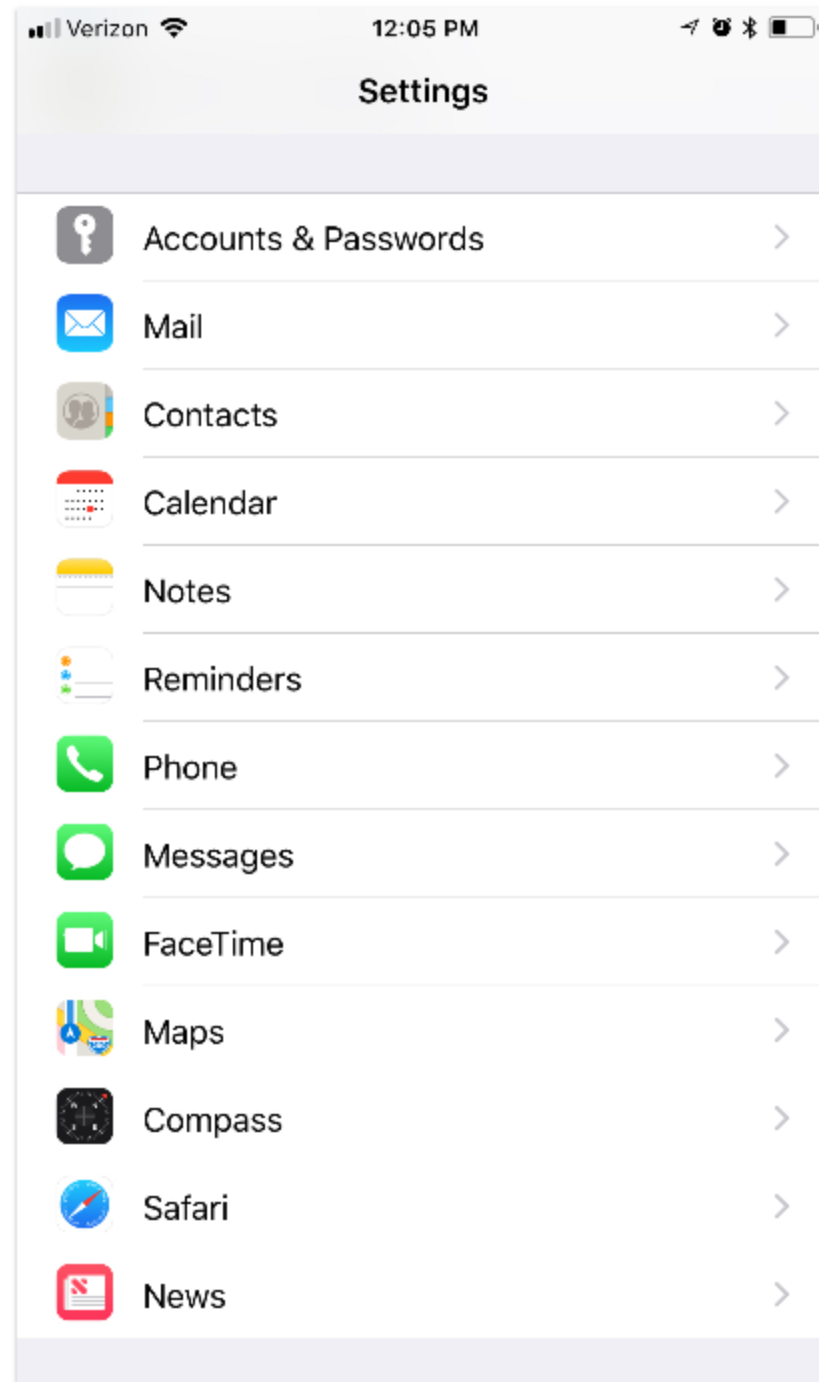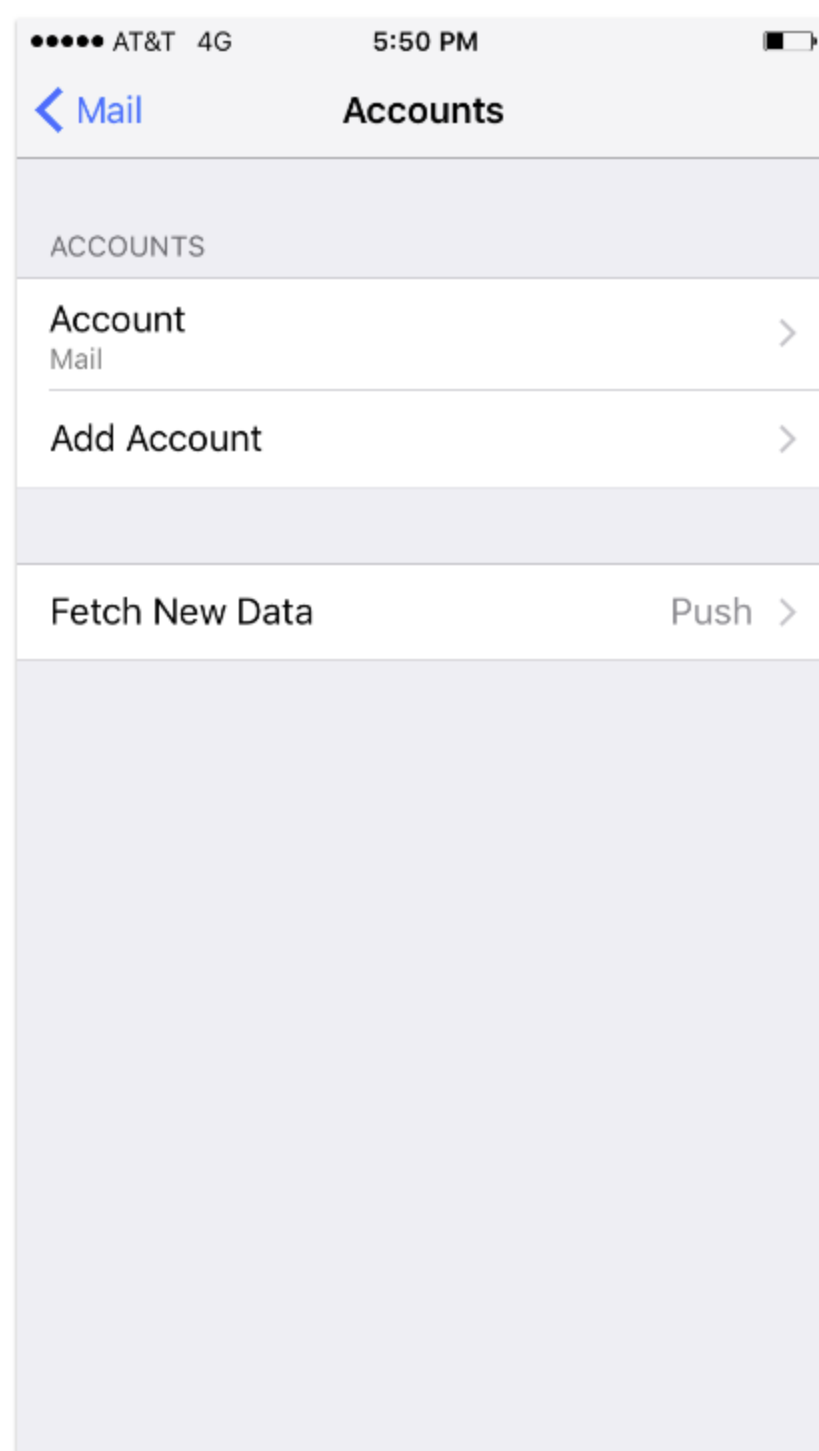# iOS: iPhone (iOS 11 and later - IMAP)

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.
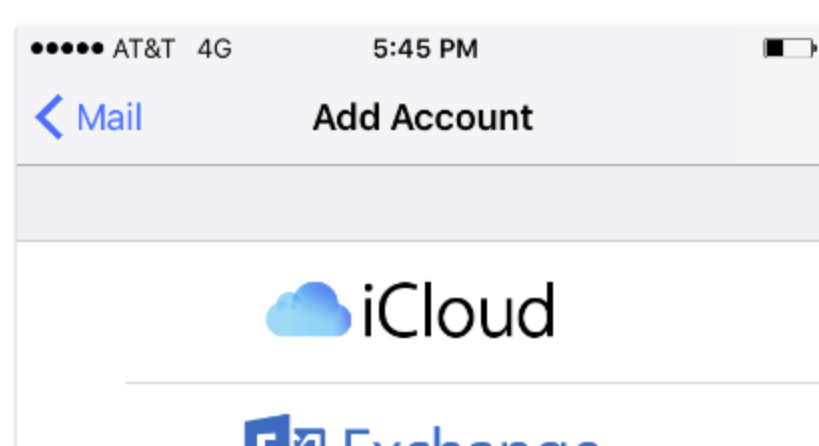
1. On the home screen, tap the **Settings** icon.

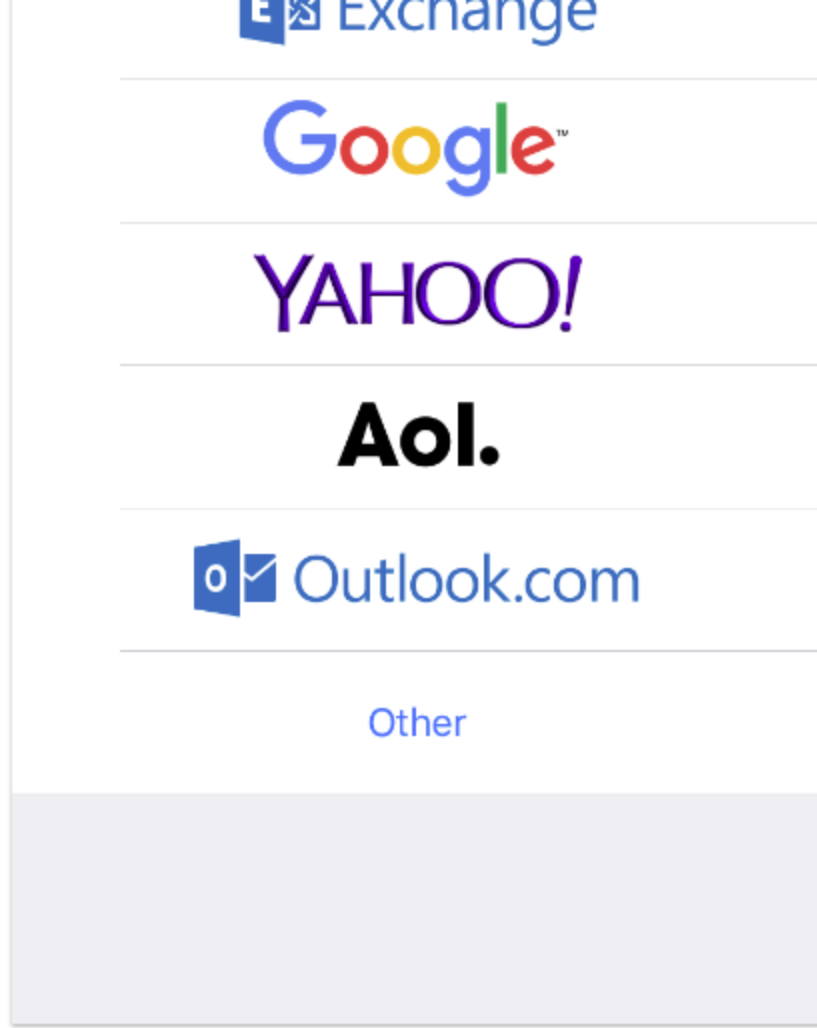2. Within Settings, scroll down and tap **Accounts and Passwords**

3. Tap **Add Account**

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

Exchange

Google

YAHOO!

Aol.

Outlook.com

Other

---

5. Tap **Add Mail Account**

●●●●● AT&T 4G   5:45 PM   ▭

< Add Account   **Other**

MAIL

Add Mail Account   >

SERVERS

Add macOS Server Account   >
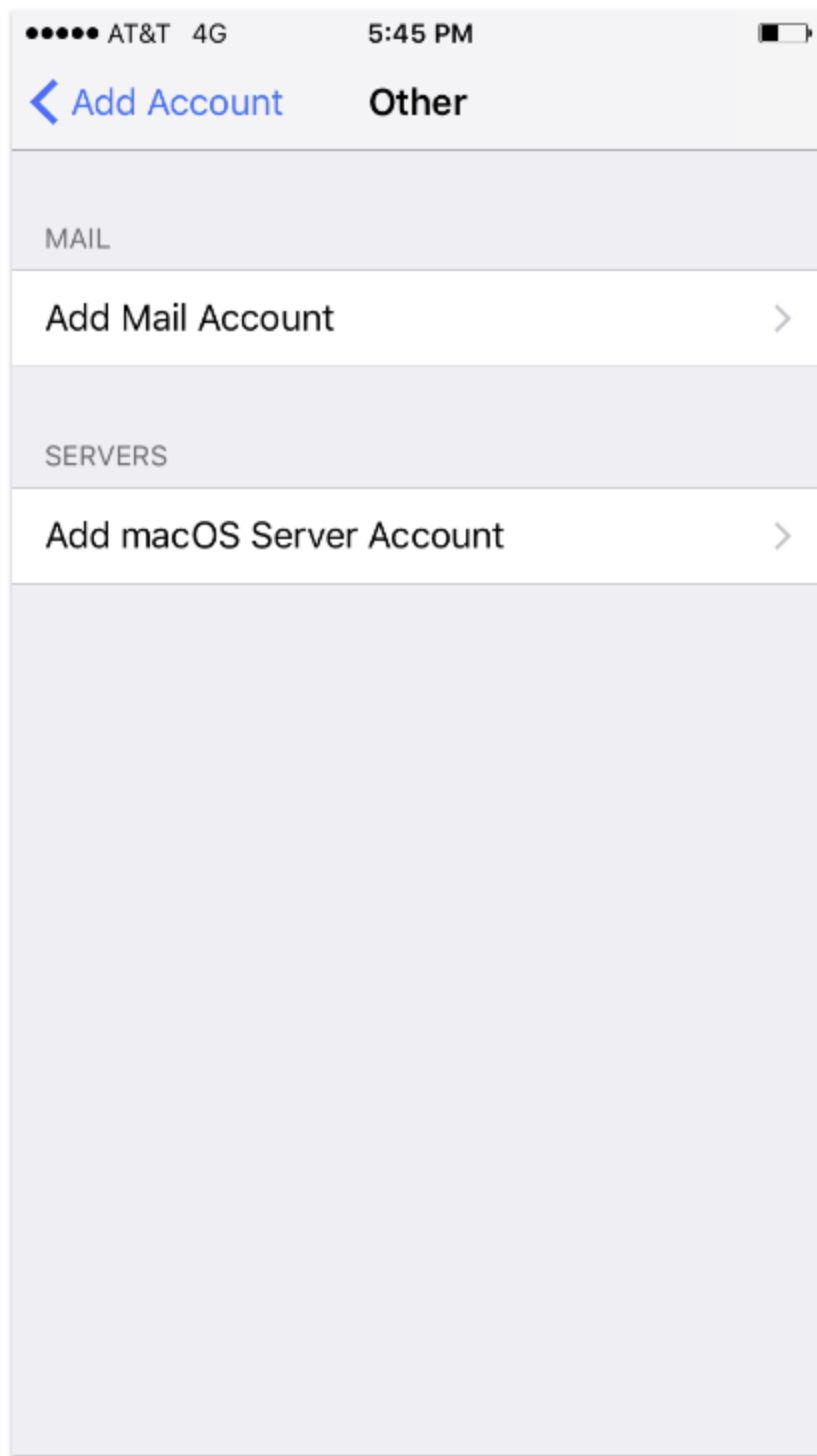
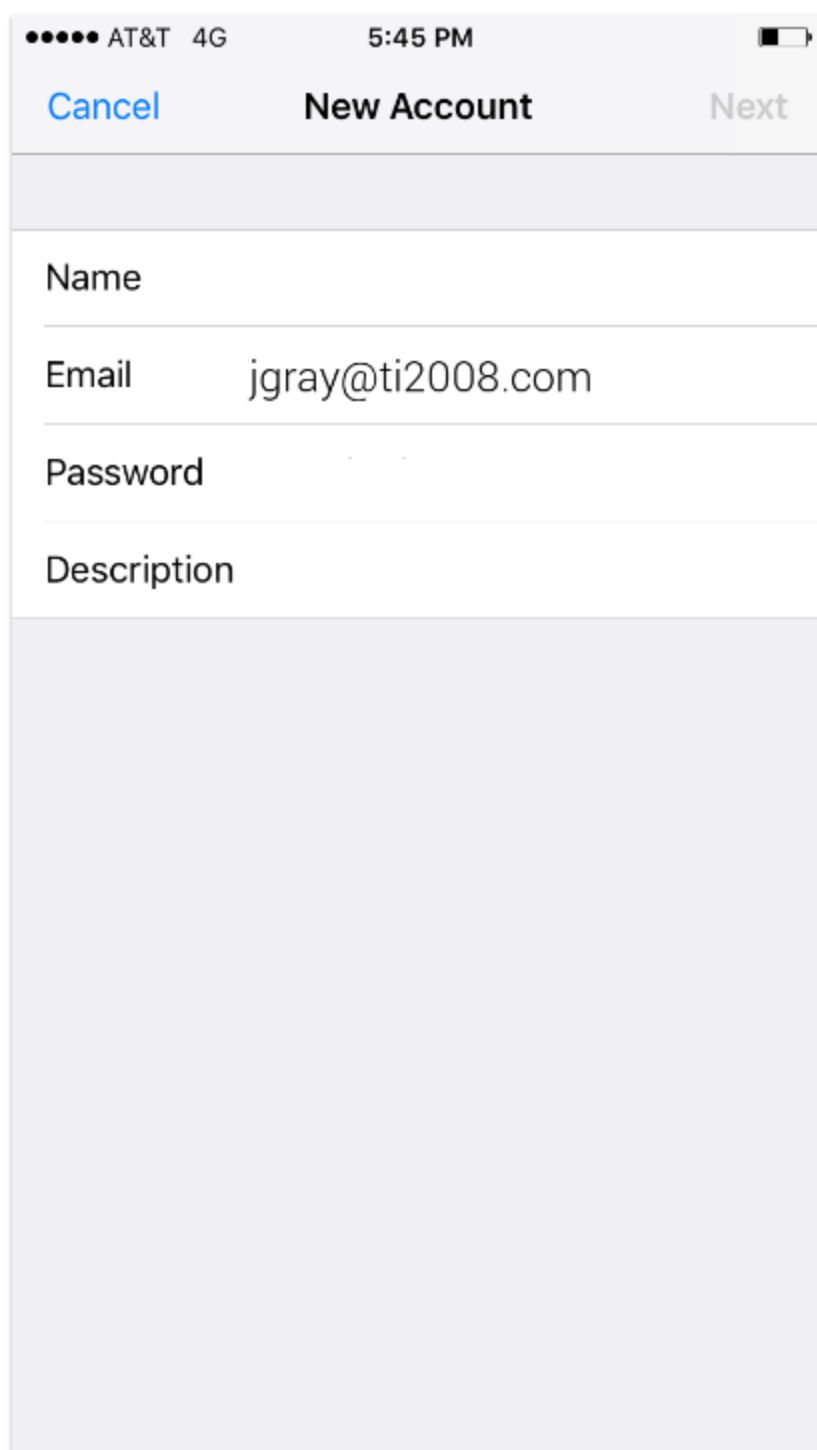
6. The next screen will ask for basic account information:

Name: Your first and last name
Email:
Password: Your mailbox password
Description: Anything you'd like!

7. Tap **Next**

●●●●● AT&T 4G   5:45 PM   ▭

Cancel   **New Account**   Next

Name

Email   jgray@ti2008.com

Password

Description

---

8. Make sure **IMAP** is selected

Enter the following server details:

Name: Your first and last name
Email:
Description: Should already be prefilled from last section
Password: Your mailbox password

Incoming Server Settings
Host Name: secure.emailsrvr.com
User Name:
**Password:** Your mailbox password

Outgoing Server Settings
Host Name: secure.emailsrvr.com
**User Name:**
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	jgray@ti2008.com
Description	

INCOMING MAIL SERVER

Host Name	secure.emailsrvr.com
User Name	jgray@ti2008.com
Password	••••••••••••••••••••

OUTGOING MAIL SERVER

Host Name	secure.emailsrvr.com
User Name	jgray@ti2008.com
Password	••••••••••••••••••••
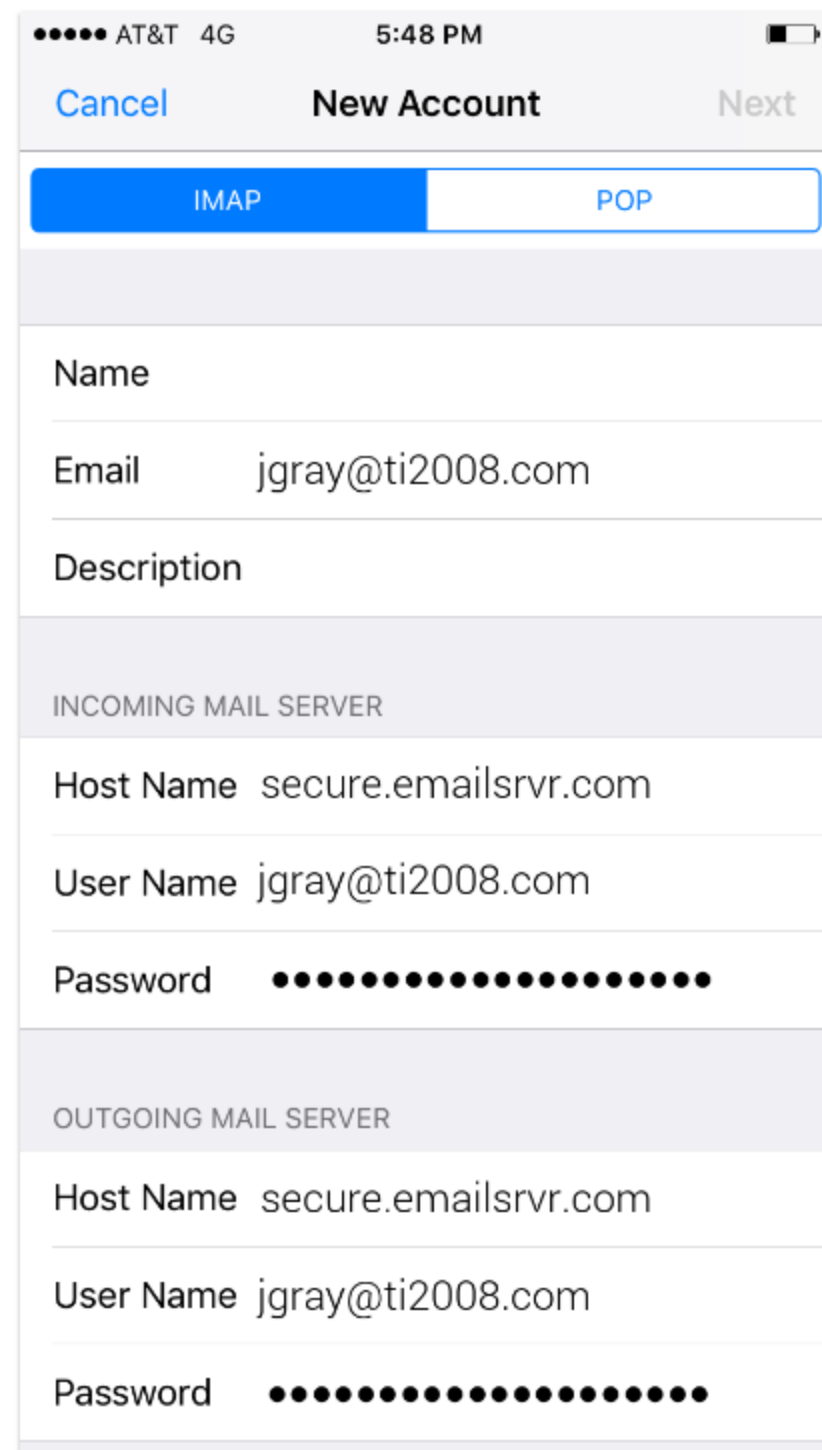
9. Tap **Next**

Authentication failed? Click me for tips!

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

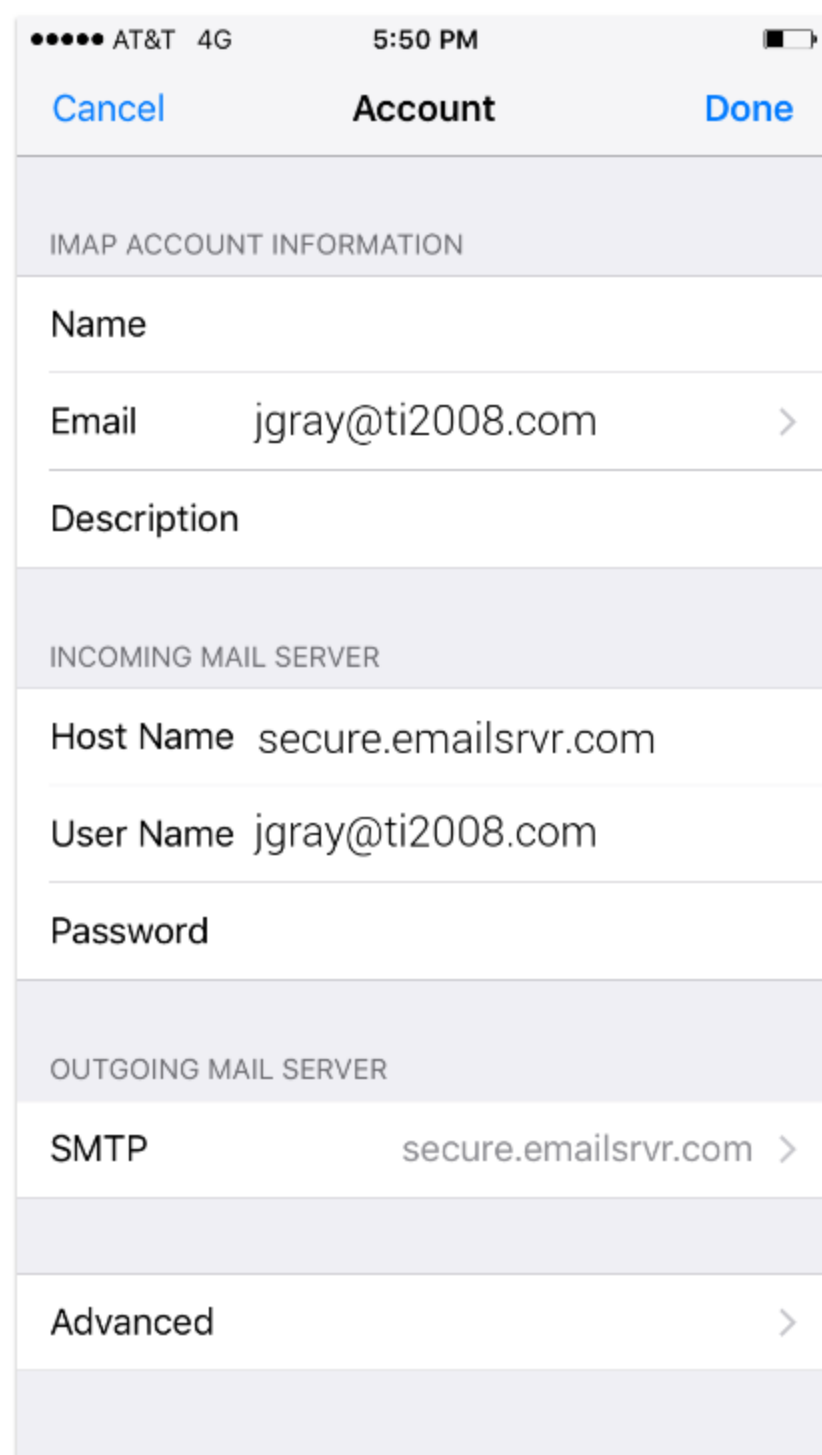|		
•••• AT&T 4G	5:49 PM	
Cancel	**IMAP**	Save
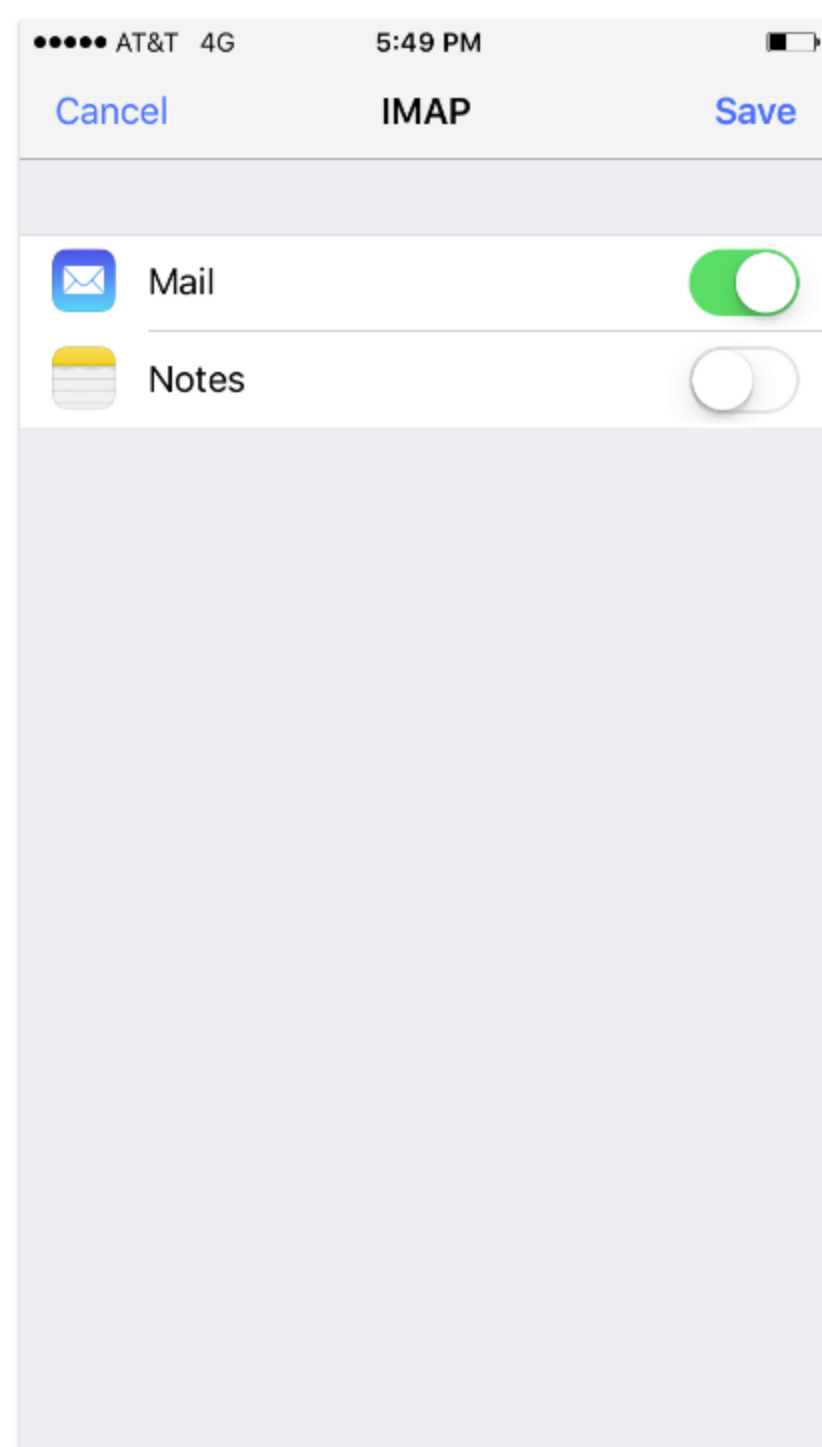
✉ Mail	⬤
🗒 Notes	◯

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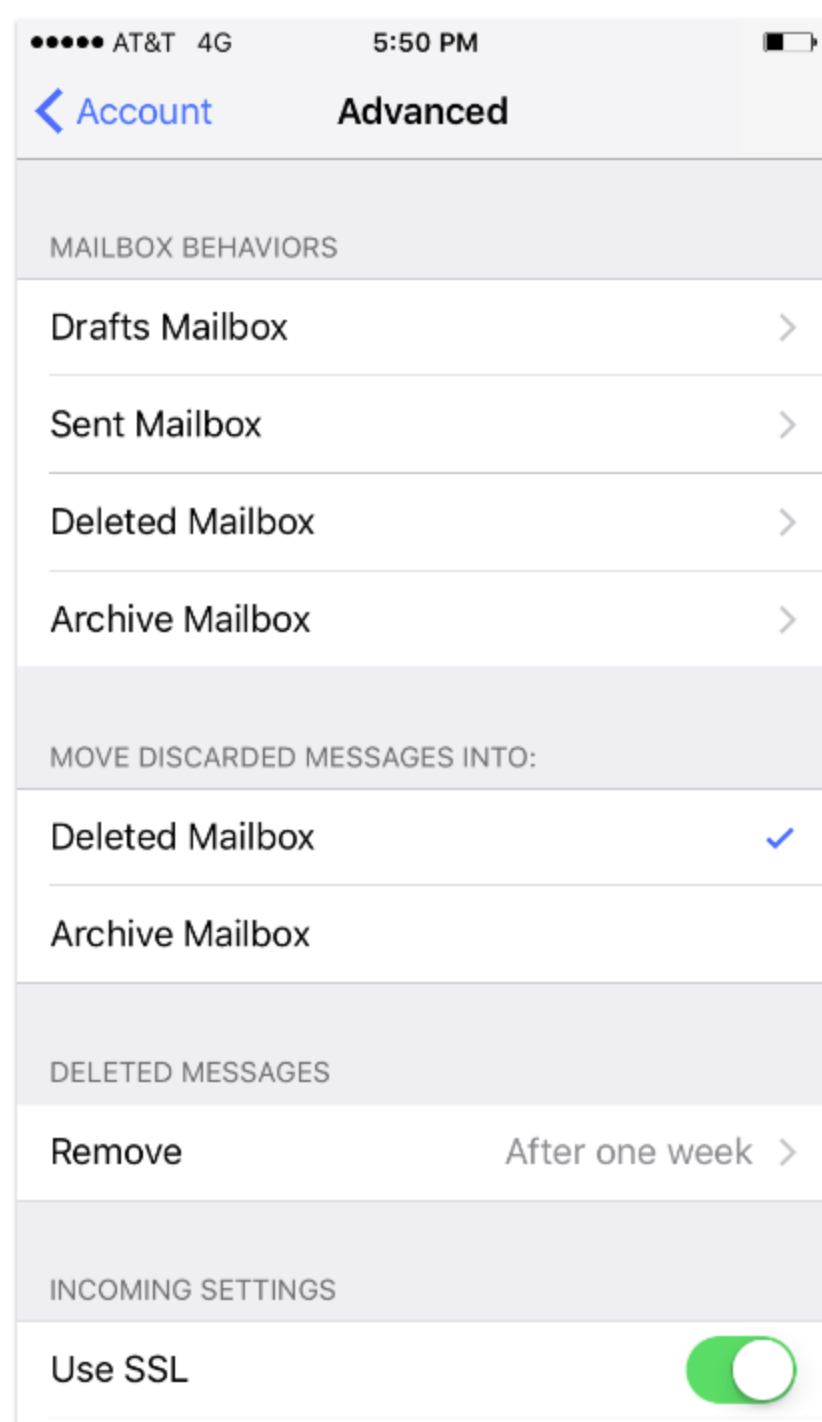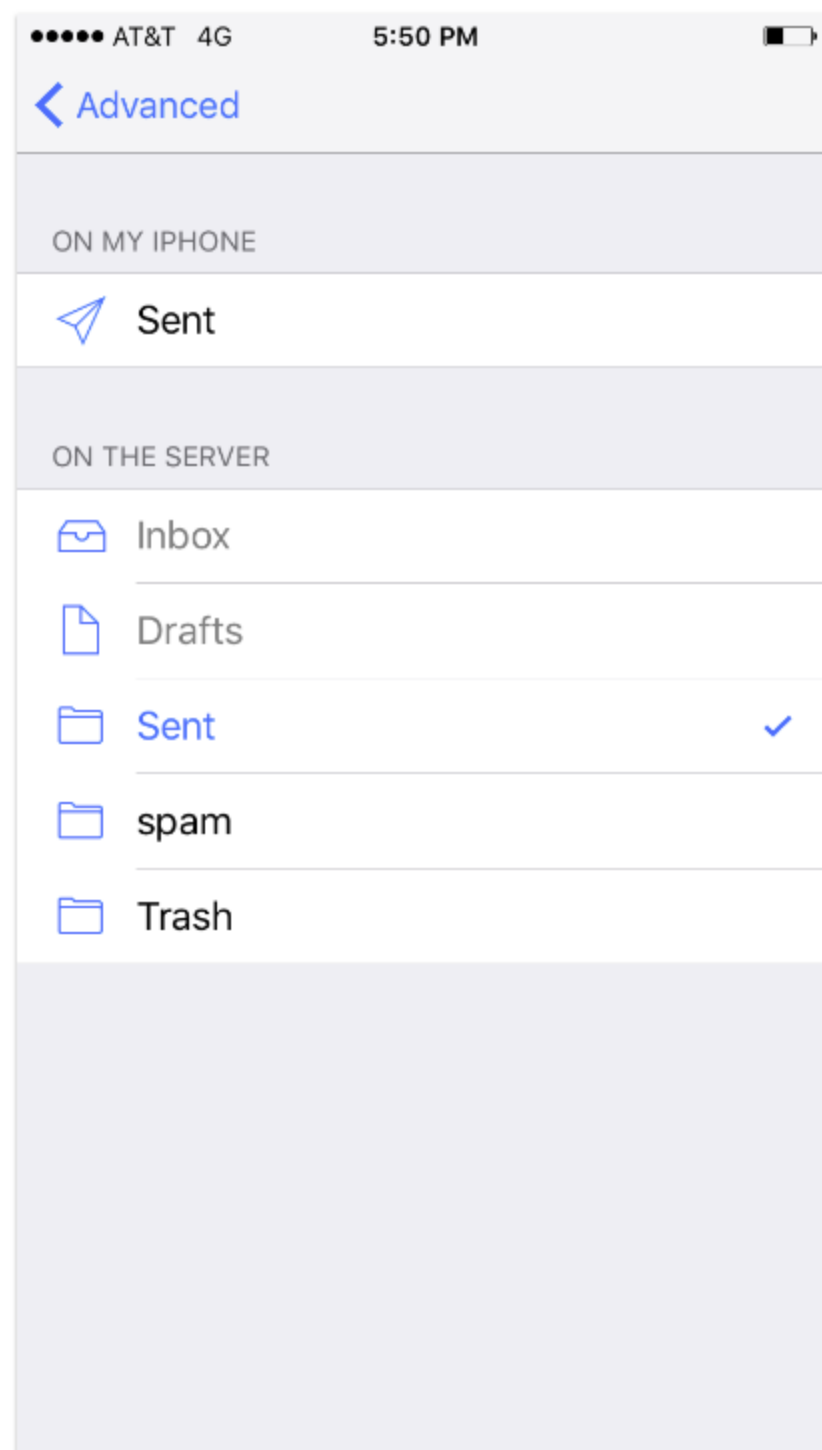
2. Under **IMAP**, tap **Account**

●●●●● AT&T 4G   5:50 PM   ▬▭

‹ Accounts

IMAP

Account   jgray@ti2008.com   ›

✉ Mail   ⬤──

📒 Notes   ──◯
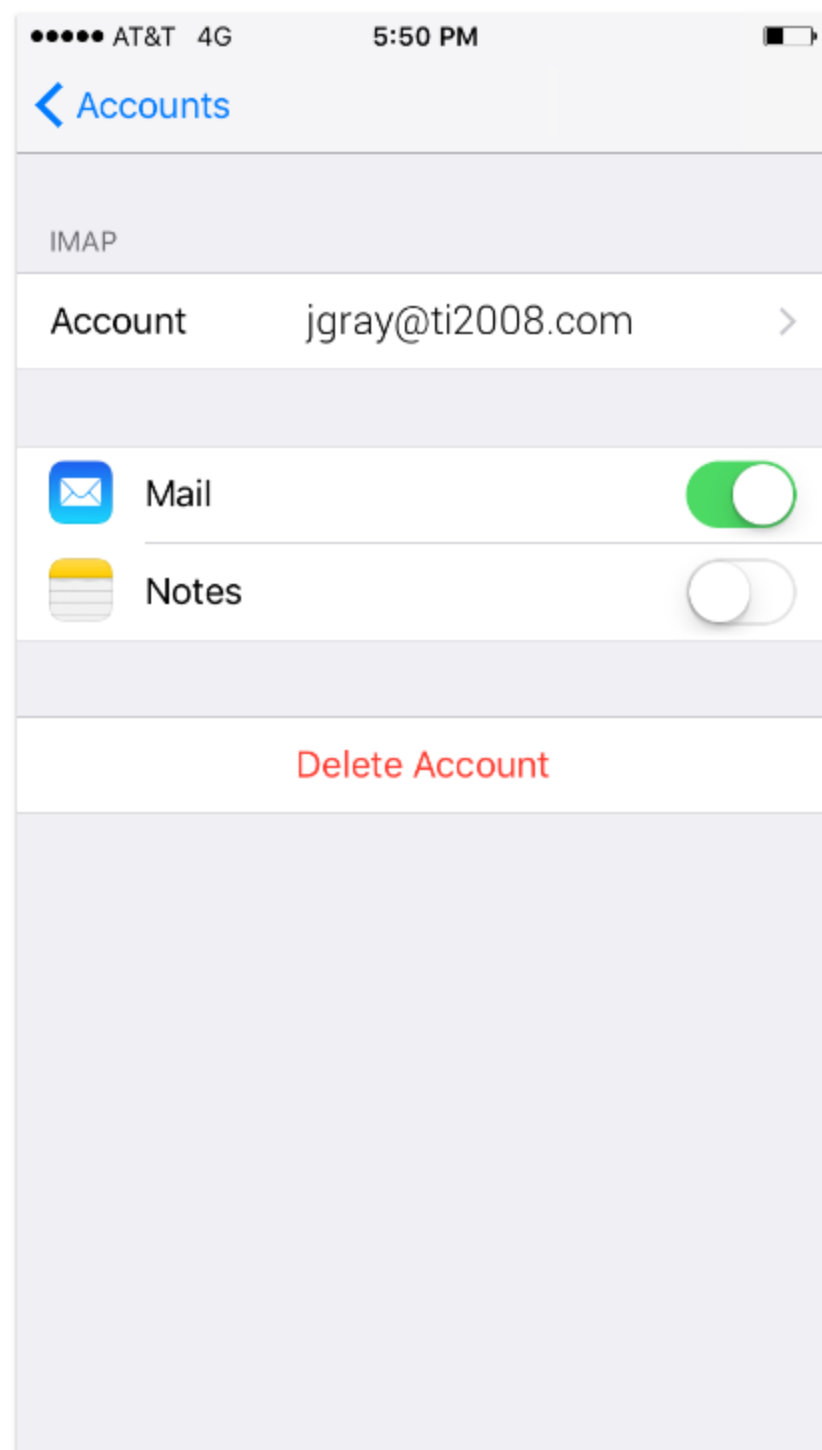
Delete Account

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

●●●●● AT&T 4G   5:50 PM   ▬▭

Cancel   **Account**   Done

IMAP ACCOUNT INFORMATION

Name

Email   jgray@ti2008.com   ›

Description

INCOMING MAIL SERVER

Host Name   secure.emailsrvr.com

User Name   jgray@ti2008.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**.

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 to set up a computer, tablet, or phone.

Was this article helpful?

✓ Yes   ✗ No