iOS 12 Email Configuration

This guide explains how to configure your iPhone to access your email account.

This tutorial was created using an iPhone running iOS 12. If you are using different hardware or a different OS version, these instructions may differ.

How do I find my email cluster?

In order to set up your email client, you will need to know which email cluster your account is hosted on. If you don't know this information, you can check with your email service provider, or try logging into webmail at:

Cluster A:
http://mail.hostedemail.com

Cluster B:
http://mail.b.hostedemail.com

If you are able to successfully login to the webmail interface, then you have found your mail cluster. If you are not able to login to either cluster, please contact your email service provider for support.
Step 1: Click on Settings on the home screen.
Step 2: Click on Passwords and Accounts
Step 3: Click on Add Account
Step 5: Select "Other"
Step 6: Click "Add Mail Account"
Step 7: Enter Account Information

<table>
<thead>
<tr>
<th>Enter the following settings:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td>Email User</td>
</tr>
<tr>
<td><strong>Email</strong></td>
<td><a href="mailto:user@example.com">user@example.com</a></td>
</tr>
<tr>
<td><strong>Password</strong></td>
<td>******</td>
</tr>
<tr>
<td><strong>Description</strong></td>
<td>Example</td>
</tr>
</tbody>
</table>

Enter the following settings:

**Name**

The name displayed when you send email

**Address**
Your full email address

Password

Your email account password

Description

Account description of your choice

Tap Next.

**Step 8: Select Account Type**

Select your account type on this page. We recommend IMAP for mobile devices as messages are stored on the server which provides better syncing with multiple devices.
Step 9: Enter Incoming Mail Server Information

Under the **Incoming Mail Server** section, enter the following settings.

**Host Name:**
mail.hostedemail.com (Cluster A) or mail.b.hostedemail.com (Cluster B)
User Name:
Your email account

Password:
Your email account password

Scroll down to the **Outgoing Mail Server** section.

**Step 10: Enter Outgoing Mail Server Information**

Under the **Outgoing Mail Server** section, enter the following settings:

**Host Name:**
mail.hostedemail.com (Cluster A) or mail.b.hostedemail.com (Cluster B)

**User Name:**
Your email account

**Password:**

Your email account password

Please note that the outgoing mail server setting is not optional. You will need to enter this information in order to properly configure the account.

Tap **Next** to complete account setup.