

How do I set up my mailbox on iPhone or iPad?

There is a useful help video at <https://www.youtube.com/watch?v=jAG2NC-FTsY>

There's a quick and easy way to set up email on your iPhone or iPad. On the device you wish to set up mail:

Auto-Configuration

- Head to **Manage Hosting > Options > Manage**.
- Select **Email Accounts**.
- Select **Options > Account Setup**.
- You'll then see the **Download iOS Mobile Profile** button, select this to download the correct information to your iPhone to set up your email account.
- Review and install the profile on your phone, you'll need to enter your mailbox password to complete the setup.

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.

< Accounts

Add Account

 iCloud

 Exchange

Google™

YAHOO!

Aol.

 Outlook.com

Other

- Select **Add Mail Account**.

[< Add Account](#)

Other

MAIL

Add Mail Account



CONTACTS

Add LDAP Account



Add CardDAV Account



CALENDARS

Add CalDAV Account



Add Subscribed Calendar



SERVERS

Add macOS Server 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.