

## Setting up your domain name email on an iPhone

Follow these step by step instructions:

**Important note:** where we mention “mail.yourdomain”, you need to personalise the settings to reflect your business’s domain name. For example, as our domain is [www.bizboost.com.au](http://www.bizboost.com.au), we will use mail.bizboost.com.au.

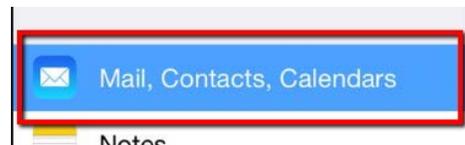
The other piece of information you need on hand before you begin is your domain name email password. We would have sent this in an email to you when we first set up your domain name email. Now you are ready to get started:

### Step 1:

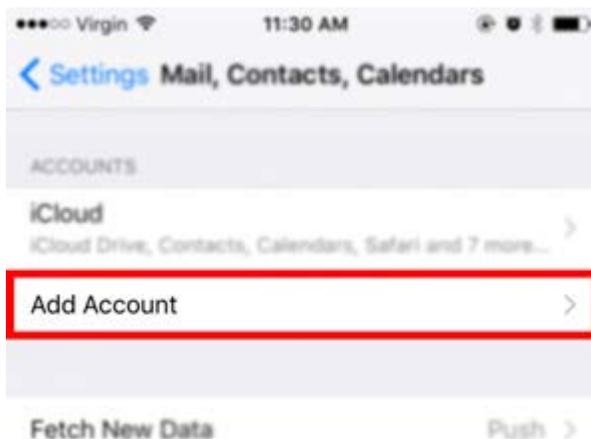
In the settings, click on “**Accounts & Passwords**”.



(on older iPhones and iPads, this may say “Mail, Contacts, Calendars” or “Mail”)

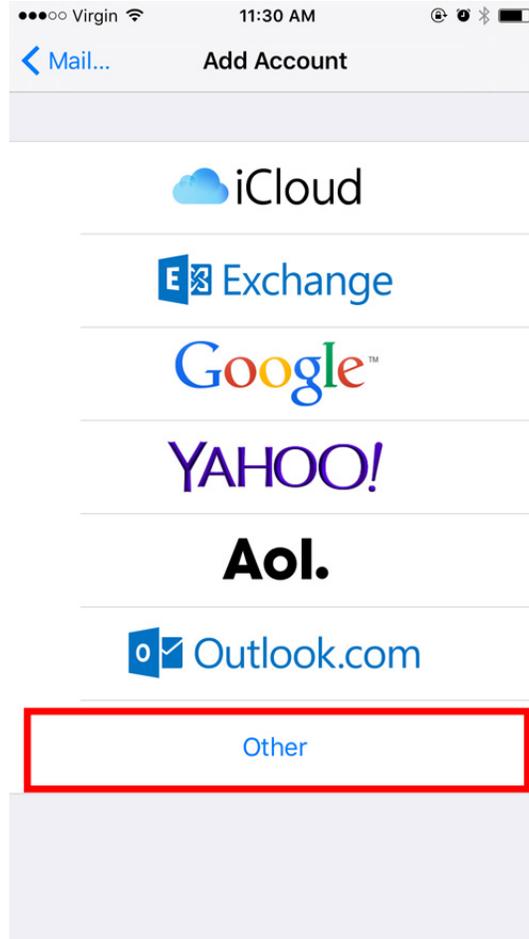


Click “Add Account”.



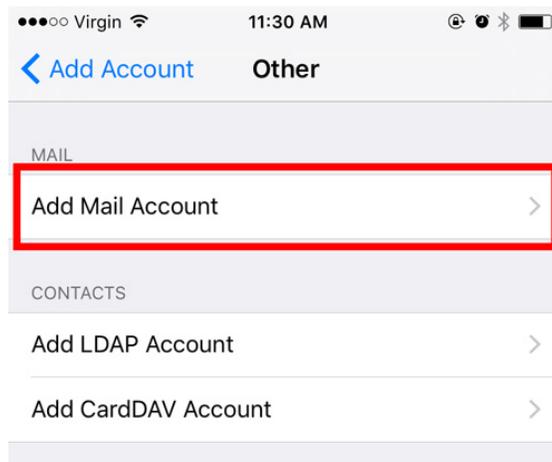
**Step 2:**

At the bottom of this screen, use the option “Other”.



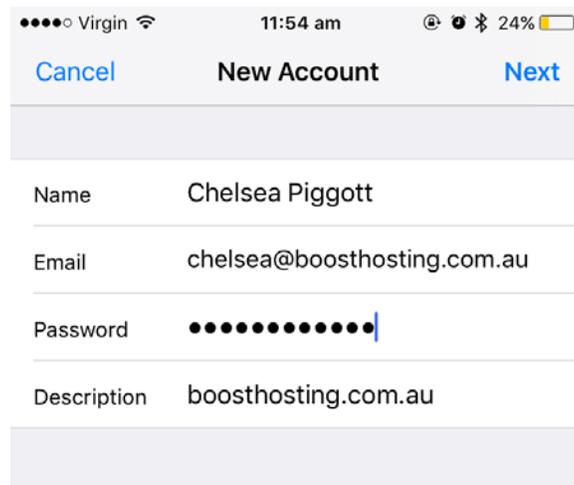
**Step 3:**

Choose “Add Mail Account”



**Step 4:**

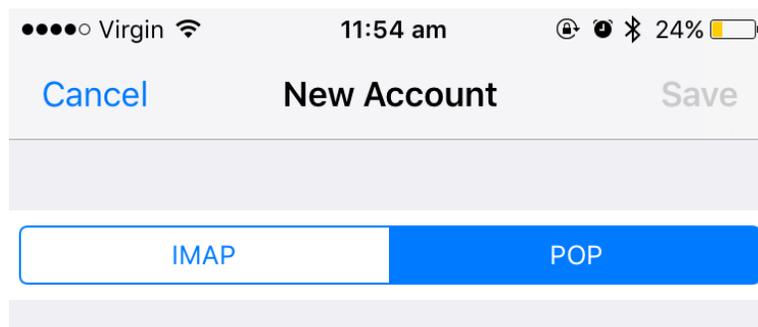
Enter your name, full email and password. The description will automatically be filled in. Click “Next”.



A screenshot of an iPhone 'New Account' screen. The status bar at the top shows 'Virgin' carrier, signal strength, time '11:54 am', and 24% battery. The title bar contains 'Cancel', 'New Account', and 'Next' buttons. Below the title bar is a light gray separator. The form consists of four rows, each with a label on the left and a text field on the right: 'Name' with 'Chelsea Piggott', 'Email' with 'chelsea@boosthosting.com.au', 'Password' with a masked password of 12 dots and a cursor, and 'Description' with 'boosthosting.com.au'. A light gray separator is at the bottom of the form.

**Step 5:**

Change “IMAP” to “POP” at the top of this screen. Leave the address as your email address. In the description, you can choose to leave your domain name, or change it to a title that you will recognise in your list of email addresses. In the example below, I’ve changed it to “Work Email”.



A screenshot of an iPhone 'New Account' screen. The status bar at the top shows 'Virgin' carrier, signal strength, time '11:54 am', and 24% battery. The title bar contains 'Cancel', 'New Account', and 'Save' buttons. Below the title bar is a light gray separator. The main content area features a selection between 'IMAP' and 'POP'. The 'IMAP' button is white with a blue border, and the 'POP' button is solid blue. A light gray separator is at the bottom of the selection area.

**Step 6:**

Below this is the “Incoming Mail Server” section. Enter “mail.yourdomain” as the Host Name and your full email address as the User Name. Your password has been automatically generated from the previous screen.

The screenshot shows the 'New Account' screen on an iPhone. At the top, there are status icons for signal strength, carrier (Virgin), Wi-Fi, time (11:55 am), and battery (24%). Below the status bar are three buttons: 'Cancel', 'New Account', and 'Save'. The main content area contains the following fields:

Name	Chelsea Piggott
Email	chelsea@boosthosting.com.au
Description	boosthosting.com.au
<b>INCOMING MAIL SERVER</b>	
Host Name	mail.boosthosting.com.au
Username	chelsea@boosthosting.com.au
Password	●●●●●●●●●●

The 'INCOMING MAIL SERVER' section is highlighted with a red rectangular border.

**Step 7:**

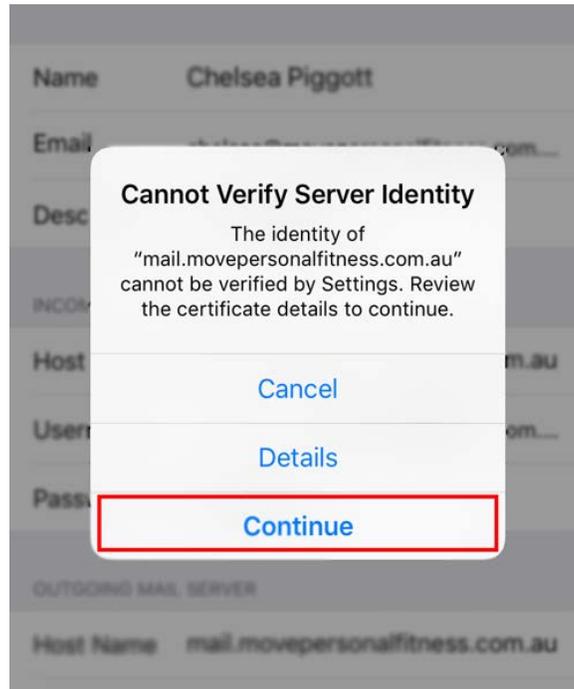
Below this is the “Outgoing Mail Server” section. Enter “mail.yourdomain” into the Host Name section. Add your username (your email address) and password. Then click “Save”.

The screenshot shows the 'New Account' screen on an iPhone, similar to the previous one. The status bar shows the time as 11:56 am. The 'INCOMING MAIL SERVER' section is visible above the 'OUTGOING MAIL SERVER' section. The 'OUTGOING MAIL SERVER' section is highlighted with a red rectangular border.

<b>INCOMING MAIL SERVER</b>	
Host Name	mail.boosthosting.com.au
Username	chelsea@boosthosting.com.au
Password	●●●●●●●●●●
<b>OUTGOING MAIL SERVER</b>	
Host Name	mail.boosthosting.com.au
Username	chelsea@boosthosting.com.au
Password	●●●●●●●●●●

**Step 8:**

In some cases, you may get the following alert. If you do, press “continue”.



**Step 9:**

Send a test email to and from your email address to make sure that your iPhone is sending and receiving properly.

If you are both sending and receiving emails, then you’re finished!!

If you are experiencing issues, try the following steps 9-12.

**Step 10:**

In your settings, click on “Mail” or “Mail, Contacts, Calendars” (depending on your operating system).



On the next screen, click on your new email account.

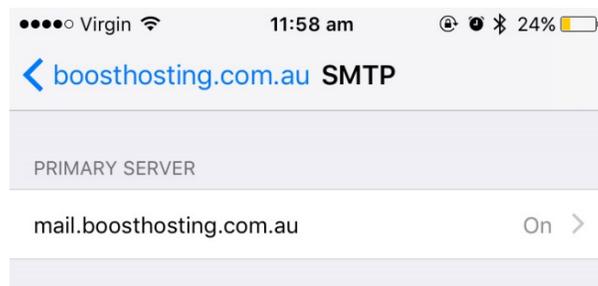
**Step 11:**

Under Outgoing Mail Server, click on "SMTP mail.yourdomain"



**Step 12:**

Under Primary Server, click on "mail.yourdomain"



### Step 13:

Check that:

- your Server Port is 465
- “Use SSL” is turned on
- Authentication is set to “Password”

then click “Done” in the top left corner.



To check it is working please try sending some test emails.

If after this point, you still experience problems, you may need to **turning ‘Use SSL’ to off and changing the Server Port to 25 or 587.**

To check it is working please try sending some test emails. Make sure to check you can both send and receive emails. If your email is still not working on your phone then please contact: BizBoost on 08 8572 4470 or your Phone Company.