

# IOS (IPHONE, IPAD & IPOD) E-MAIL SETUP GUIDE

BELxpress

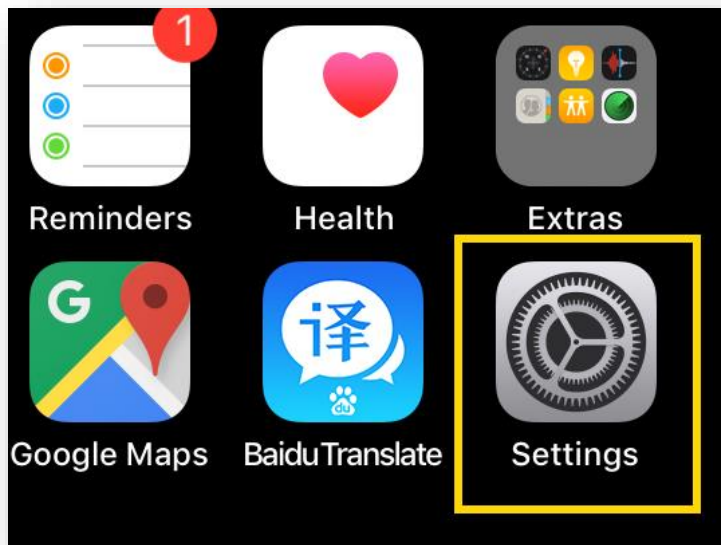


The following guide will show you how to configure or set up your BELxpress email account in iOS (iPhone/iPad/iPod), including some tips and tricks at the end. This guide is based on iOS 12.2, for old version, you may refer to this guide as a reference.

## Step 1

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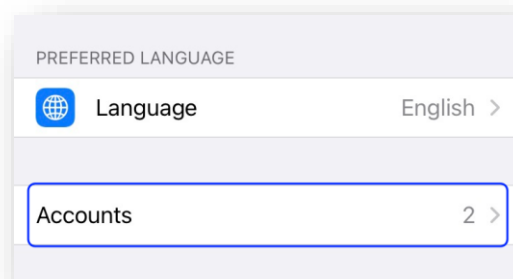
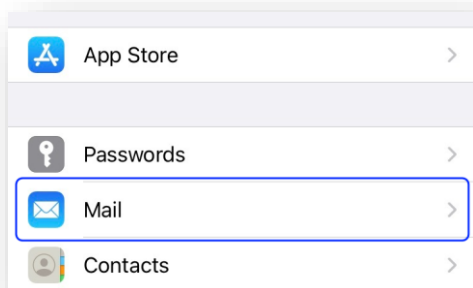
From the Home screen, choose **“Settings”** as below:



## Step 2

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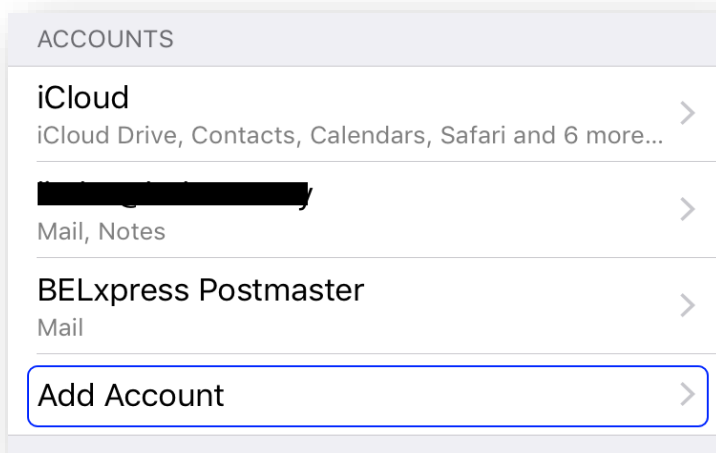
From the Settings screen, tap on **“Mail”** (*Note: for iOS 12 and below, tap on “Password & Accounts”*). Then tap on **“Accounts”**



## Step 3

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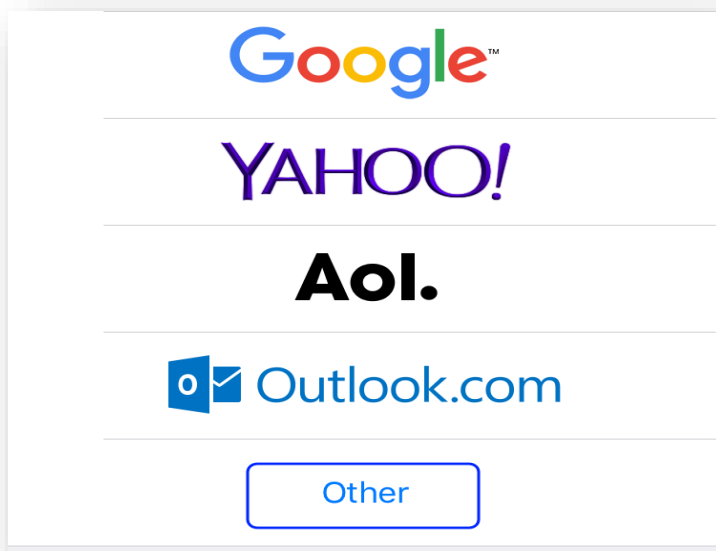
On the “Accounts” screen, tap on “Add Account” as below



## Step 4

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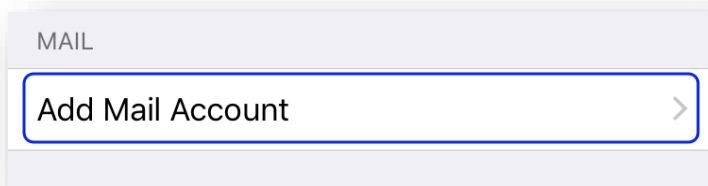
On “Add Account” screen, tap “Other”



## Step 5

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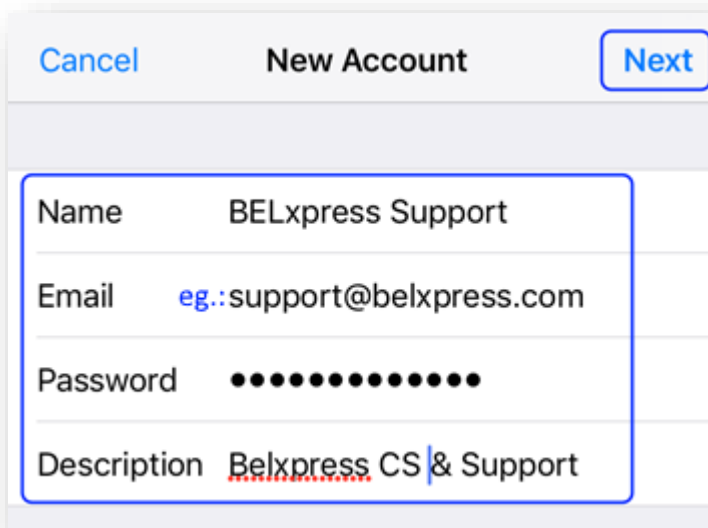
Then tap **“Add Mail Account”** as shown below:



## Step 6

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On the **“New Account”** screen, type your Name, Email address, Password and Description, then tap the **“Next”** button on the top right as shown below and wait for the account look up.



## Step 7

After successfully looking up the account, “New Account” screen will be shown as below:

The screenshot shows the "New Account" screen with the following fields and annotations:

- Protocol Selection:** IMAP (highlighted with a red box) and POP.
- Name:** eg.: John Lennon
- Email:** eg.: john@beatles.com
- Description:** BELxpress CS & Support
- INCOMING MAIL SERVER:**
  - Host Name:** eg.: mail.company.com (highlighted with a blue box, callout: "Your incoming mail server name")
  - Username:** eg.: john@beatles.com (highlighted with a blue box, callout: "Full email address")
  - Password:** [Redacted]
- OUTGOING MAIL SERVER:**
  - Host Name:** eg.: mail.company.com (highlighted with a blue box, callout: "Your outgoing mail server name")
  - Username:** eg.: john@beatles.com (highlighted with a blue box, callout: "Your full email address")
  - Password:** [Redacted]

### IMAP vs POP3

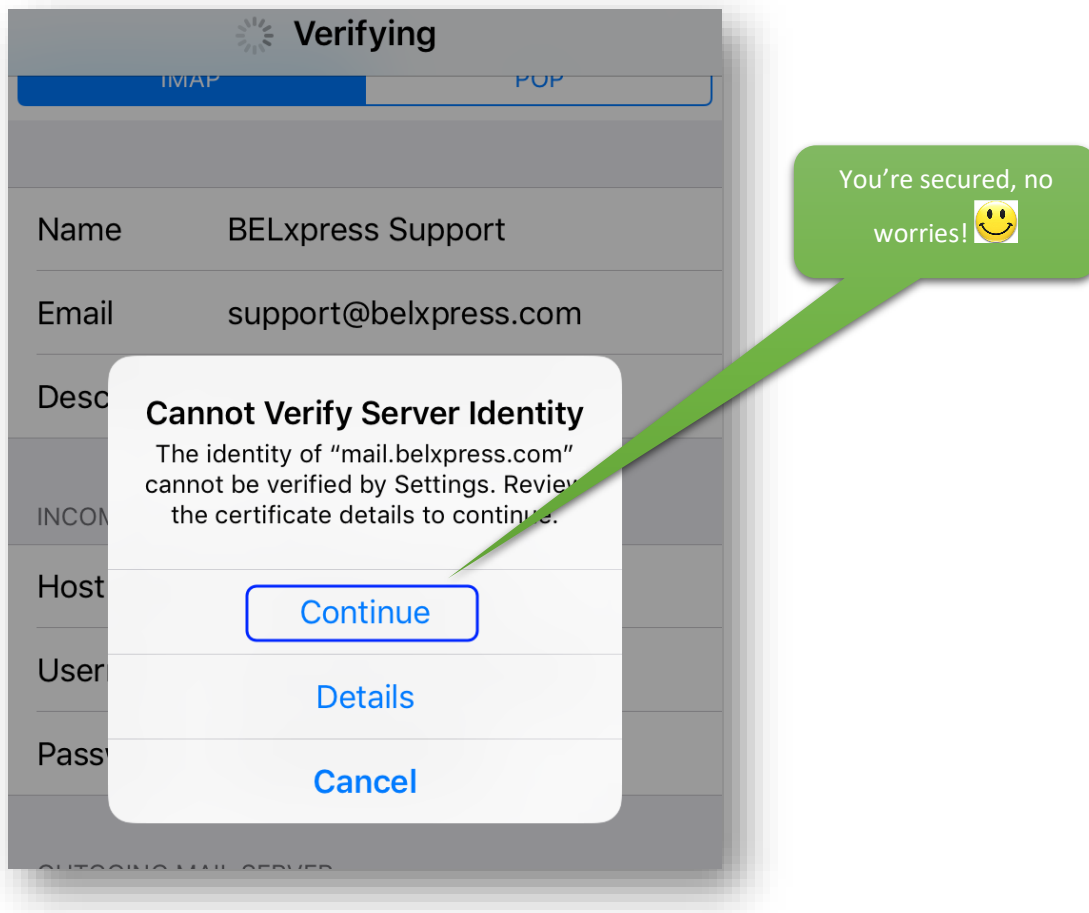
See the comparison on last page

Type your Incoming Mail Server’s Host Name, User Name (your full e-mail address) and Password, scroll down and do the same for the Outgoing Mail Server’s details (it’s **Required**. NOT as **Optional** shown by iPhone/iPad/iPod).

**CAUTION:** If you are choosing POP3 as the access protocol, you can only set up your email in **ONE** computer or device. If you want to sync your email across multiple computers or devices (smartphone, tablet), you **MUST** use IMAP access protocol.

Once done, tap the **“Next”** button on the top right. Your iPhone/iPad/iPod will verify the setting, wait for a few seconds or a minute, depends on your connection.

**NOTE:** If you do not possess of SSL for your domain, an unverified warning will be pop up as below, feel free to ignore the warning, select **“Continue”**.



**TIPS:** What is SSL certificate?

“The primary reason why **SSL** is used is to keep sensitive information sent across the Internet encrypted so that only the intended recipient can access it. *This is **important** because the information you send on the Internet **is** passed from computer to computer to get to the destination server.*”

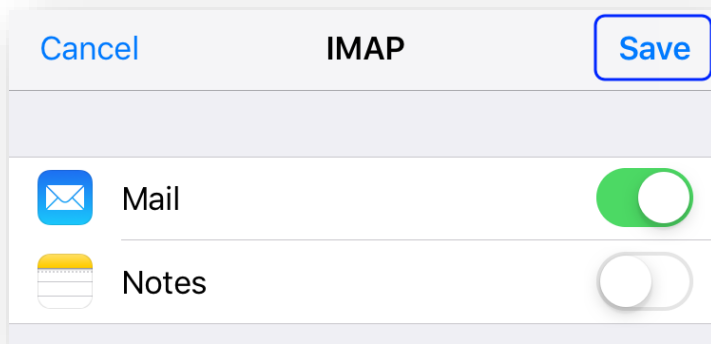
**NOTE:** Some Email Apps such as Gmail or Outlook require SSL certificate nowadays in order to set up an email account on iOS (iPhone/iPad/iPod), it's strongly recommended getting the SSL certificate for your domain today.

Please do not hesitate to contact us (support@belxpress.com) for 'SSL for your domain'. Get your SSL today!

Further details - <https://www.globalsign.com/en/ssl-information-center/what-is-an-ssl-certificate/>

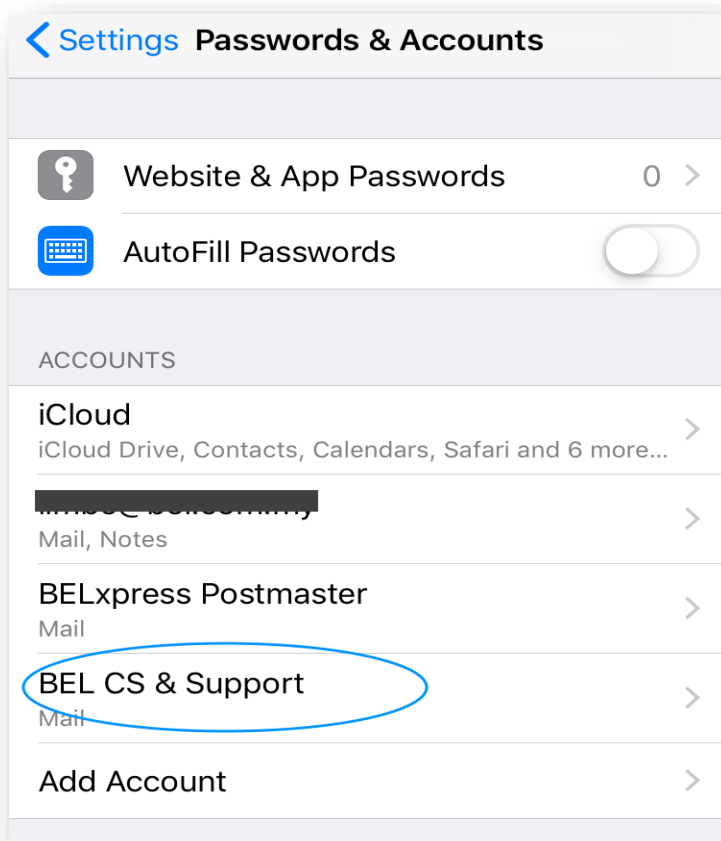
## Step 8

Once verified, your email (IMAP) account has been setup, tap the **“Save”** button on the top right to save your setting as below:



## Step 9

You're done, congratulation! You can now start using your BELxpress email on iOS (iPhone/iPad/iPod).



## IMAP vs POP3

Both POP (Post Office Protocol) and IMAP (Internet Message Access Protocol) allow people to get access to their email from a remote server; however, that is where most similarities end.

POP3	IMAP
<ul style="list-style-type: none"> <li>• Consumed less bandwidth (a bit faster if your Internet is slow)</li> <li>• Once retrieved, <b>NO</b> backup in the server (<i>unless special settings supported on mail client</i>). Save server storage if storage is your concern.</li> <li>• Your mails will be stored in the local computer <b>ONLY</b> (<i>unless special settings supported on mail client</i>)</li> <li>• Your mails will <b>NOT SYNC</b> if access with different computers or devices (<b>NOT</b> recommended for multiple devices)</li> </ul>	<ul style="list-style-type: none"> <li>• Consumed more bandwidth (a bit slower if you've got low bandwidth)</li> <li>• Your mails (sent/received) will be stored in both local computer/device and remote server (backup)</li> <li>• <u>You can use multiple computers and devices</u> (phone, tablet) to check/send your email (mail sync)</li> <li>• If you lost your computer/device, you can always sync back your mails from remote server (<i>provided that your mails are not deleted from your computer/device</i>)</li> </ul>

**WARNING:** DO NOT mix POP3 and IMAP for your multiple computers' setup in a single email account. If either one of your computers or devices has been set up as POP3 access protocol, email-sync will **NOT** be working correctly. Bear in mind, **POP3 only for ONE computer or device**.



## TIPS & TRICKS for SSL

If you do not possess SSL certificate for your domain, you may turn off the SSL to avoid annoying warning. Go to Settings → Password & Accounts, under ACCOUNTS section, select your email account, select your IMAP/POP3 email account again, and then follow the screen shot as below:

Outgoing settings reside in **SMTP**, and incoming & other settings reside in **Advanced**.

