

How can I set up email on my iPhone or iPod Touch?

Introduction

This article will show you how to manually configure your iPhone or iPod touch with your Grid hosting service email account(s) using the preferred IMAP protocol.

Requirements

READ ME FIRST

The following tutorial is provided as a courtesy to our customers to help you configure your iPhone software to work with Dynaworx hosting solutions. If you have further questions about your iPhone, please visit <http://www.apple.com/support/iphone/> .

This article is provided as a courtesy. Installing, configuring, and troubleshooting third-party applications is outside the scope of support provided by Dynaworx. Please take a moment to review the [Statement of Support](#) .

Configure iOS 5, 4.3.5, and 4

1. From the Home screen, choose **Settings**.



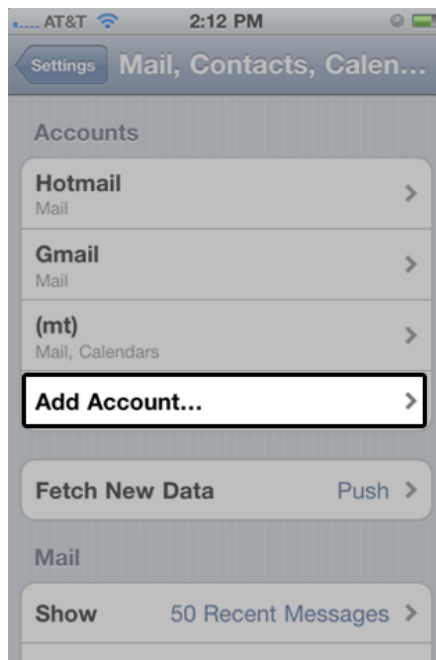


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Next, tap **Mail, Contacts, Calendars**.



In the **Accounts** section, tap **Add Account.....**



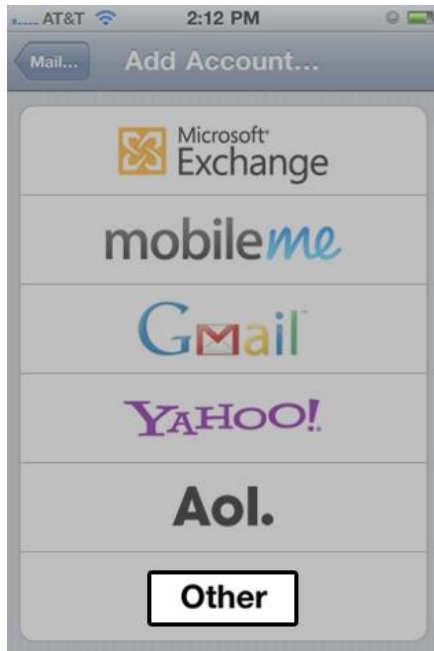
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2. Choose your email account type. For setting up email to work with your Dynaworx service, choose **Other**.



3. Select **Add Mail Account** under the Mail section.



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Enter your name and email address. Then tap **Next**.

AT&T 2:13 PM

Cancel **New Account** Next

Name Your

Address Your email address

Password Your password

Description Your name

Q W E R T Y U I O P
A S D F G H J K L
↑ Z X C V B N M ↓
. ? 123 space return

Make sure to enter your information. The iPhone indicates these fields as *optional* but **it is not optional!**.

AT&T 2:39 PM

Cancel **New Account** Next

Outgoing Mail Server

Host Name smtp.example.com

User Name Optional

Password Optional

Enter your account info.

Q W E R T Y U I O P
A S D F G H J K L
↑ Z X C V B N M ↓
123 globe space @ . return

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On the next screen, enter your Grid's account details. We strongly suggest using your access domain, which will work properly with SSL enabled. This is the default setting on the iPhone.

The screenshot shows an iPhone 'New Account' screen. At the top, there are 'Cancel' and 'Next' buttons. The title is 'New Account'. Below the title, there is a 'Description' field with the text 'That Guy's Email'. Underneath, there is a section for 'Incoming Mail Server' with a 'Host Name' field containing 'imap.dynaworx.com', a 'User Name' field containing 'thatguy@example.com', and a 'Password' field with seven dots. Below that is a section for 'Outgoing Mail Server' with a 'Host Name' field containing 'smtp.dynaworx.com', a 'User Name' field containing 'thatguy@example.com', and a 'Password' field with seven dots. The status bar at the top shows 'AT&T', signal strength, Wi-Fi, and the time '2:15 PM'.

- Incoming Mail Server
Host Name: imap.dynaworx.com
User Name: you@youremail.com
Password: If you do not know your password call us 604-408-7480.
- Outgoing Mail Server (SMTP)
Host Name smtp.dynaworx.com
User Name: you@youremail.com
Password: If you do not know your password call us 604-408-7480.

Tap **Save** to save the entered information. Your iPhone will then verify your account information.

4. Upon successful completion, you will be taken back to the Mail screen. Your account will now be listed. For this example, note **That Guy's Email** is listed under Accounts.

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TIP:

If you are experiencing any difficulty with syncing your messages, you can manually configure the folders. Here's how:

1. Select your newly created account and enter the **Advanced** section.
2. Change your IMAP Path Prefix from / to "**INBOX:**".

In this screen, you can also choose the **Drafts**, **Sent**, and **Deleted** folders on the server. This way your folders will be in sync no matter where or how you access your email. Just choose each Mailbox on the same **Advanced** screen and select the matching folder on the server.

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Configure iPhone 3G/GS or the iPod touch

1. If this is the first account you're setting up on the iPhone or the iPod Touch, tap **Mail**. Otherwise, from the **Home** screen choose **Settings > Mail, Contacts, Calendars > Accounts** and choose **Add Account...**

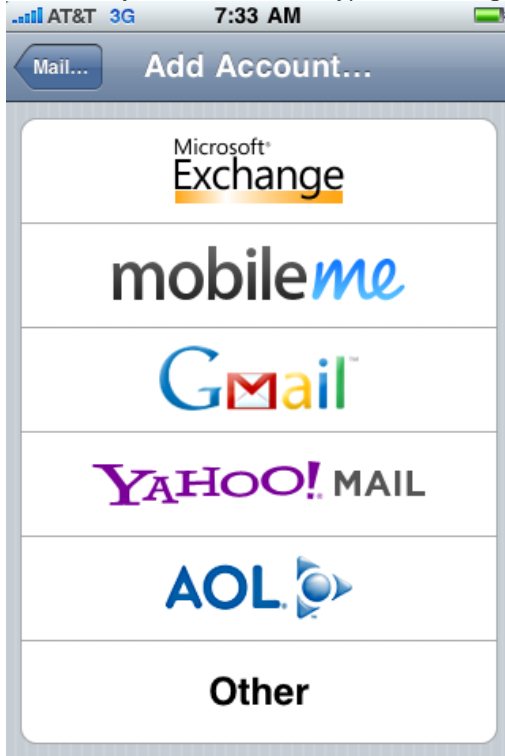


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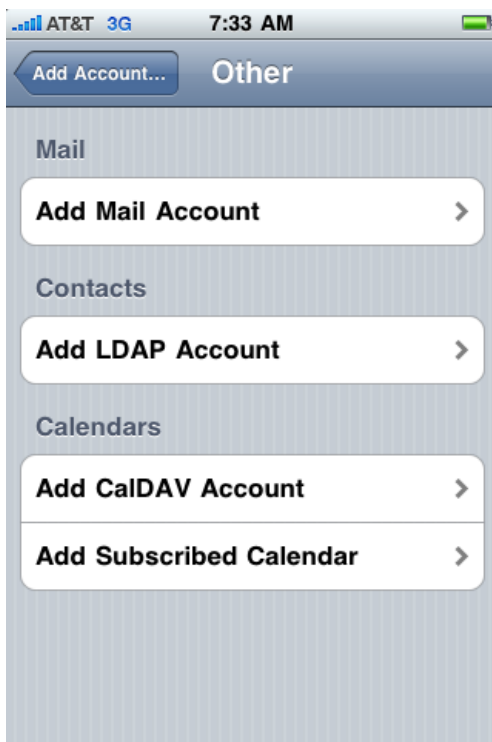


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2. Choose your email account type. For setting up email to work with your Dynaworx service, choose **Other**.



3. Select **Add Mail Account** under the **Mail** section and enter account information.



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Fill in your name and email address. Then click **Save**.



On the next screen enter your Grid's account details, including the following. We strongly suggest using your access domain which will work properly with SSL enabled. This is the default setting on the iPhone.

- **Incoming Mail Server**
Host Name: imap.dynaworx.com
User Name: thatguy@example.com
Password: If you do not know your password call us 604-408-7480.
- **Outgoing Mail Server (SMTP)**
Host Name smtp.dynaworx.com
User Name: thatguy@example.com
Password: If you do not know your password call us 604-408-7480.

Tap **Save** to save the entered information. Your iPhone will then verify your account information.

5. Upon successful completion, you will be taken back to the **Mail Settings** screen. You will still need to configure your folders since you are using IMAP. Select your newly created account and enter the **Advanced** section:

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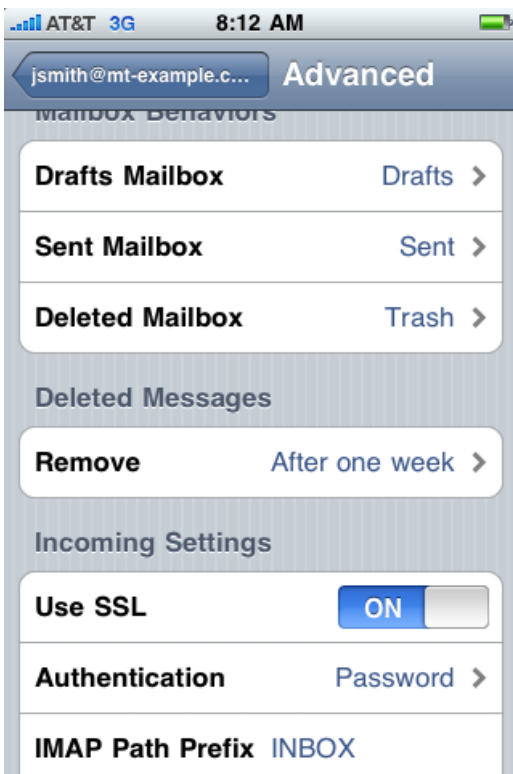
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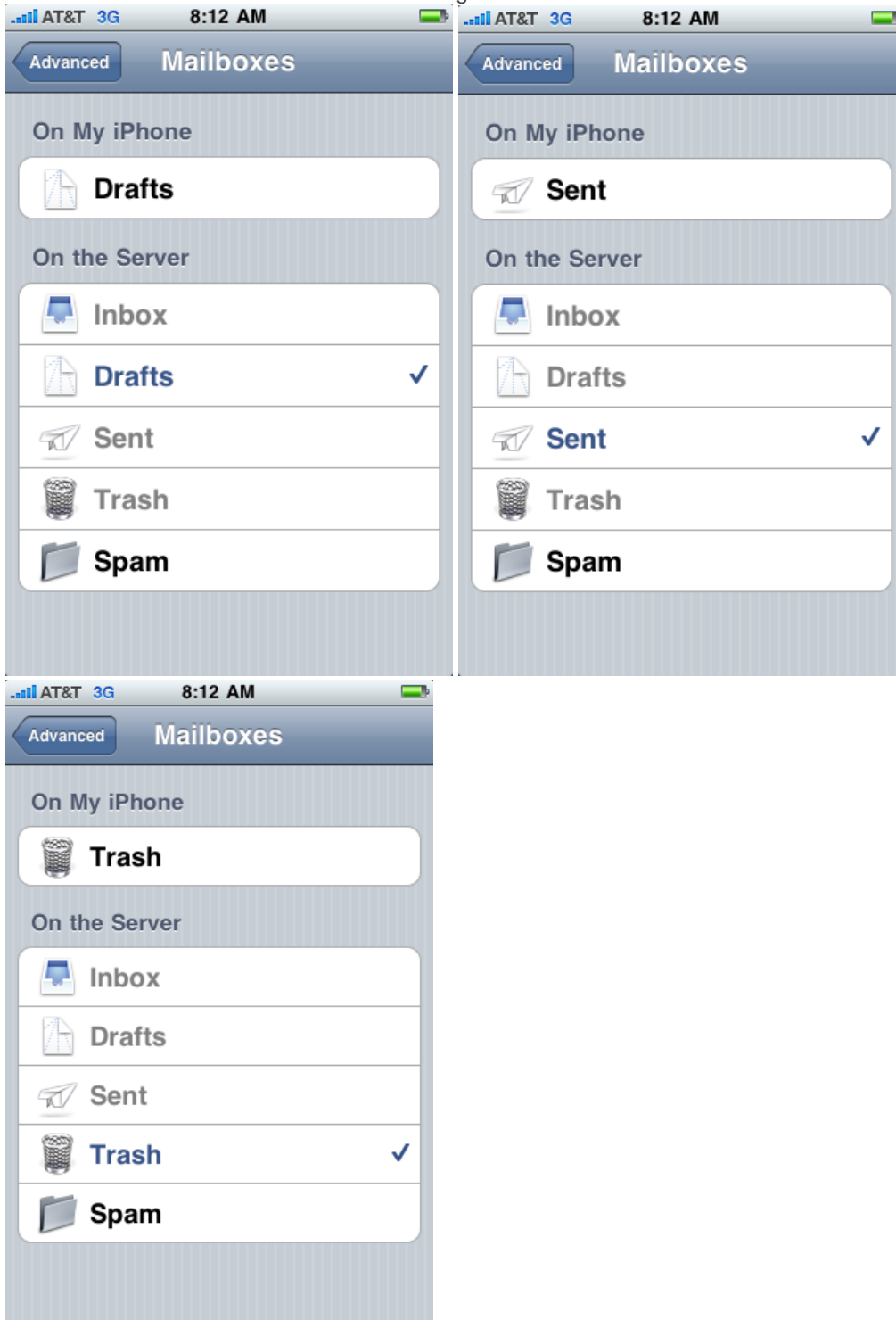
Change your IMAP Path Prefix from / to INBOX:



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6. Now you will be able to choose the **Drafts**, **Sent**, and **Deleted** folders on the server. This way your folders will be in sync no matter where or how you access your email. Just choose each **Mailbox** on the same **Advanced** screen and select the matching folder on the server:



You should now have a fully configured account on your Apple iPhone.

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FAQs

Q: How can I change the outgoing mail (SMTP) password?

A: In the iPhone mail client, there are two locations for passwords. The incoming mail password is on the main configuration screen, but the outgoing mail password may be considered somewhat hidden. Please follow these steps:

1. From the "Home" screen, tap the "Settings" icon.
2. Tap "Mail, Contacts, Calendars".
3. Select the account you wish to modify.
4. Tap "SMTP" under "Outgoing Mail Server".
5. Tap the primary server.
6. Enter your new password in the "Password" field.

Q: How do I check which version iPhone I have?

A: The version of iPhone Operating System, iOS, can be found by:

1. From the "Home" screen, tap the "Settings" icon.
2. Tap **General**.



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3. Tap **About**.



4. Your iOS version is listed at **Version**.



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Q: How do I check my email settings on an account on my iPhone?

A:

1. From the "Home" screen, tap the "Settings" icon.
2. Tap **Mail, Contacts, Calendars**.



3. Tap your email account.



Tap "My Domain" to view email settings.

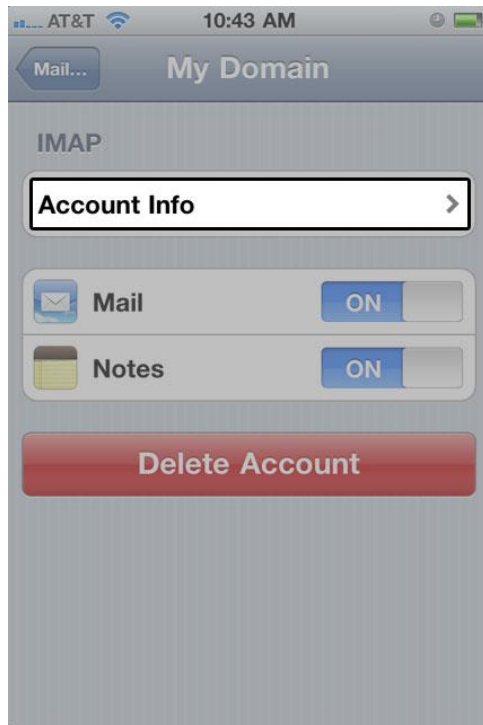
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4. Tap Account Info.



5. Your Account Info is displayed.



Click "Done" to exit.

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