

iOS: iPhone (iOS 11 - IMAP)

This article will assist you in setting up your iPhone with your Hosted Email mailbox. This article assumes that you have iOS 11 installed. If you have an older version, the screenshots below may not align exactly. We recommend running the latest version of iOS. This will ensure your phone has the latest features and security patches.

1. On the home screen, tap the **Settings** icon.
2. Within Settings, scroll down and tap **Accounts and Passwords**





Phone



Messages



FaceTime



Maps



Compass

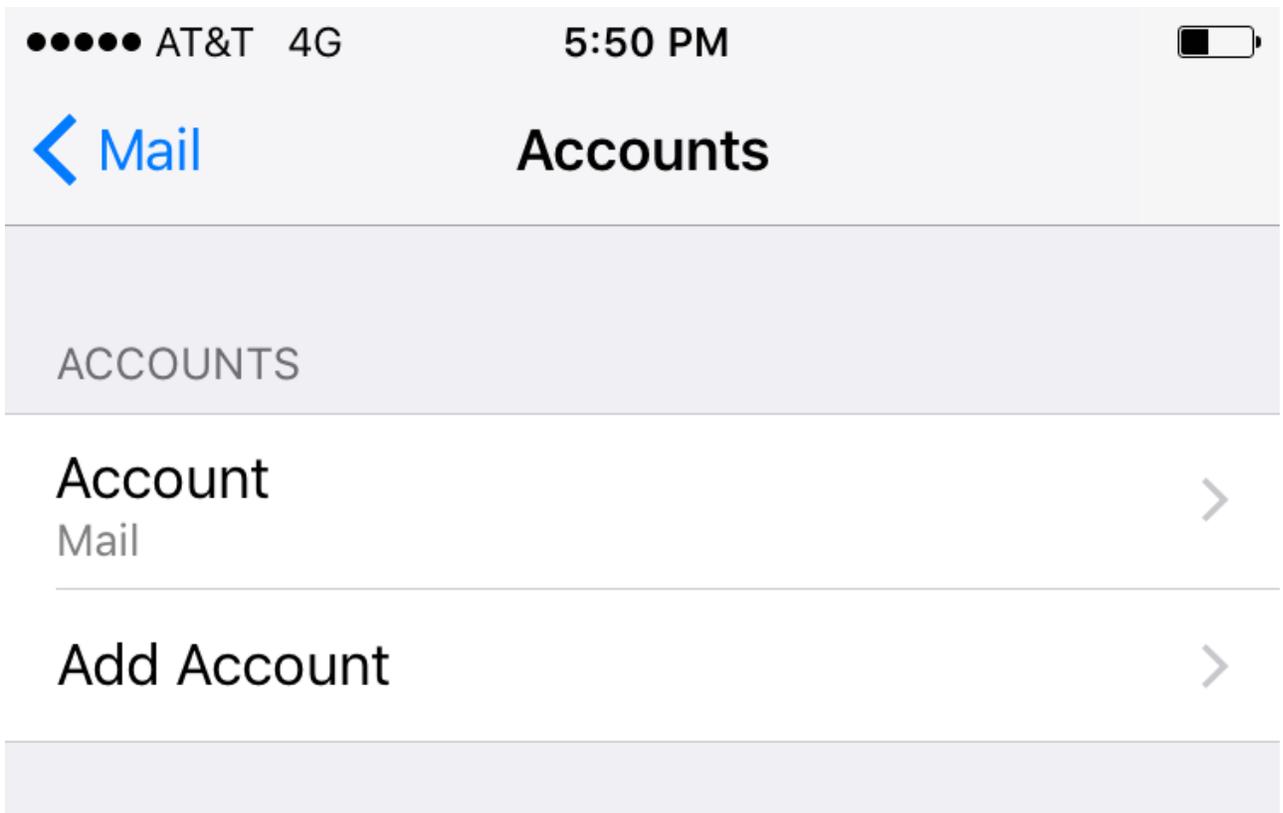


Safari



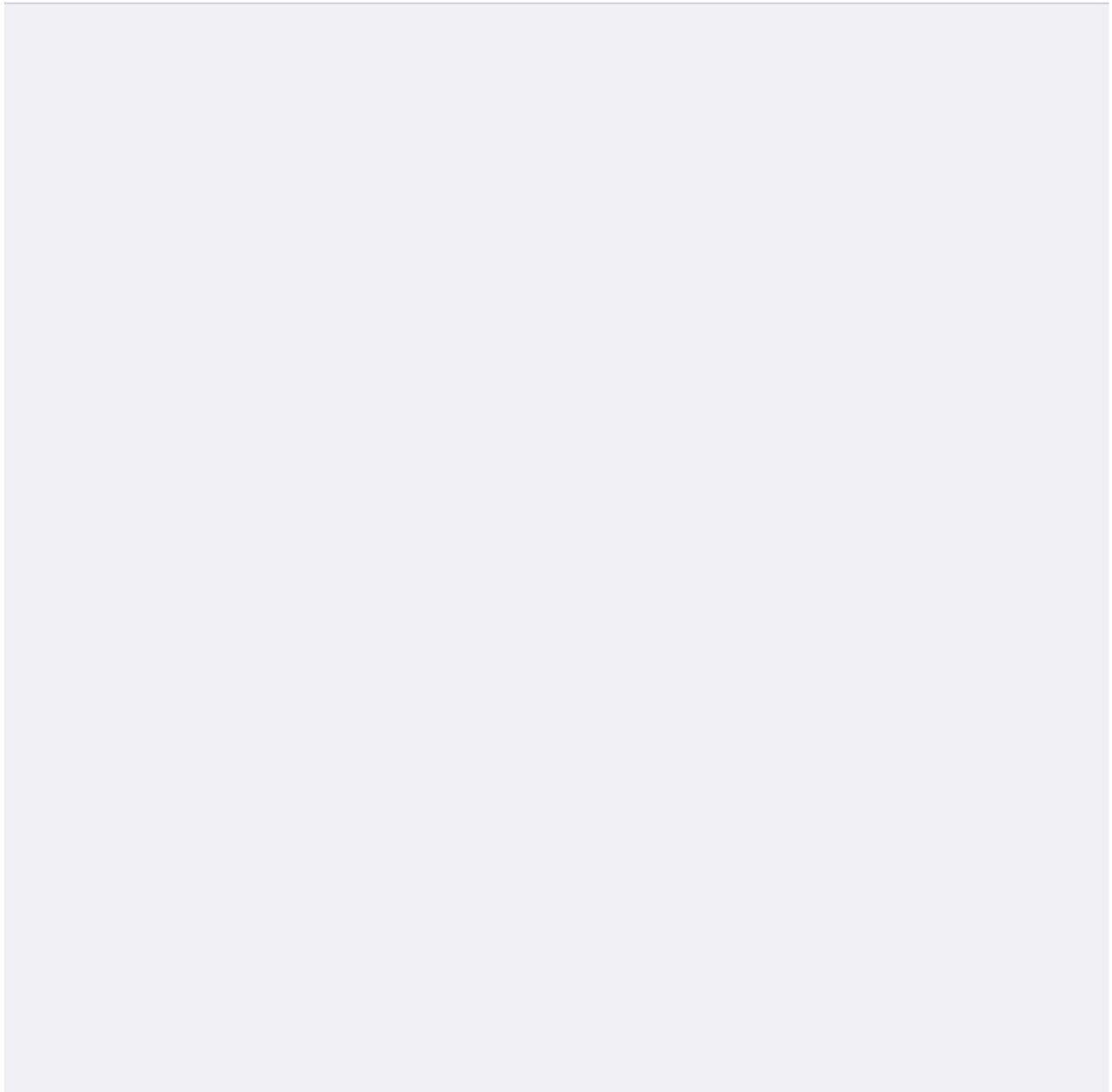
News

3. Tap **Add Account**

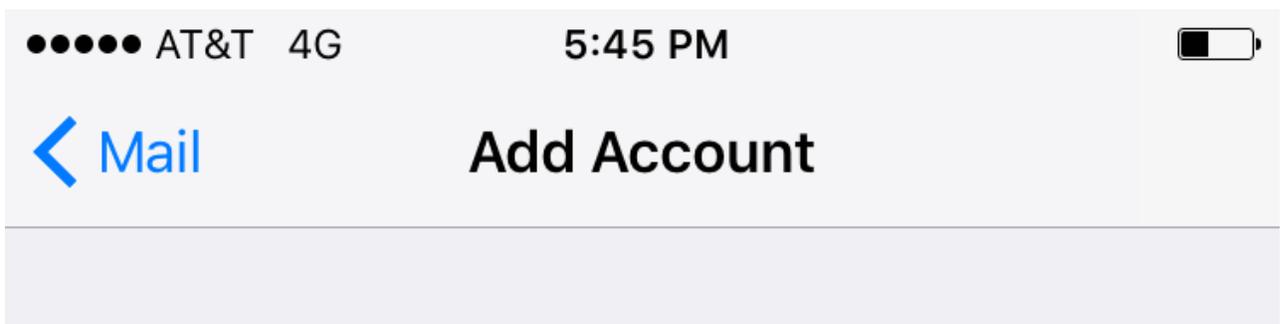


Fetch New Data

Push >



4. Tap **Other**, at the bottom



 iCloud

 Exchange

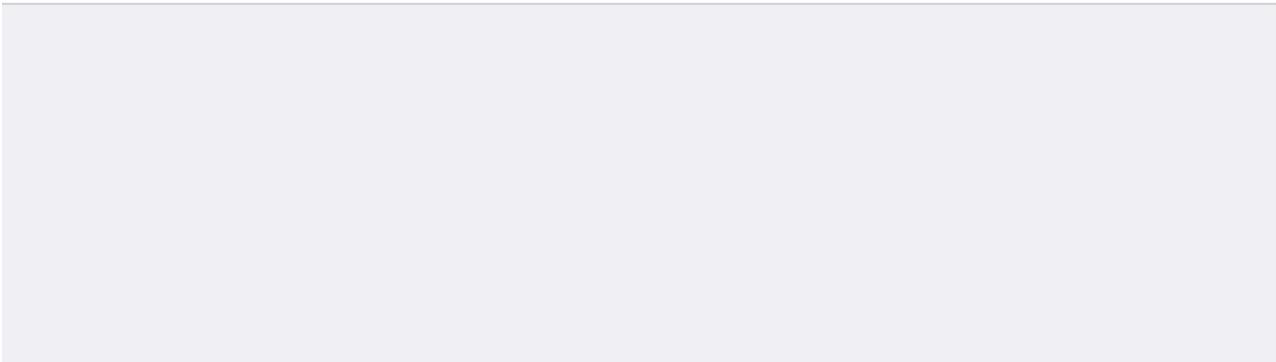
Google™

YAHOO!

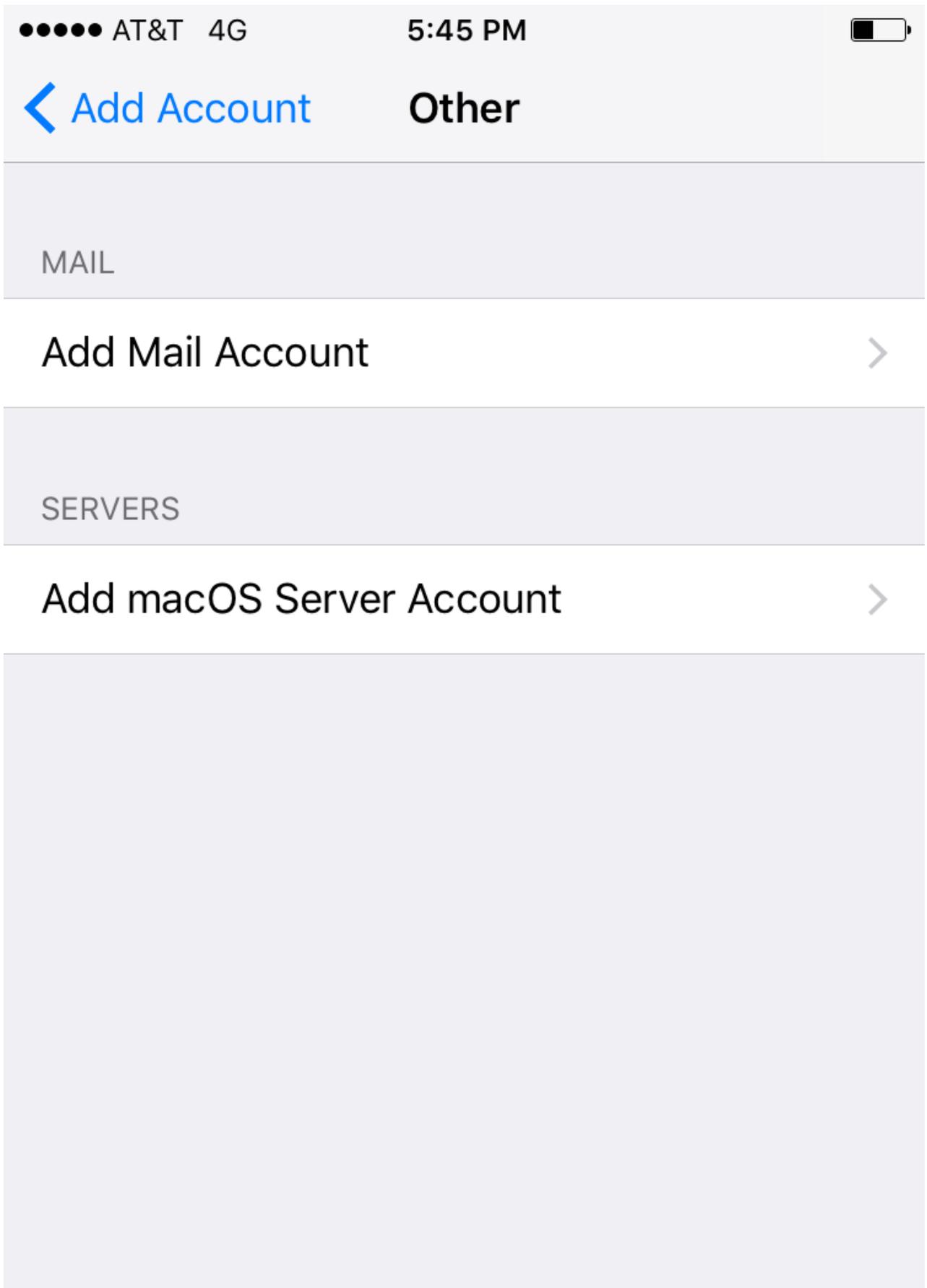
Aol.

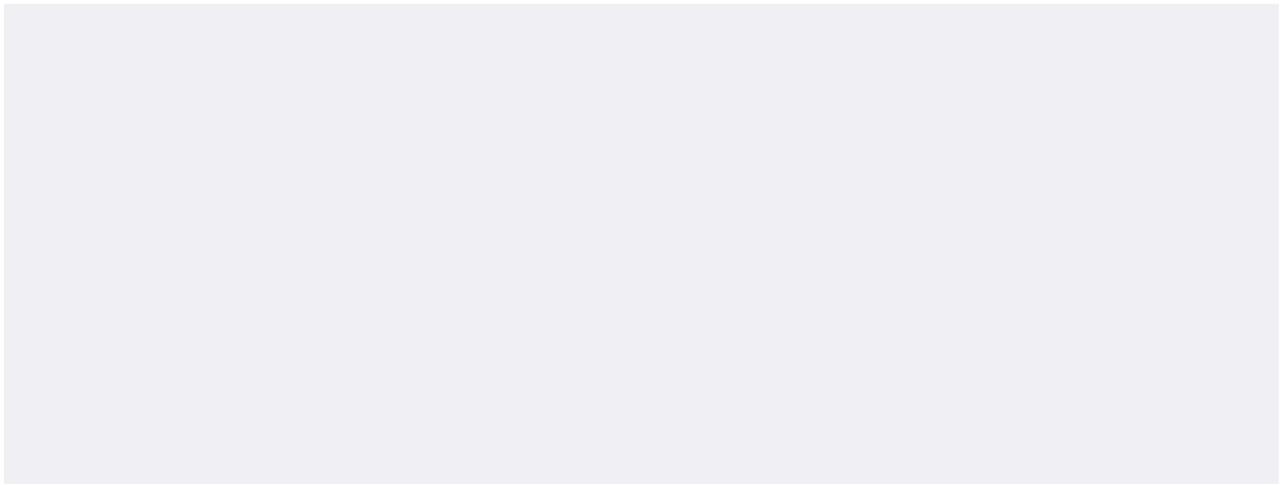
 Outlook.com

Other



5. Tap **Add Mail Account**





6. The next screen will ask for basic account information:

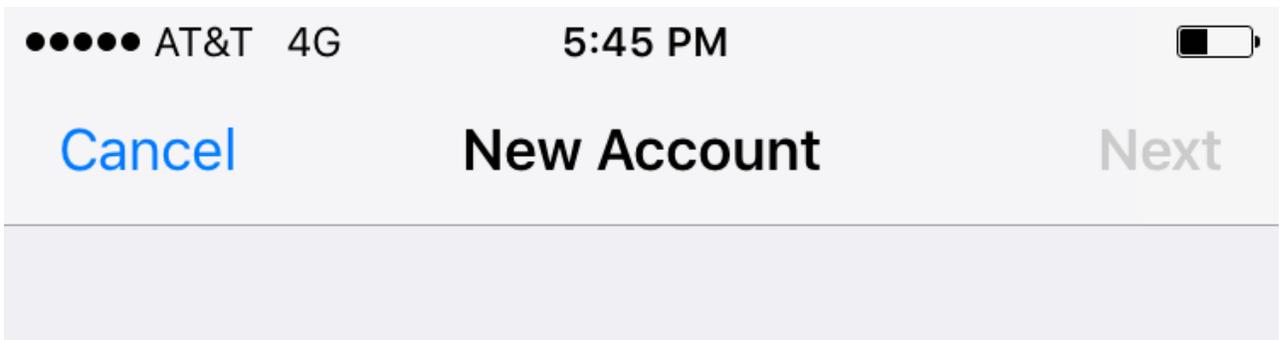
Name: Your first and last name

Email: support@emailsvrhelp.com

Password: Your mailbox password

Description: Anything you'd like!

7. Tap **Next**

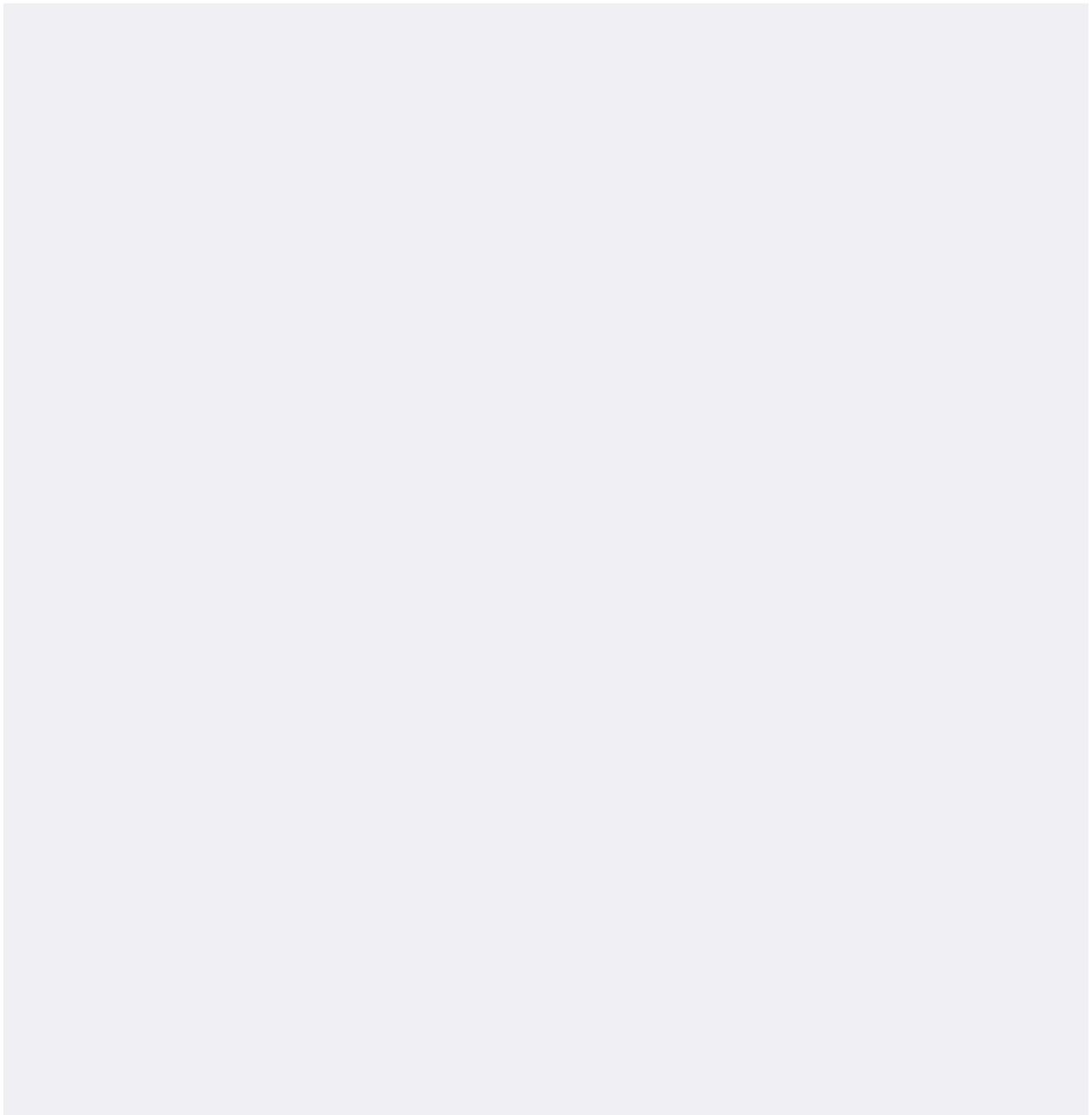


Name

Email support@emailsvrhelp.com

Password

Description



8. Make sure **IMAP** is selected

Enter the following server details:

Name: Your first and last name

Email: support@emailsvrhelp.com

Description: Should already be prefilled from last section

Password: Your mailbox password

Incoming Server Settings

Host Name: secure.emailsvr.com

User Name: support@emailsvrhelp.com

Password: Your mailbox password

Outgoing Server Settings

Host Name: secure.emailsvr.com

User Name: support@emailsvrhelp.com

Password: Your mailbox password

Note: Even though it says optional, they are **NOT** optional. If you skip these fields, you will **NOT** be able to send out email.

●●●● AT&T 4G 5:48 PM 

Cancel **New Account** Next

IMAP POP

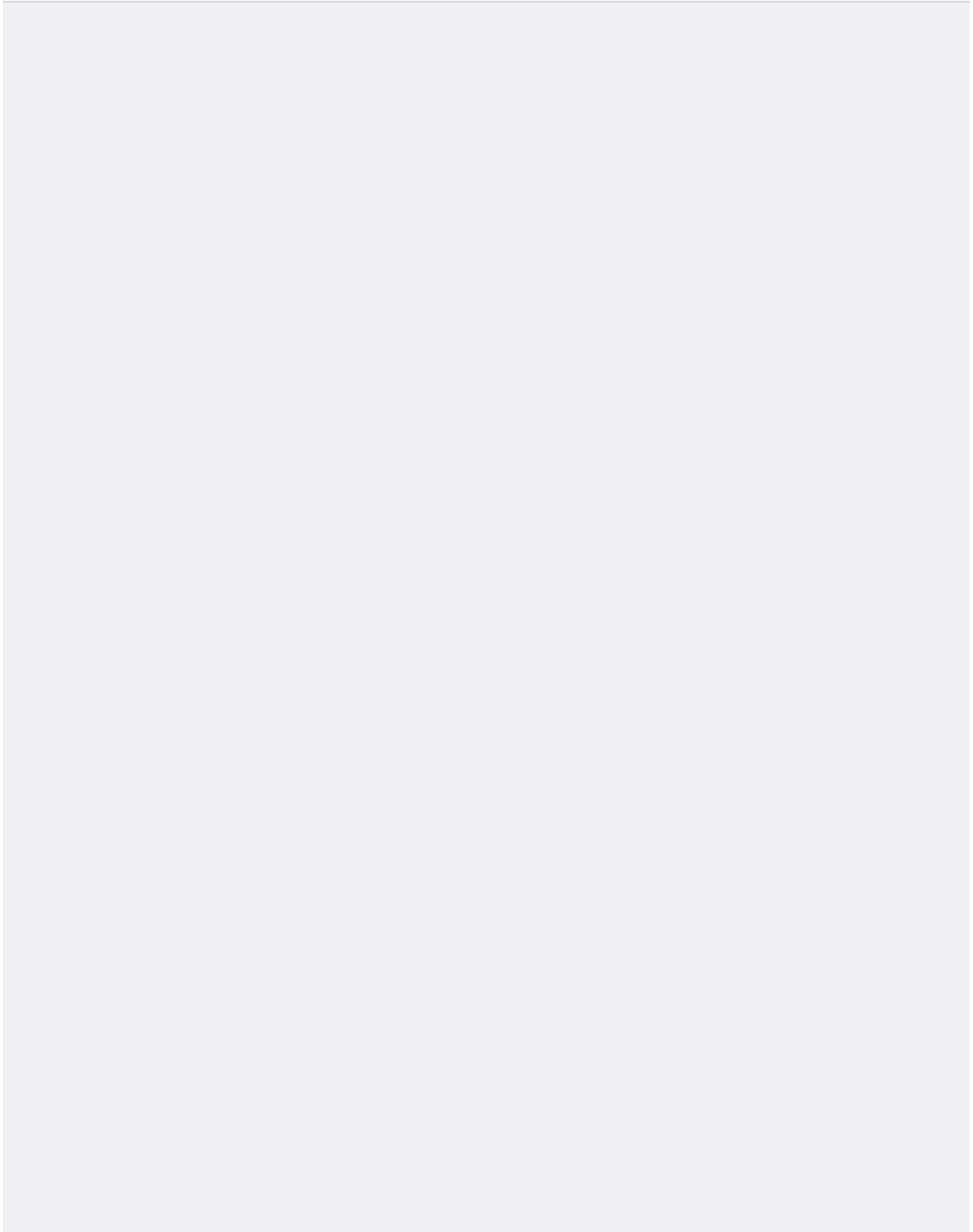
Name

Email support@emailsvrhelp.com

Description

INCOMING MAIL SERVER

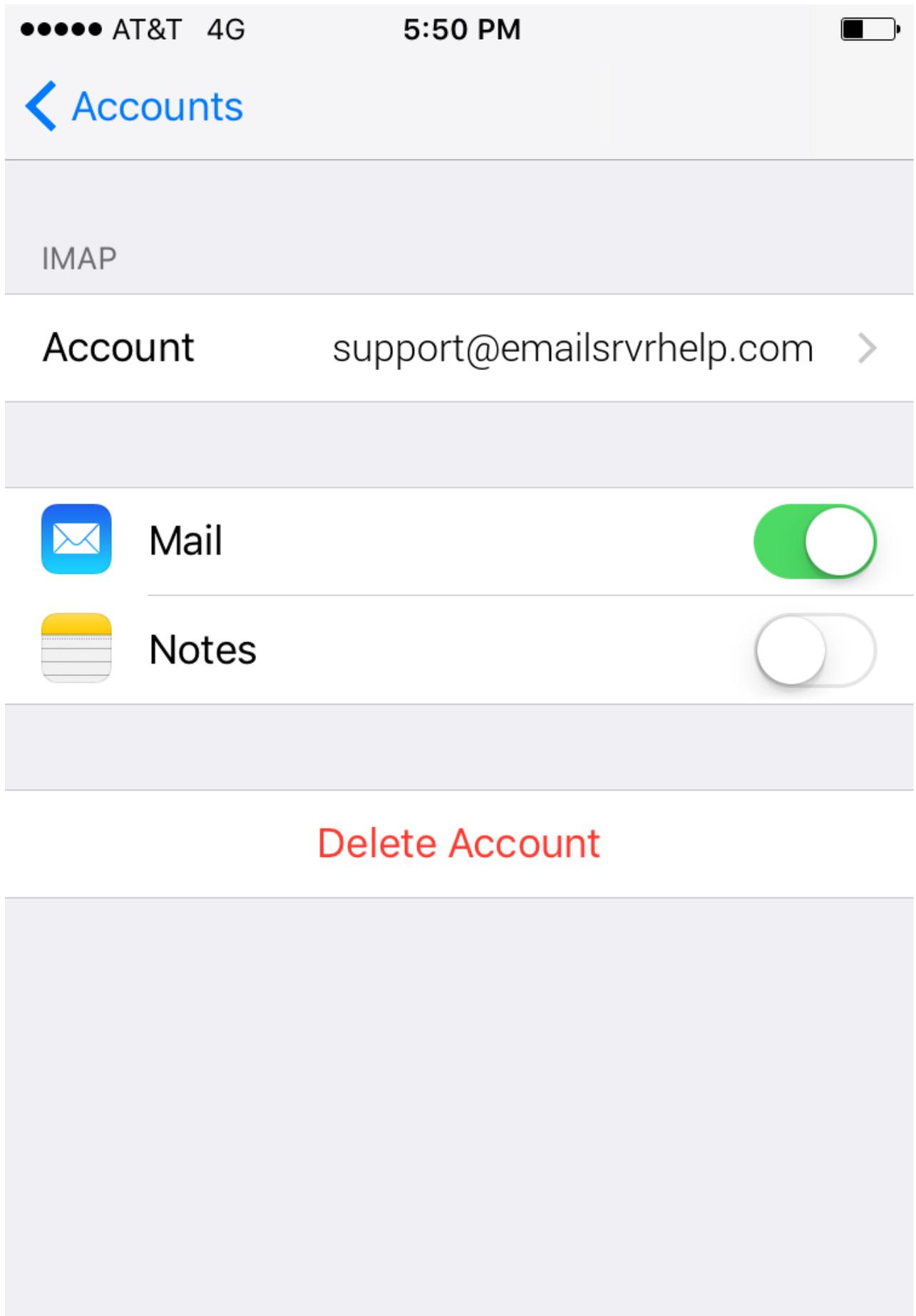
Host Name secure.emailsvr.com



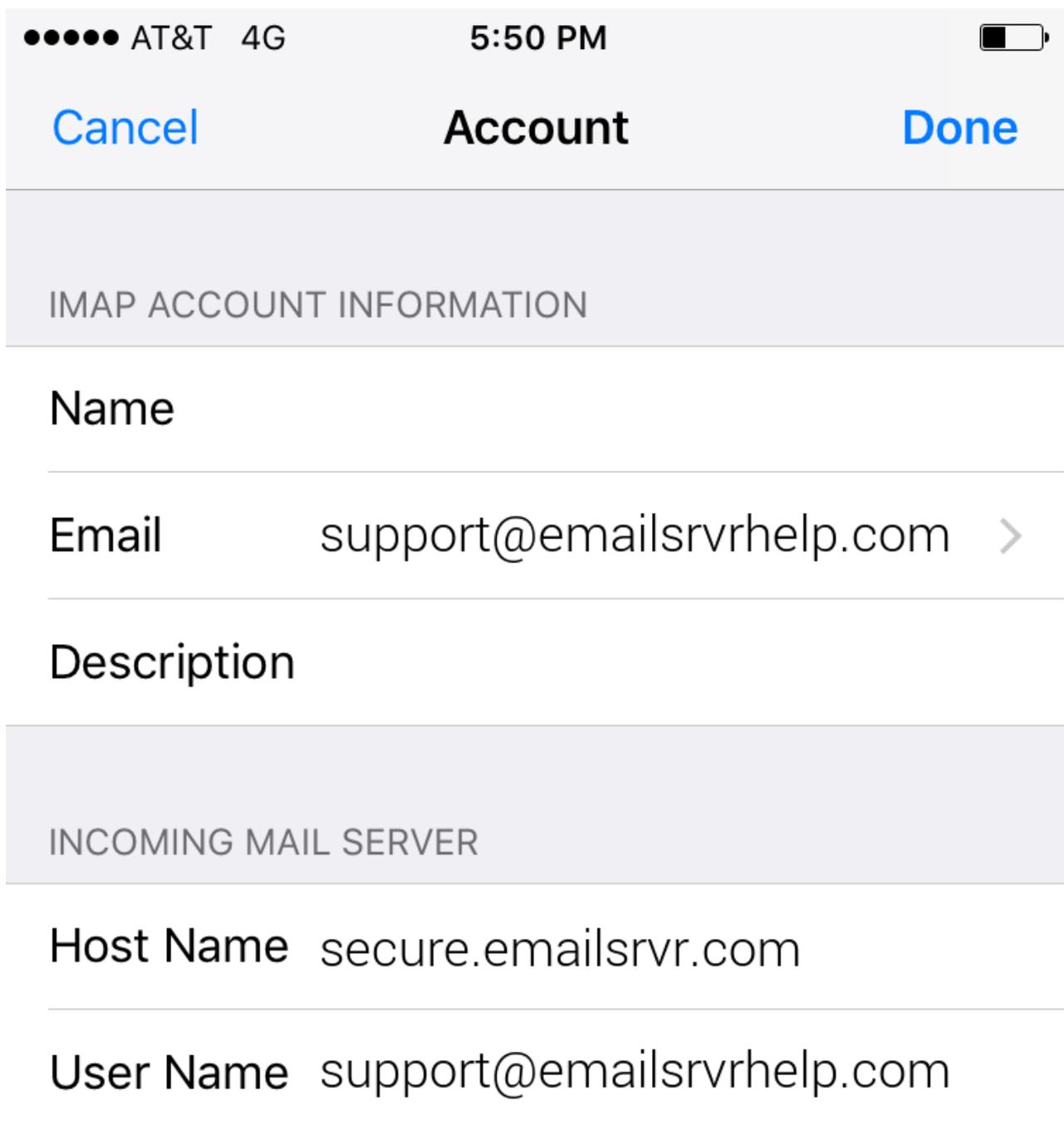
Next, we are configuring your iPhone to sync your various IMAP folders and prevent duplicate folders from showing up. We call this Folder Mapping; below are the steps to do so.

1. Within the **Mail** settings window, select the account that you just added.

2. Under **IMAP**, tap **Account**



3. Within the account settings, select **Advanced** at the bottom



The screenshot shows the 'Account' settings page for an IMAP account. At the top, the status bar displays 'AT&T 4G', '5:50 PM', and a battery icon. Below the status bar are three buttons: 'Cancel' on the left, 'Account' in the center, and 'Done' on the right. The main content area is divided into sections by light gray headers. The first section is titled 'IMAP ACCOUNT INFORMATION' and contains three rows: 'Name' with a horizontal line below it; 'Email' with the value 'support@emailsrvrhelp.com' and a right-pointing chevron; and 'Description' with a horizontal line below it. The second section is titled 'INCOMING MAIL SERVER' and contains two rows: 'Host Name' with the value 'secure.emailsrvr.com' and a horizontal line below it; and 'User Name' with the value 'support@emailsrvrhelp.com' and a horizontal line below it.

●●●● AT&T 4G 5:50 PM 

Cancel Account Done

IMAP ACCOUNT INFORMATION

Name

Email support@emailsrvrhelp.com >

Description

INCOMING MAIL SERVER

Host Name secure.emailsrvr.com

User Name support@emailsrvrhelp.com

Password

OUTGOING MAIL SERVER

SMTP

secure.emailsrvr.com >

Advanced >

4. Under **MAILBOX BEHAVIORS**, select **Sent Mailbox**

●●●● AT&T 4G

5:50 PM



< Account

Advanced

MAILBOX BEHAVIORS

Drafts Mailbox >

Sent Mailbox >

Deleted Mailbox >

Archive Mailbox



MOVE DISCARDED MESSAGES INTO:

Deleted Mailbox



Archive Mailbox

DELETED MESSAGES

Remove

After one week >

INCOMING SETTINGS

Use SSL



5. Select the appropriate folder under **ON THE SERVER**.

●●●● AT&T 4G

5:50 PM



< Advanced

ON MY IPHONE



Sent

ON THE SERVER



Inbox



Drafts



Sent



spam



Trash

6. Now repeat the previous step for **Deleted Mailbox**.

Ignore the **Archive Mailbox**, it won't be used.

7. Last step! Make sure **Deleted Mailbox** is selected under **MOVE DISCARDED MESSAGES INTO**.

This will ensure deleted messages go to the Deleted Mailbox folder.

8. **Now you're done!** Go back to the home screen and launch the Mail app. Your email should appear within a few minutes, depending on the amount of items to sync.

Note: If you have a large mailbox, it may take several minutes before email appears. Please wait at least 15 minutes before troubleshooting.

Don't forget about your other devices! Click here (</setup/qa/>) to set up a computer, tablet, or phone.

Have another computer, tablet, or phone to set up? Go to <https://helptool.preprod.mlsrvr.com>! We have set up articles for most current devices.