

Outlook / Eudora / Thunderbird / Mac / iPad / Phone Client Settings

Configuration Settings for Any Email Client (Non-Secure)

The following configuration settings are appropriate for email clients such as Outlook Eudora, iPad, etc. For specific instructions on how to configure Mac Mail, please view page 2.

When using the example below, be sure to replace yourdomain.com with your actual domain name.

Your/Display name: anything you want

Email address: enter the full address (yourname@yourdomain.com)

Type of connection: POP3 or IMAP

Incoming mail server: mail.yourdomain.com

Outgoing mail server: mail.yourdomain.com

Outgoing mail server does require authentication.

Incoming mail port: 110 for POP3, 143 for IMAP

Outgoing mail port: 25 (If 25 does not work, try 26, as some ISPs block port 25)

Note: For Comcast/Xfinity Internet customers, port 587 is available for use as ports 25 and 26 are blocked on their network.

No SSL boxes should be checked*

Username/Account name: must be the full email address (name@yourdomain.com). Sometimes this setting won't work until you replace the @ with a + in the username.

Password: your password. Do NOT use SPA (secure password authentication).

iPad Users: If you have already set up your email incorrectly, you cannot simply update the settings to be correct. Instead, you need to fully delete the account from the iPad, perform a hard reset and recreate the entire account with the proper settings.

Mac Mail Setup

Configuration Settings for Mac OS X Mail Client (Non-Secure)

The following configuration settings are appropriate for Mac OS X email client. For specific instructions on how to configure an iPhone, please view page 3.

When using the example below, be sure to replace yourdomain.com with your actual domain name.

1. Open up Mail.app and press Command+Comma to invoke the Preferences window.
2. Switch to the "Accounts" pane and press the + button in the lower-left corner.
3. Under "Account Information", fill out the following information:
 - Account Type: POP or IMAP
 - Email Address: name@yourdomain.com
 - Incoming Mail Server: mail.yourdomain.com
 - Username: name@yourdomain.com
 - Password: your email password
 - Note that POP uses port 110 and IMAP uses port 143
4. Select "Add Server..." from the **Outgoing Mail Server (SMTP)** pop-up menu. Here are the details for it:
 - Outgoing Mail Server: mail.yourdomain.com
 - Server port: 26
 - Use Secure Sockets Layer (SSL): NO
 - Authentication: password
 - User Name: name@yourdomain.com
 - Password: your email password
 - Dismiss the window by pressing "OK."
5. Back in the "Accounts" pane, switch to the "Advanced" tab and do not check the box marked "Use SSL" towards the bottom.

What is the IMAP path prefix?

The correct code is INBOX (all caps).

Setting Up Email for the Apple iPhone

Newer Versions of iPhone

The following configuration settings are appropriate for newer versions of iPhone. For specific instructions on how to configure an older version iPhone, please view page 4.

When using the example below, be sure to replace yourdomain.com with your actual domain name.

1. Tap "**Settings**" app
2. Tap "**Mail, Contacts, Calendars**"
3. Tap "**Add Account...**"
4. Tap "**Other**" (bottom option)
5. Tap "**Add Mail Account**"
6. Enter Name, address (full email name@yourdomain.com), and password. (iPhone will attempt to guess your settings. Allow ~1 minute for it to fail.)
7. Select **IMAP**. (It's the default. The option you've selected will be highlighted blue.)
8. Under "**Incoming mail server**"
 1. Set "hostname" to mail.yourdomain.com
 2. Set "username" to name@yourdomain.com
 3. Set "password" to your password
9. Under "**Outgoing mail server**"
 1. Set "Host name" to mail.yourdomain.com
 2. Set "User name" to name@yourdomain.com
 3. Set password to your password

I Cannot Delete Emails

By default, iOS attempts to delete IMAP email by putting it in the phones trash. This causes an error to come up saying that the messages could not be moved to the trash folder. To fix this:

1. Go to **Settings** > **Mail, Contacts and Calendars** > {your email account} > **Advanced**.
2. Select **Deleted Mailbox**.
3. In the **On Server** section, select the **Trash** box under the server. This will allow you to remove email from an iPhone or iPad.

Setting Up Email for the Apple iPhone

Older Versions of iPhone

The following configuration settings are appropriate for older versions of iPhone.

Although most email settings are identical, the older iPhone requires a special setting for the incoming and outgoing mail servers. Instead of using the defaults that are typically used in the email settings replace mail.yourdomain.com with yourdomain.websitewelcome.com

When using the example below, be sure to replace yourdomain.com with your actual domain name.

1. Press the Home button and select **Settings > Mail, Contacts, Calendars**.
2. Under Accounts, select **Add Account...**
3. Select **Other**.
4. Enter your name (which will show in the from field) and your full email address.
5. Enter your email password and description (we recommend the full email address as your description).
6. Press **Save**.
7. Select **IMAP** or **POP**
8. Under Incoming Mail Server, enter yourdomain.websitewelcome.com as the **Host Name**.
9. Enter the full email address as your **User Name**.
10. Enter your email password and then scroll down.
11. Enter the same information under Outgoing Mail Server.
12. Press **Save**.