

iOS: iPhone (iOS 11 and later - 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**

3. Tap **Add Account**

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

5. Tap **Add Mail Account**

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

Name: Your first and last name

Email: jgray@ti2008.com

Password: Your mailbox password

Description: Anything you'd like!

7. Tap **Next**

8. Make sure **IMAP** is selected

Enter the following server details:

Name: Your first and last name

Email: jgray@ti2008.com

Description: Should already be prefilled from last section

Password: Your mailbox password

Incoming Server Settings

Host Name: secure.emailsrvr.com

User Name: jgray@ti2008.com

Password: Your mailbox password

Outgoing Server Settings

Host Name: secure.emailsrvr.com

User Name: jgray@ti2008.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.

9. Tap **Next**

Authentication failed? Click me for tips!

10. Select the desired settings and tap **Save**

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

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

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

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://emailhelp.rackspace.com>! We have set up articles for most current devices.