

Email Set-up – Apple iOS

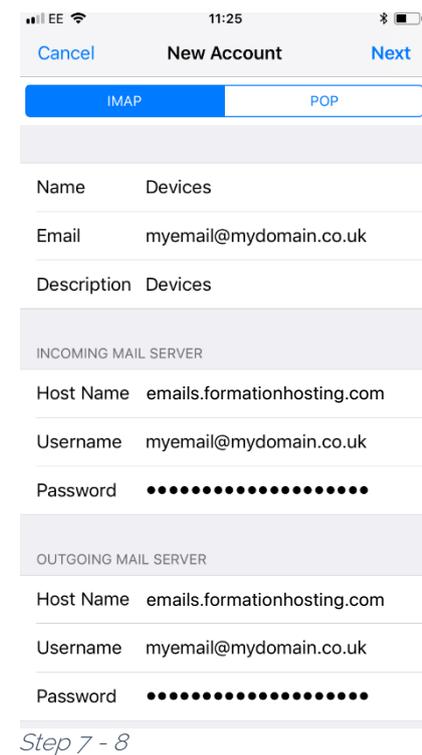
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Introduction

This guide outlines the procedure for setting up emails on iOS devices.

Instructions

1. Open **Settings**
2. Select **Accounts & Passwords**
3. Select **Add Account**
4. Select **Other**
5. Select **Add Mail Account**
6. Enter your details then click **Next**:
 - a. **Name**: How you want recipients to see your name.
 - b. **Email**: Your email address
 - c. **Password**: The supplied email
 - d. **Description**: How you want you email account to be shown on your device (useful if you have multiple email accounts on your device)
7. On the next screen ensure the details are as follows:
 - a. **IMAP** should be selected
 - b. Name, Email and Description should be automatically pulled in from step 7
 - c. Incoming Mail Server:
 - i. **Host Name** should be **emails.formationhosting.com**
 - ii. **Username** should be your email address
 - iii. **Password** should be the supplied password (this should have been automatically populated for you from step 7)
 - d. Outgoing Mail Server:
 - i. **Host Name** should be **emails.formationhosting.com**
 - ii. **Username** should be your email address
 - iii. **Password** should be the supplied password
8. Press **Next** to verify the settings.
9. Ensure **Mail** is selected on the sync page.
10. Tap **Save**
11. Navigate to the home screen and open **Mail** to view your emails.



Step 7 - 8



Step 9 - 10

Troubleshooting

The IMAP Server is Not Responding

If you get a message saying something like “The IMAP server is not responding” it could be that you've entered your details incorrectly too many times which has blocked your IP on our server (which is done automatically for security reasons).

This block only lasts 10 minutes, so wait 15 minutes , double-check the settings from step 7, then try again.

Cannot Get Mail

If you see the **Cannot Get Mail** screen after getting to step 7, ensure that the details are entered correctly as per step 7.

If you still get the same screen your password may need resetting. Contact Formation on **01926 298 777**.

Other Issues

If you have any other issues, please contact your IT department/company, supplying them with this guide.