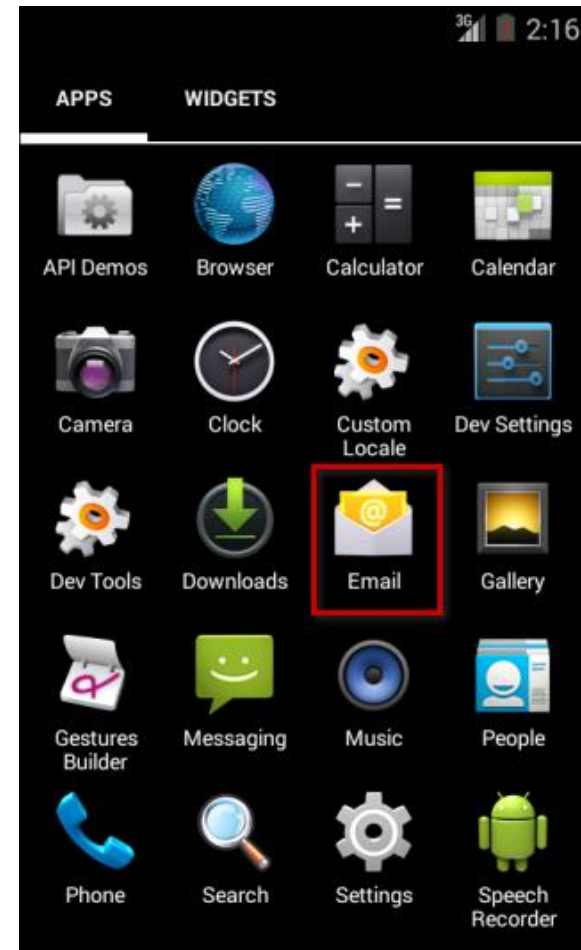
IMPORTANT NOTE REPLACE ALL MAIL.YOURDOMAIN.COM OR *****.MAILSHELTER.COM WITH THE VPS IZZYMAIL MAIL SERVER NAME PROVIDED IN YOUR TECH SUPPORT SHEET

1A. CONFIGURE YOUR MAIL ACCOUNT ON ANDROID MOBILE DEVICE (Kitkat OS):

1. Click on the Applications / Menu button on the Home Screen of your Android Device



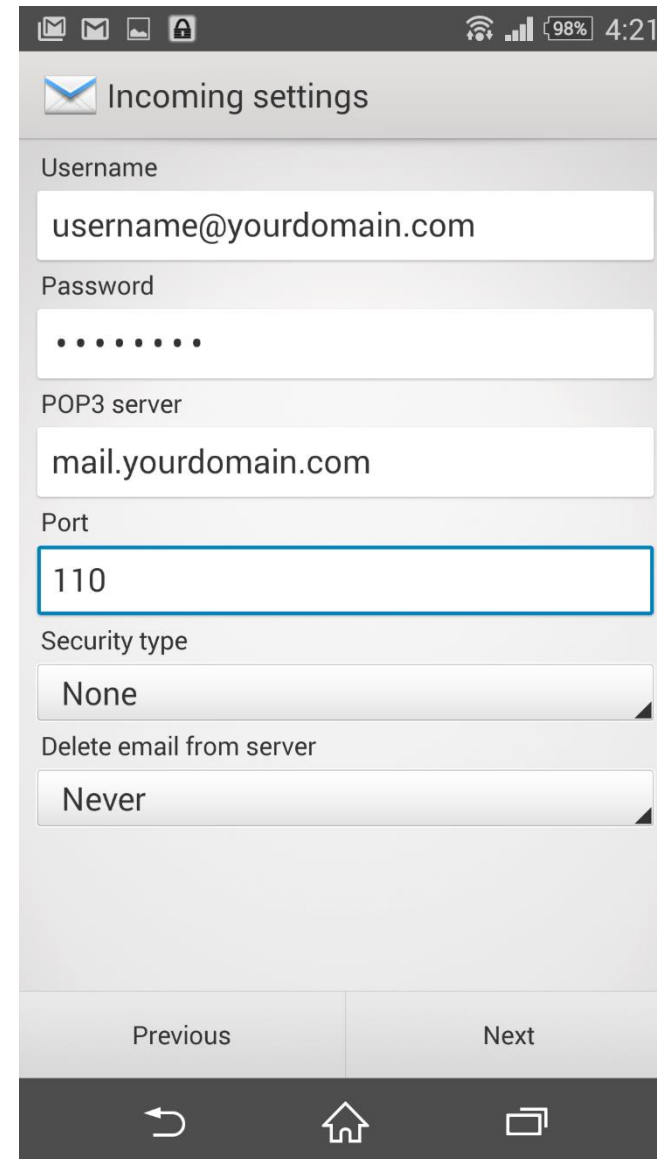
2. Open the 'Email' Application.



3. Select the Account Type as either 'POP' or 'IMAP account'. (Recommended Configuration – IMAP)



4. Enter your Email address & Password > Click on Next



5. Enter the information as per the instructions provided on the following screen:

User name: <Complete Email address>

Password: <Email Password>

***** For IMAP Configuration**

IMAP Server: *****.mailshelter.com

Port: 993

***** For POP Configuration**

POP Server: *****.mailshelter.com

Port: 995

Security Type: SSL

Click on Next

6. Enter the information as per the instructions provided on the following screen:

SMTP Server: *****.mailshelter.com

Port: 465

Security Type: SSL/TLS

Require sign-in: yes

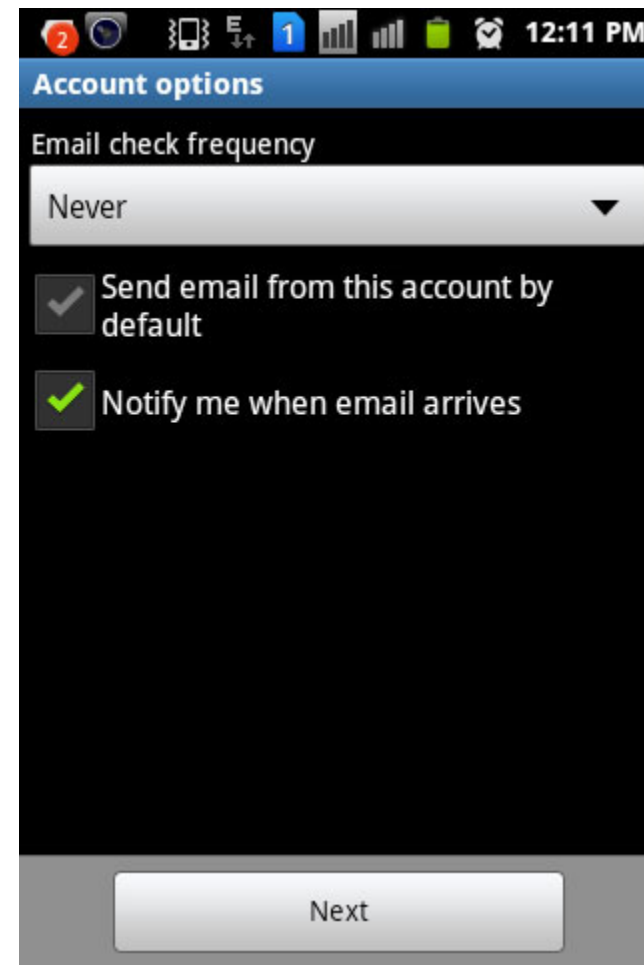
Click on Next

User name: <Complete Email address>

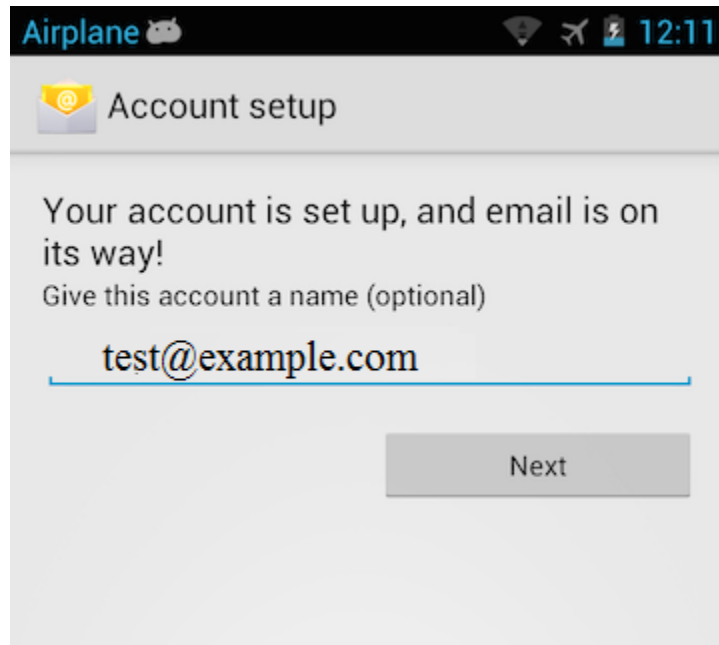
Password: <Email Password>.

Click on Next

7. Select 'Email check frequency' 'Notify me when email arrives' according to your preference.



8. Give an account name for the configuration (optional).
Enter Your Name and click on Done.

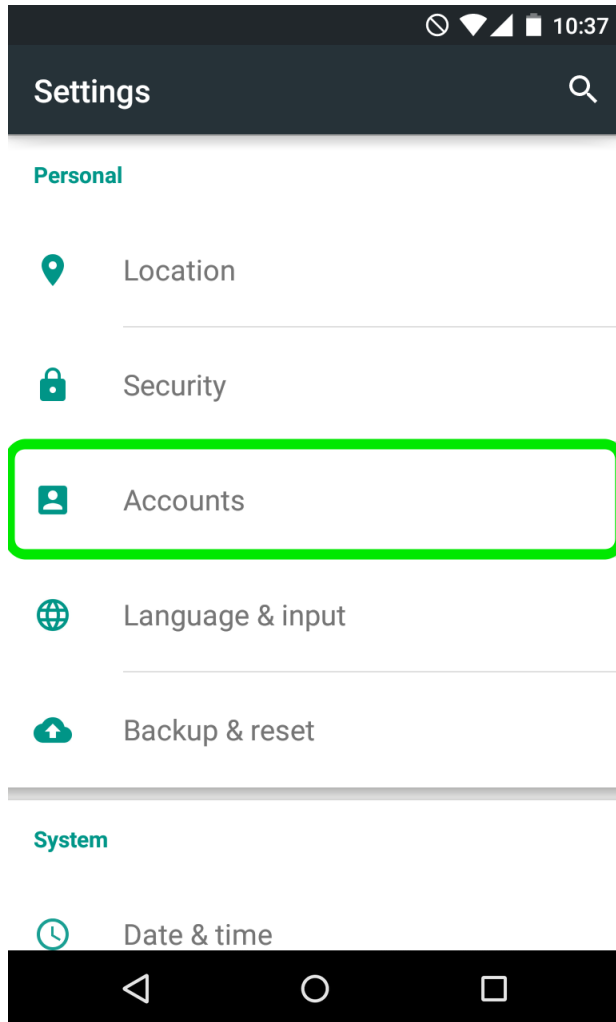


9. You have successfully setup an email account on your Android Device.
You may try sending/receiving a test email from the email application.

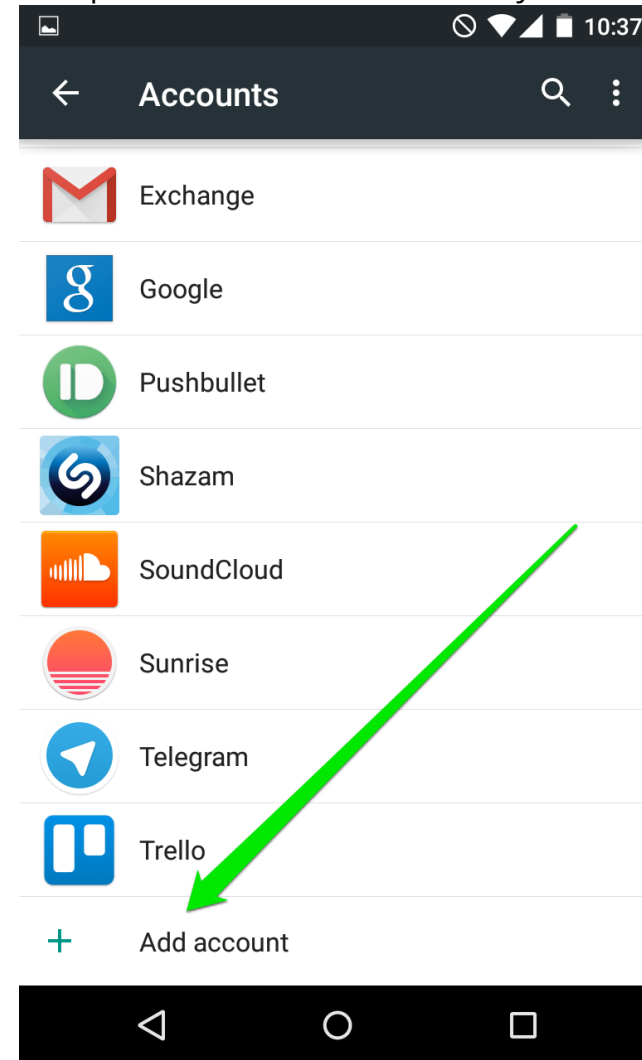
1B. CONFIGURE YOUR MAIL ACCOUNT ON ANDROID MOBILE DEVICE (Lollipop 5.x.x onwards):

To set up Email account via IMAP/POP3/SMTP protocols, do the following:

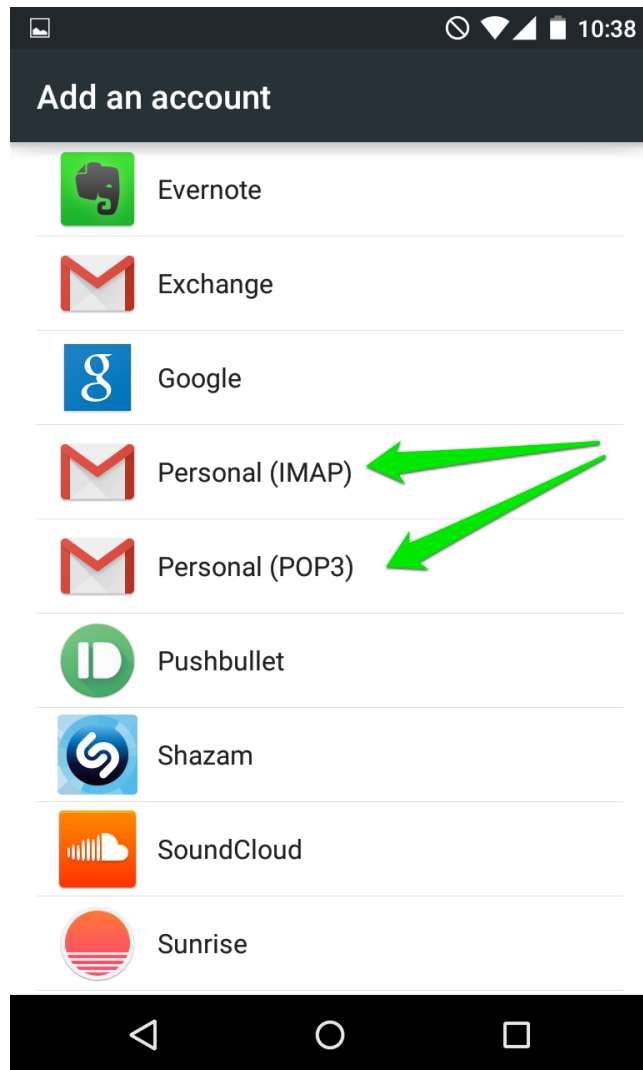
1. Open **Settings** of your Android device and tap on **Accounts** menu in section Personal:



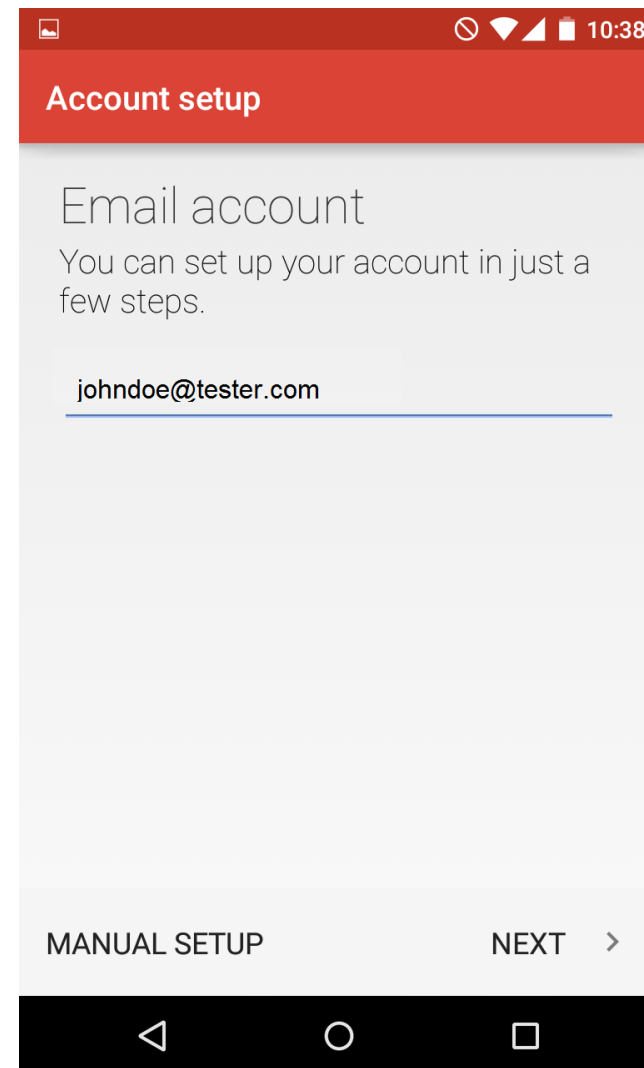
2. Tap on **Add Account** at the very bottom of the screen:



3. On the next screen you will need to choose whether you wish to configure IMAP or POP3 account. Simply choose the desired option by tapping on **Personal (IMAP)** or **Personal (POP3)**:

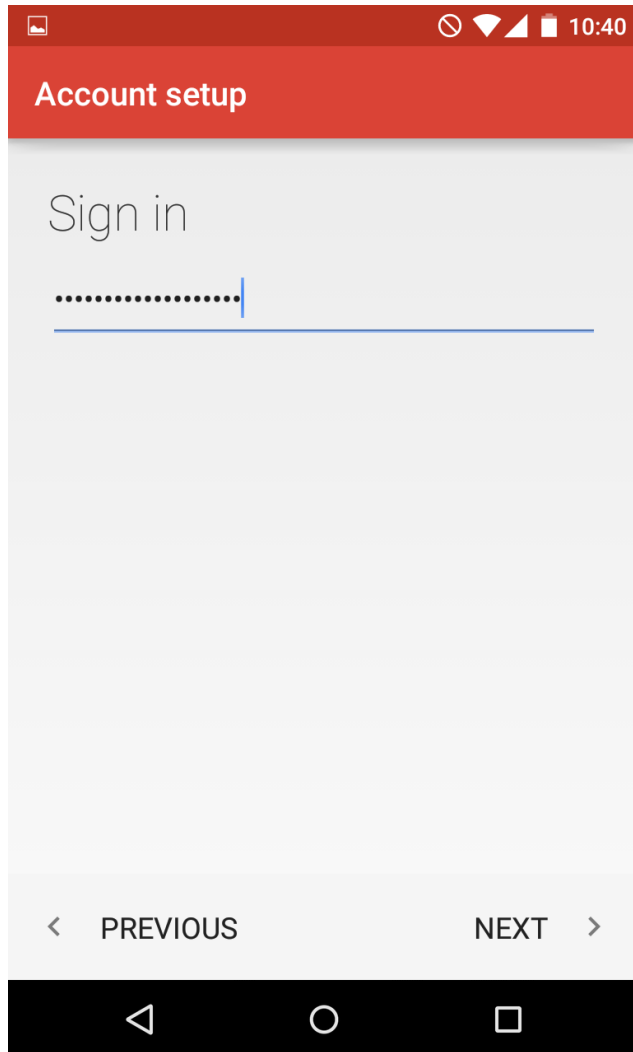


4. The next screen will prompt you to enter your email address. Make sure to type in full Email address:



5. Once done, tap **Next** to proceed to the next step.

6. Here you will need to indicate your email account password.



The screenshot shows the 'Account setup' screen with a red header. Below the header, the text 'Sign in' is displayed. A password input field is shown with a blue underline and a blue cursor. The field contains a series of dots. At the bottom, there are two buttons: 'PREVIOUS' with a left arrow and 'NEXT' with a right arrow. The Android navigation bar is visible at the very bottom.

7. Here you will need to type in correct IMAP/POP3 settings depending on the option you choose. Make sure to use the following settings for **IMAP**:

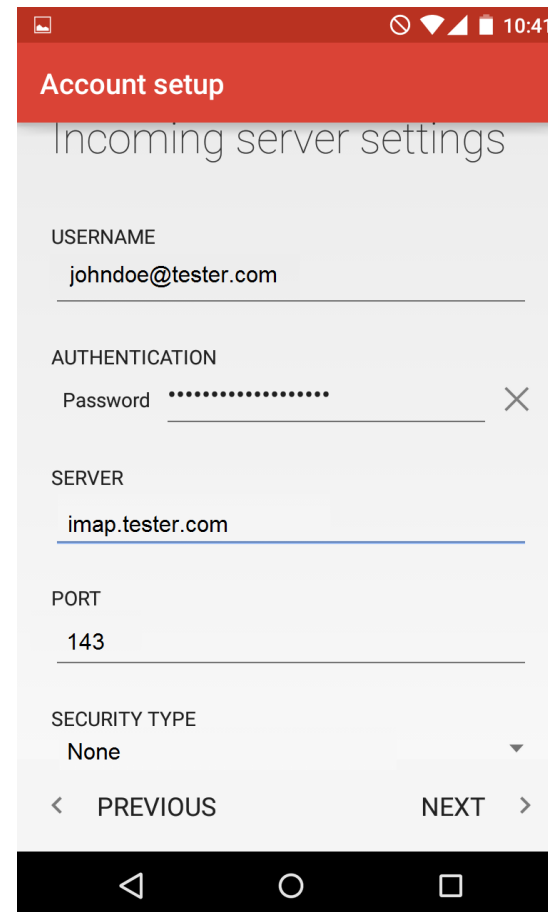
Username: full email address

Password: password for this mailbox

Server: *****.mailshelter.com

IMAP Port: 993

Security Type: SSL/TLS (Accept All certificates)



The screenshot shows the 'Account setup' screen with a red header. Below the header, the text 'Incoming server settings' is displayed. The form contains several fields: 'USERNAME' with the value 'johndoe@tester.com', 'AUTHENTICATION' with a 'Password' field containing dots and a close button (X), 'SERVER' with the value 'imap.testner.com', 'PORT' with the value '143', and 'SECURITY TYPE' with a dropdown menu showing 'None'. At the bottom, there are two buttons: 'PREVIOUS' with a left arrow and 'NEXT' with a right arrow. The Android navigation bar is visible at the very bottom.

8. If you decided to use **POP3** protocol, the following settings should be used:

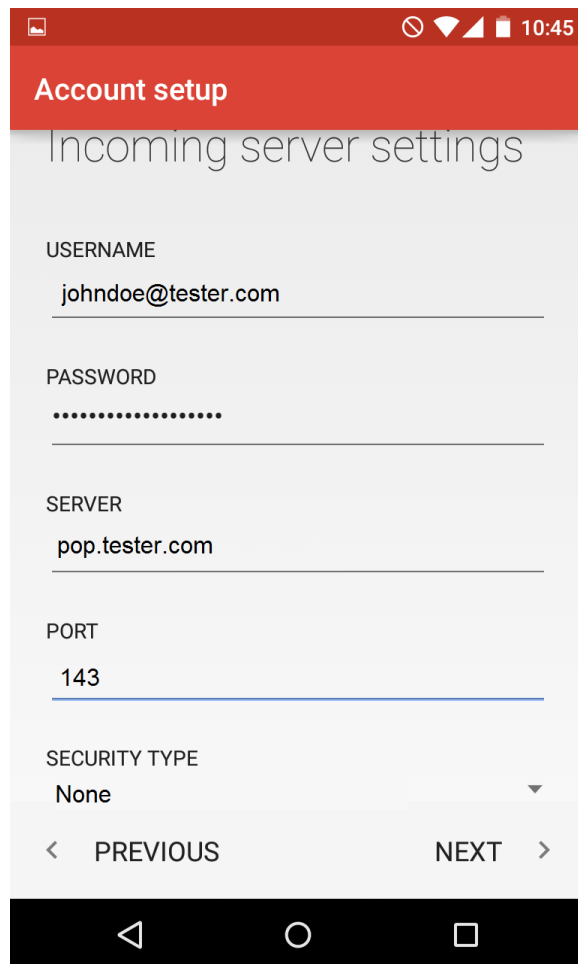
Username: full email address

Password: password for this mailbox

Server: *****.mailshelter.com

POP3 Port: 995

Security Type: SSL/TLS (Accept All certificates)



Account setup

Incoming server settings

USERNAME
johndoe@tester.com

PASSWORD
.....

SERVER
pop.teste.com

PORT
143

SECURITY TYPE
None

< PREVIOUS NEXT >

9. Once done, tap **Next** to verify the settings and proceed to **Outgoing Server** settings menu.

10. Here you will need to fill in the corresponding fields as shown below:

SMTP Server: *****.mailshelter.com

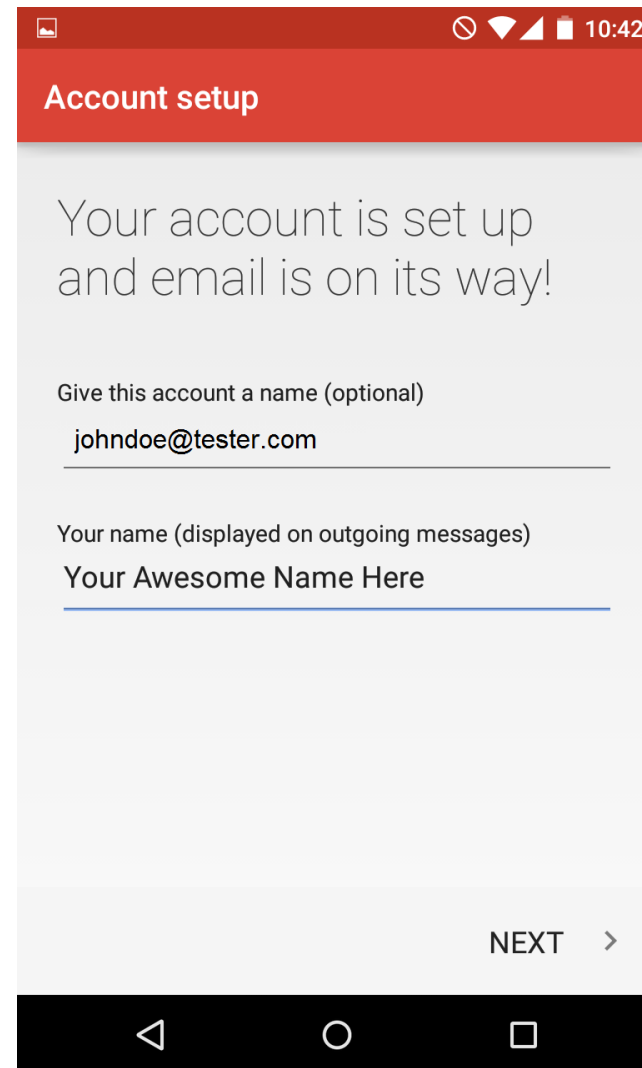
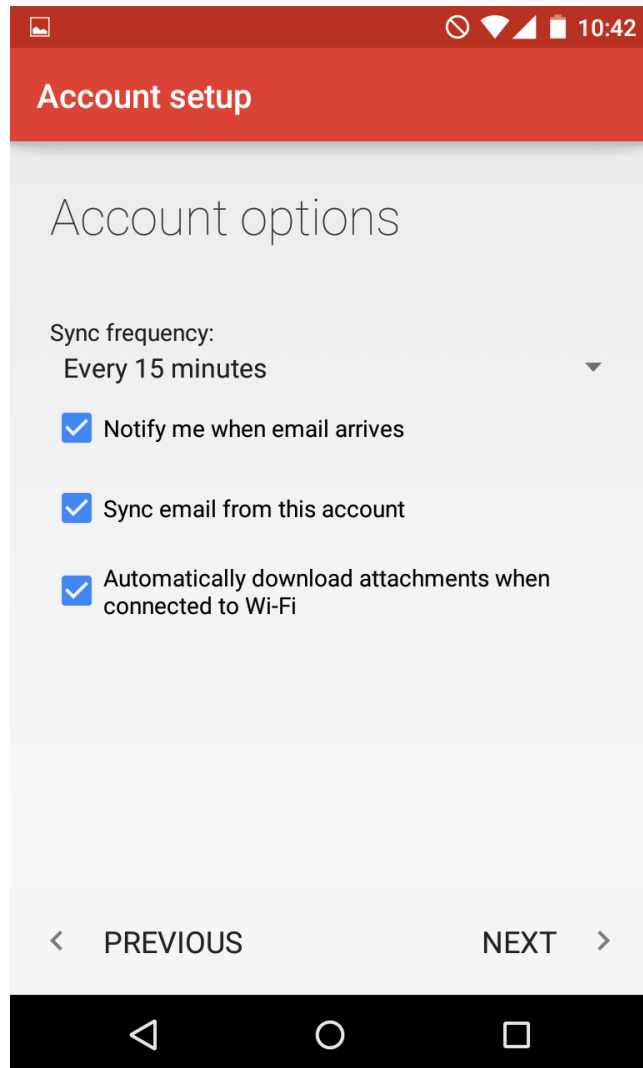
Port: 465

Security Type: SSL/TLS (Accept All certificates)

Username: full email address

Password: password for this mailbox

11. Once ready, tap **Next** to verify SMTP settings and finish the account setup:



2. CONFIGURE YOUR MAIL ACCOUNT ON iOS DEVICE (iPHONE) with IOS 7 and newer :

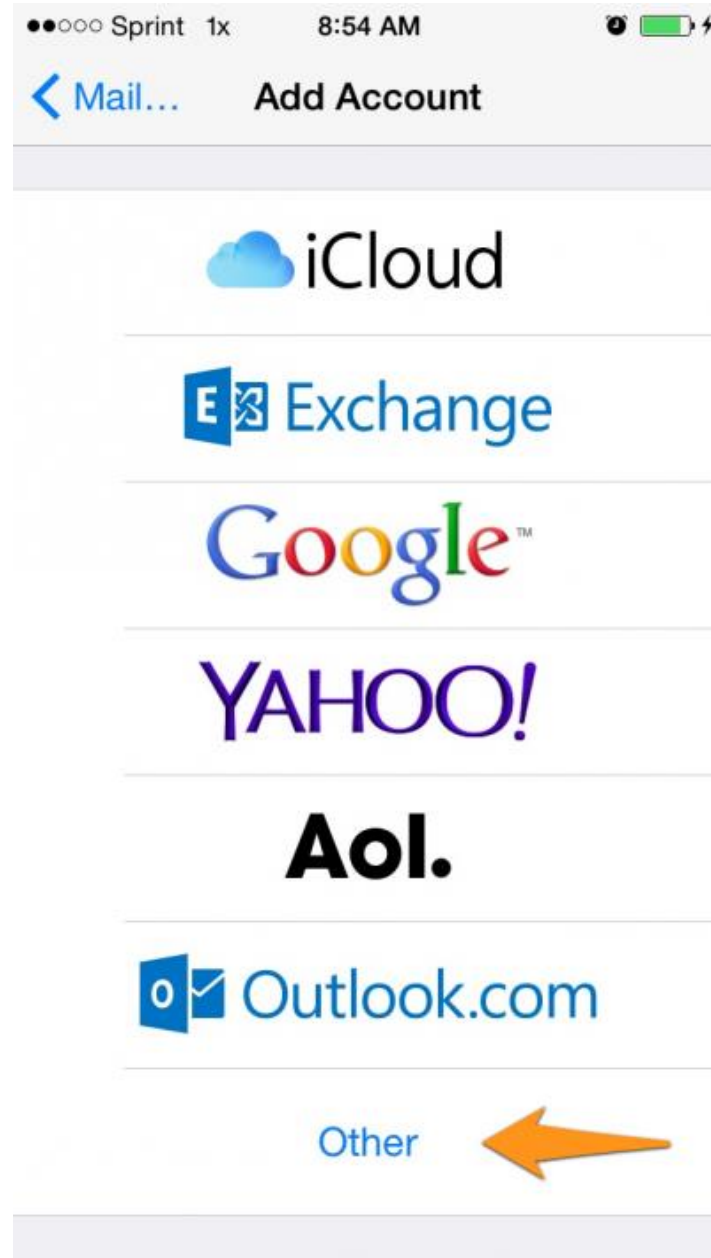
From the Home screen, choose Settings.



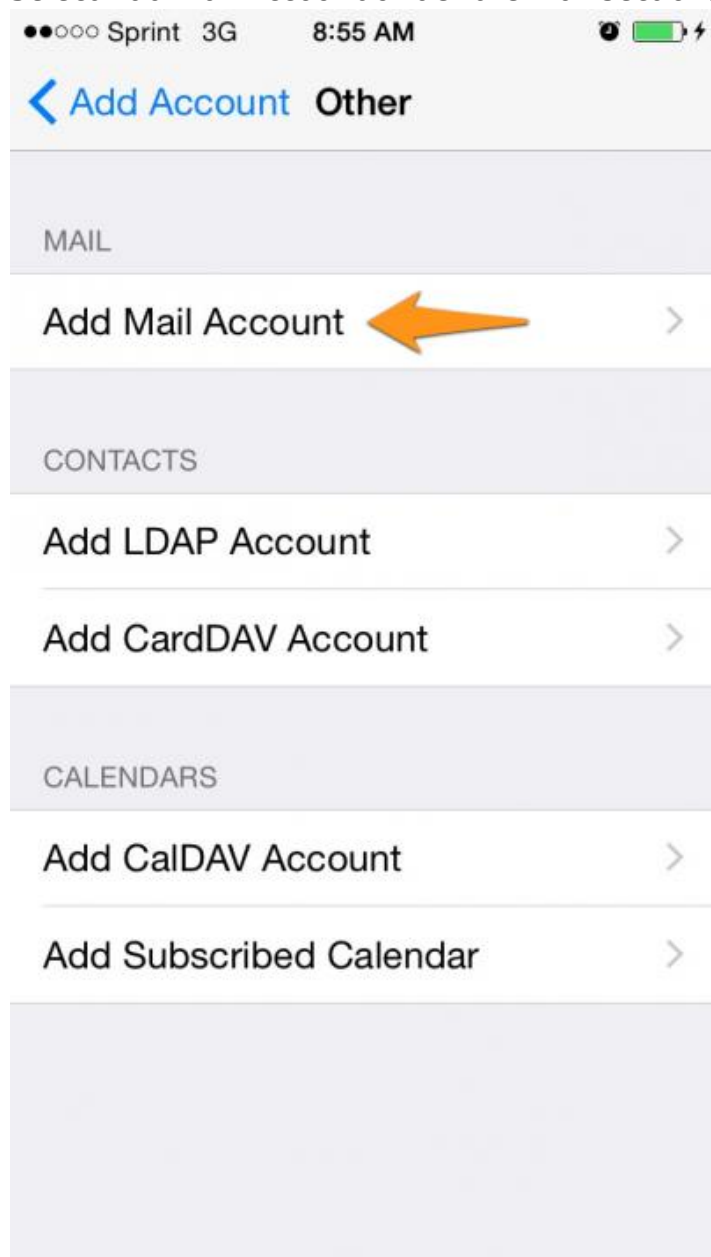
Next, tap Passwords & Accounts (in older versions of iOS, tap Mail, Contacts, Calendars).

In the Accounts section, tap Add Account.

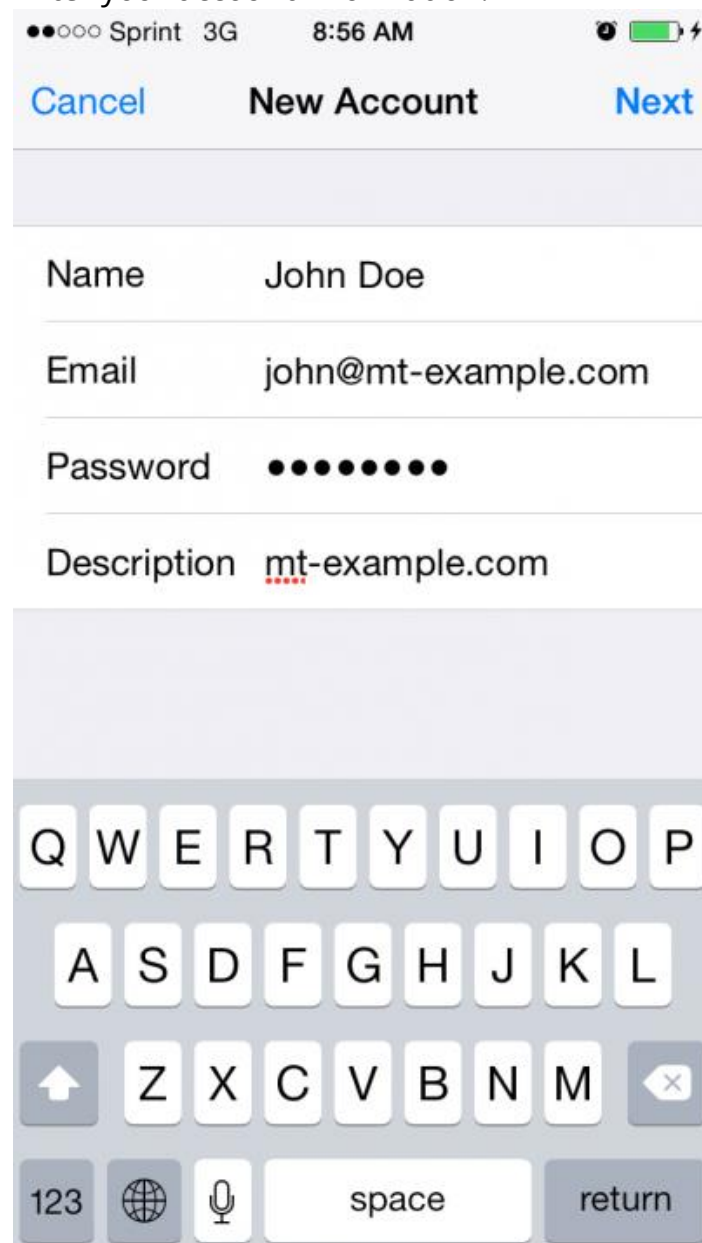
Choose your email account type. For setting up email to work with IzzyMail, choose Other.



Select Add Mail Account under the Mail section.



Enter your account information.



On the next screen, enter your account details.

INCOMING MAIL SERVER

Host Name

mail.mt-example.com

User Name

john@mt-example.com

Password

●●●●●●●●

OUTGOING MAIL SERVER

Host Name

mail.mt-example.com

User Name

john@mt-example.com

Password

●●●●●●●●

Incoming Mail Server

For POP protocol

Host Name: *****.mailshelter.com

Port: 995 (the phone should set this automatically)

User Name: john@yourdomain.com

Password: If you do not know your password, you can reset it from the mailadmin interface for your mailserver

For IMAP protocol

Host Name: *****.mailshelter.com

Port: 993 (the phone should set this automatically)

User Name: john@yourdomain.com

Password: If you do not know your password, you can reset it from the mailadmin interface for your mailserver

Outgoing Mail Server (SMTP)

Host Name: *****.mailshelter.com

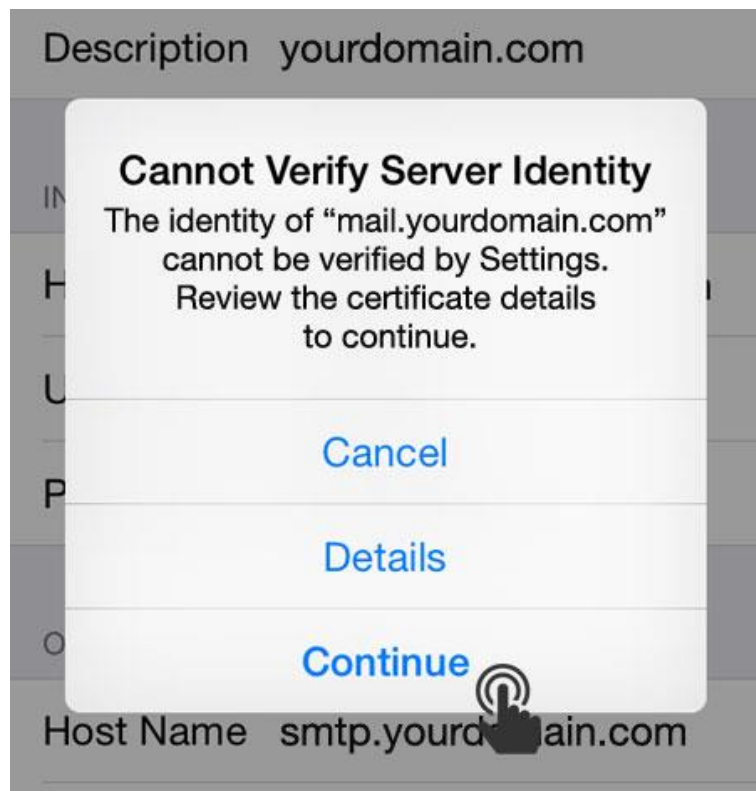
Port: 465 (the phone should set this automatically)

User Name: john@yourdomain.com

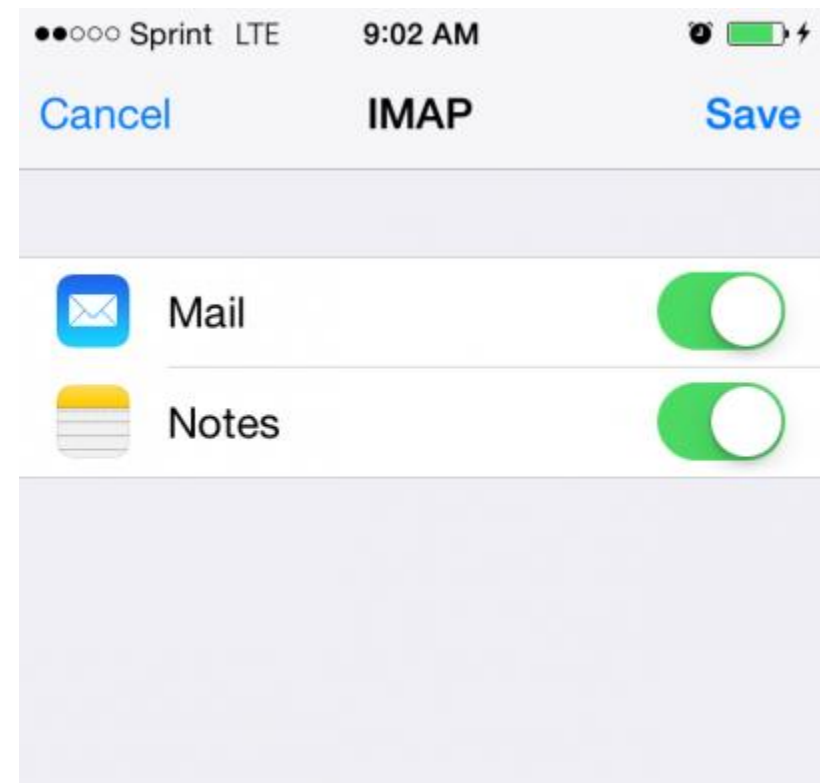
Password: If you do not know your password, you can reset it from the Admin Email Interface panel.

Once the email configuration is added, tap Next to continue.

After you fill in each section for the incoming and outgoing server, your phone will attempt to verify the server. If you see this warning, please click on Details. You will then see the details for the certificate in use. Make sure to select to trust the certificate. The certificate is a self-signed certificate used by the mail server. The certificate information should show that it is coming from your mail server. If it is, then click the options to trust the certificate and then your iPhone will be able to confirm the server.



Congratulations your account information is now setup successfully!! Tap Save



Upon successful completion, you will be taken back to the Mail screen. Your account will now be listed in the Accounts section.

4. Configure Your Mail Account On Windows Mobile Device :

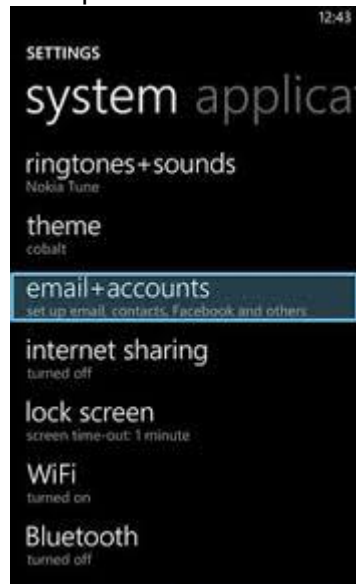
1. Swipe left to view the Apps list.



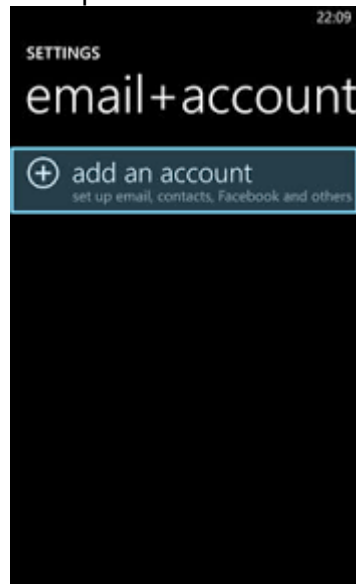
2. Tap Settings.



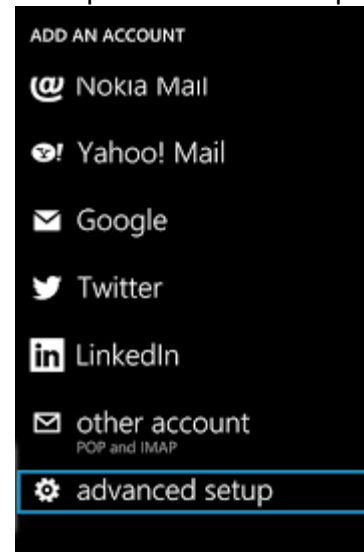
3. Tap Email + Accounts.



4. Tap Add an Account.

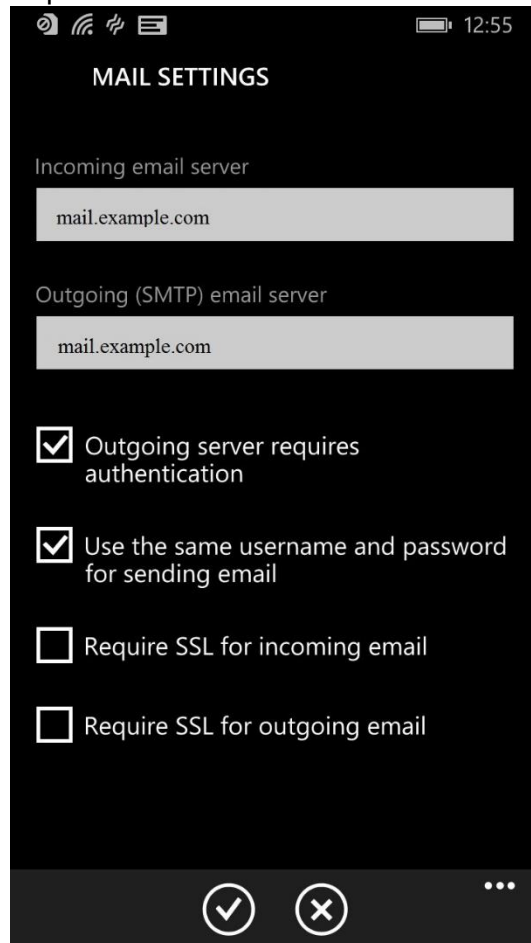


5. Tap Advanced Setup



6. Enter your Email address e.g. [johndoe@letsguide.it](mailto: johndoe@letsguide.it).
Password is the password that you selected for the email account in the Control Panel.

Tap Next.



MAIL SETTINGS

Incoming email server

mail.example.com

Outgoing (SMTP) email server

mail.example.com

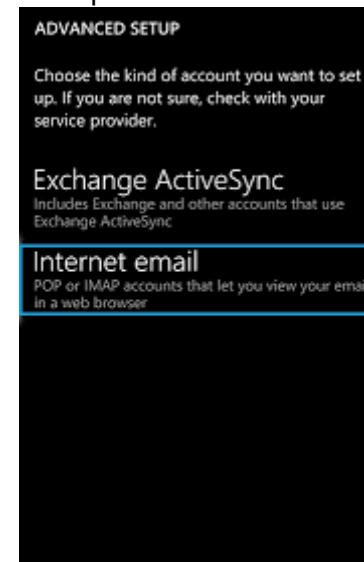
☒ Outgoing server requires authentication

☒ Use the same username and password for sending email

☐ Require SSL for incoming email

☐ Require SSL for outgoing email

7. Tap Internet email.



ADVANCED SETUP

Choose the kind of account you want to set up. If you are not sure, check with your service provider.

Exchange ActiveSync
Includes Exchange and other accounts that use Exchange ActiveSync

Internet email
POP or IMAP accounts that let you view your email in a web browser

8. Enter an Account name, this is only a description to identify this e-mail account. You can enter anything here.
Enter Your name, this will be shown to people receiving emails from you.

For Incoming email server enter: *****.mailshelter.com

Enter your email address as Username as your complete email address e.g. [johndoe@letsguide.it](mailto: johndoe@letsguide.it).

Password is the password that you selected for the email account in the Control Panel.

Scroll Down.

9. For Outgoing (SMTP) email server enter: *****.mailshelter.com
- b. Check Use the same username and password for sending email.
 - c. Check Require SSL for incoming email.
 - d. Check Require SSL for outgoing email.

10. Download new content: You can use this setting to download new emails in equal intervals of time as per your choice. You can select from the following options:

- a. every 15 minutes
- b. every 30 minutes
- c. hourly
- d. every 2 hours
- e. manually

11. Download email from: You can use this setting to download previous emails. You can select from the following options:

- a. the past 7 days
- b. the past 2 weeks
- c. the past month
- d. anytime.

12. Setup is now done. Tap sign in and you should be good to go!!

