

Setting up a Starter Plus/Advanced Mailbox on an iPhone, iPad, or iPod

How do I set up a Starter Plus or Advanced Mailbox on an iPhone, iPad or iPod?

This article covers how to set up a Starter Plus or Advanced mailbox using an iPhone, iPad or iPod. We also have separate guides covering setup for [Starter/Standard](#) and [Professional](#) mailboxes.

While we are unable to offer direct support for third party products, the following process can be used as a guide to setting up email with an iPhone, iPad or iPod. Full details how to set up email on your device can be found on the Apple website at: <http://support.apple.com/kb/HT4810>.

Each version of Apple's iOS may vary slightly, but this guide will show you a generic process for setting up a Starter Plus or Advanced mailbox.

Step 1

Tap the **Settings** icon, then scroll down and press **Mail, Contacts, Calendars**.



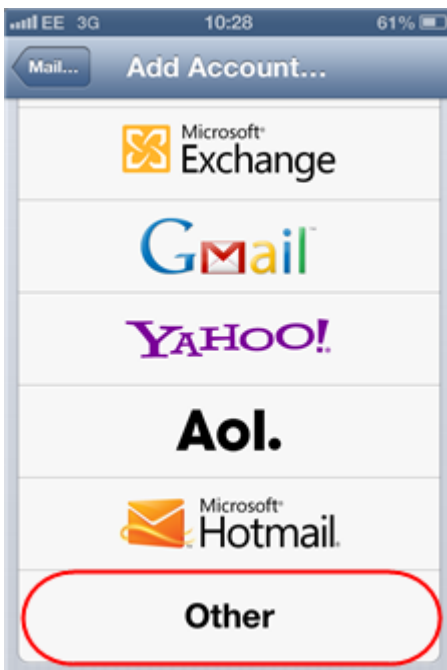
Step 2

Press **Add Account**.



Step 3

Select **Other**.



Step 4

Press **Add Mail Account**.



Step 5

Enter the following information and press **Next**:

- **Name:** Enter your name. People will see this when you send them an email from your device.
- **Email:** Enter the full email address you are setting up. For example *ralph@ralphsdomainname.com*.
- **Password:** Enter your mailbox password.
- **Description:** Enter an optional description to help you identify this mailbox.



Step 6

Select the **IMAP** tab.



Step 7

You will be prompted to enter some additional information. Enter the following information in the *Incoming Mail Server* box.

- **Host Name:** mail.yourdomainname.com, replacing *yourdomainname.com* with your actual domain name.
- **Username:** Enter your email address, e.g *ralph@ralphsdomainname.com*
- **Password:** Enter the password you chose when you set up the mailbox with in your Fasthosts control panel.



Step 8

In the *Outgoing Mail Server* box, enter *smtp.<your domain name>* in the **Host Name** field. For example, if your domain name is *ralphsdomainname.com* enter *smtp.ralphsdomainname.com*.

Enter the same **Username**, and **Password** details as the *Incoming Mail Server* box. Once you have entered these details, press **Next**.



Step 9

Your device will display a message that it cannot connect using SSL, and will ask if you wish to set up the account without using the SSL. Tap the **Yes** button.



Step 10

Press the **Save** button at the top right of the screen to save your new account.