

# iOS 12 Email Configuration

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*This guide explains how to configure your iPhone to access your NetBox Email account.*

*This tutorial was created using an iPhone running iOS 12. If you are using different hardware or a different OS version, these instructions may differ.*

*The NetBox mail host is part of a larger mail server which provides service to a number of domains. As security concerns have become more important, most email client applications, including iOS Email, have become more rigorous about connecting to secure servers configured with matching certificates. Because of the logistics of managing multiple secure certificates for the number of domains involved, the current system uses a single primary domain with a matching certificate.*

*For NetBox Email Services, that domain name is:*

*[mail.b.hostedemail.com](mailto:mail.b.hostedemail.com)*

*This server name is used for all NetBox.com and NetBox client domain secure email services. This guide will set you through the setup for iOS 12 Email using this domain name.*

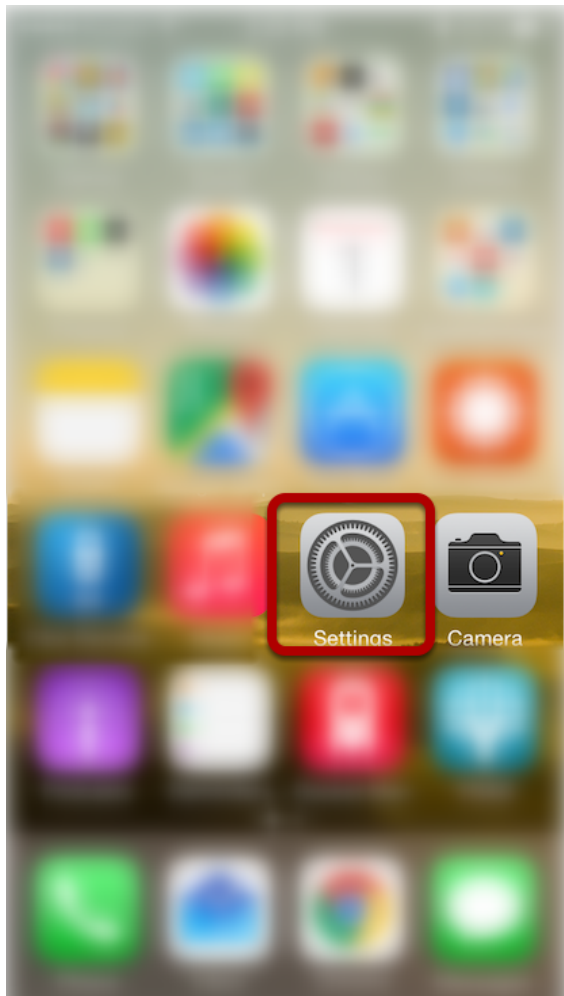
*In addition, this host is also used for the secure access to the NetBox Webmail page:*

*<https://mail.b.hostedemail.com>*

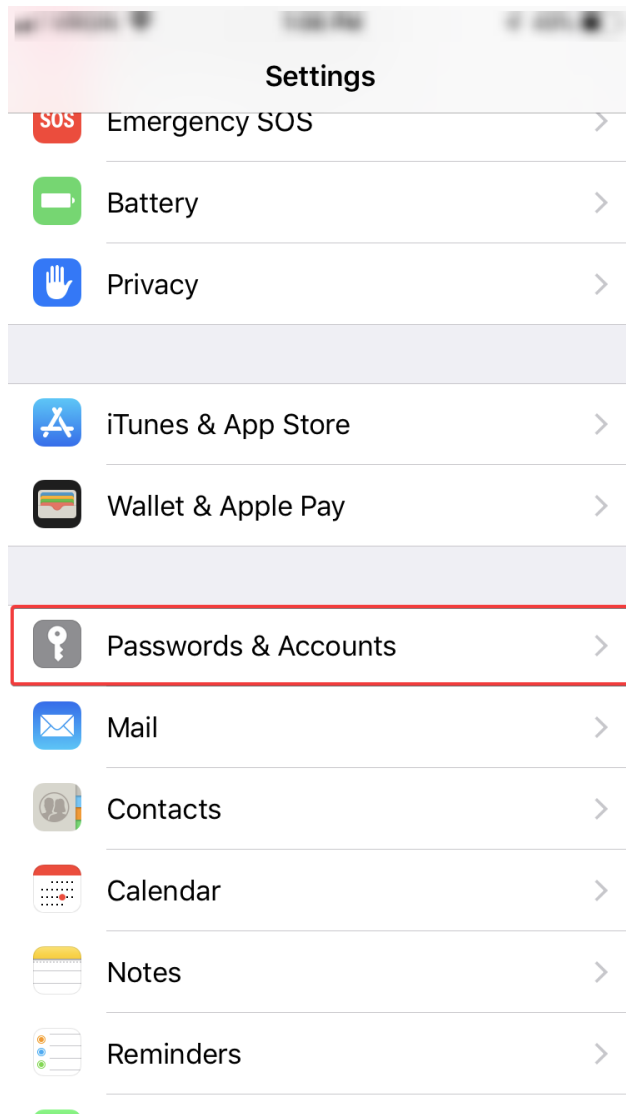
*where you can configure your NetBox Email services and process your email through your browser.*

*If you need help or have questions, please contact us at [NBSupport@NetBox.com](mailto:NBSupport@NetBox.com) or through the contact page at [https://netbox.com/support/contact\\_us](https://netbox.com/support/contact_us).*

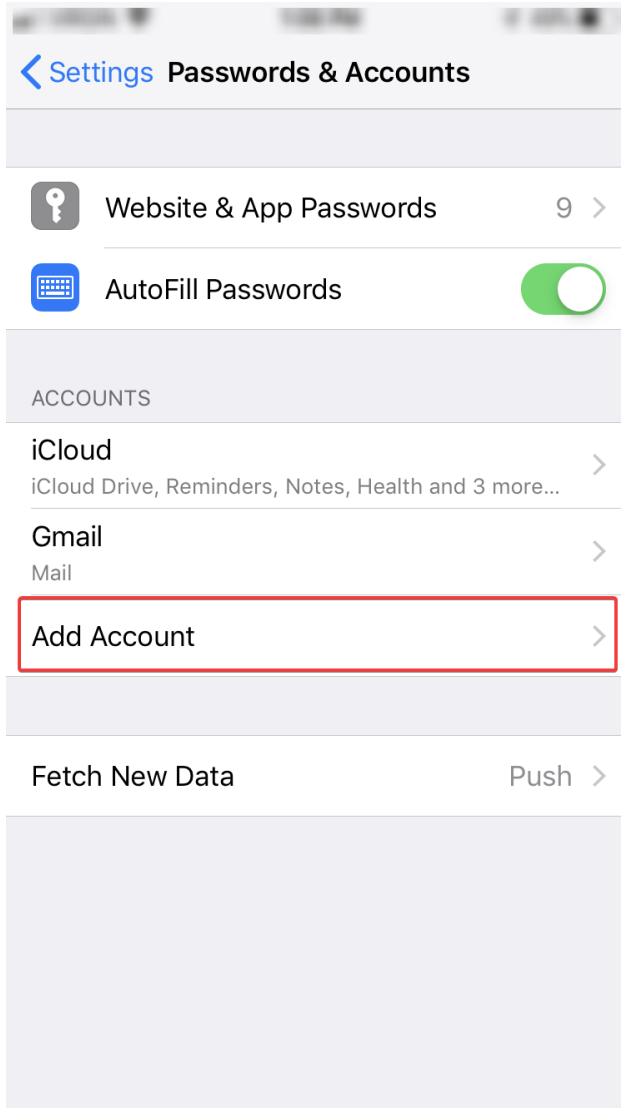
Step 1: Click on Settings on the home screen.



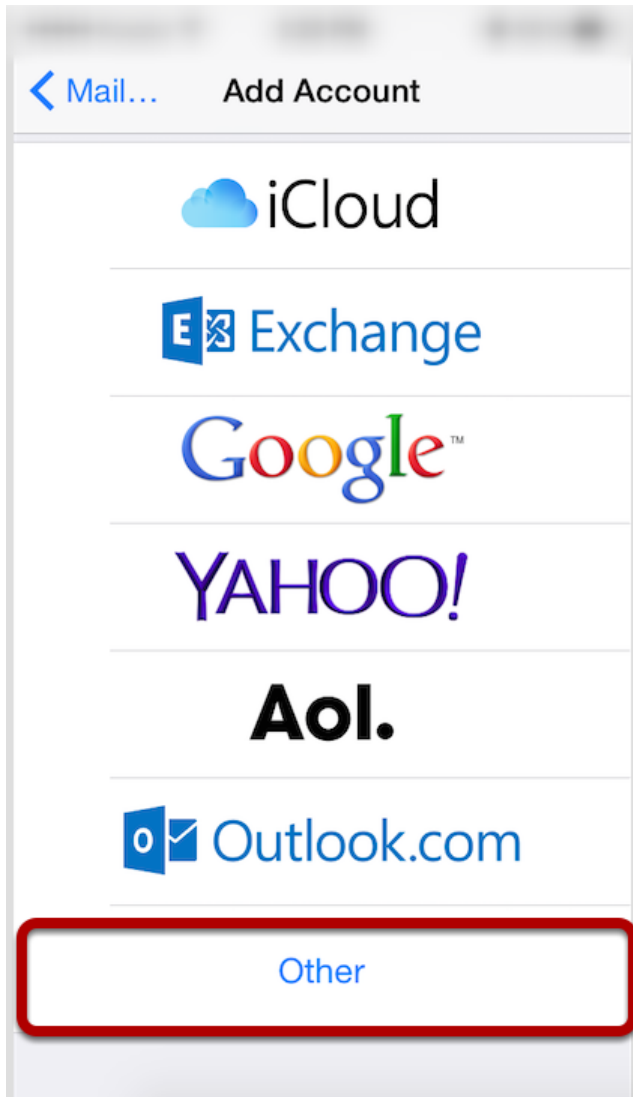
## Step 2: Click on Passwords and Accounts



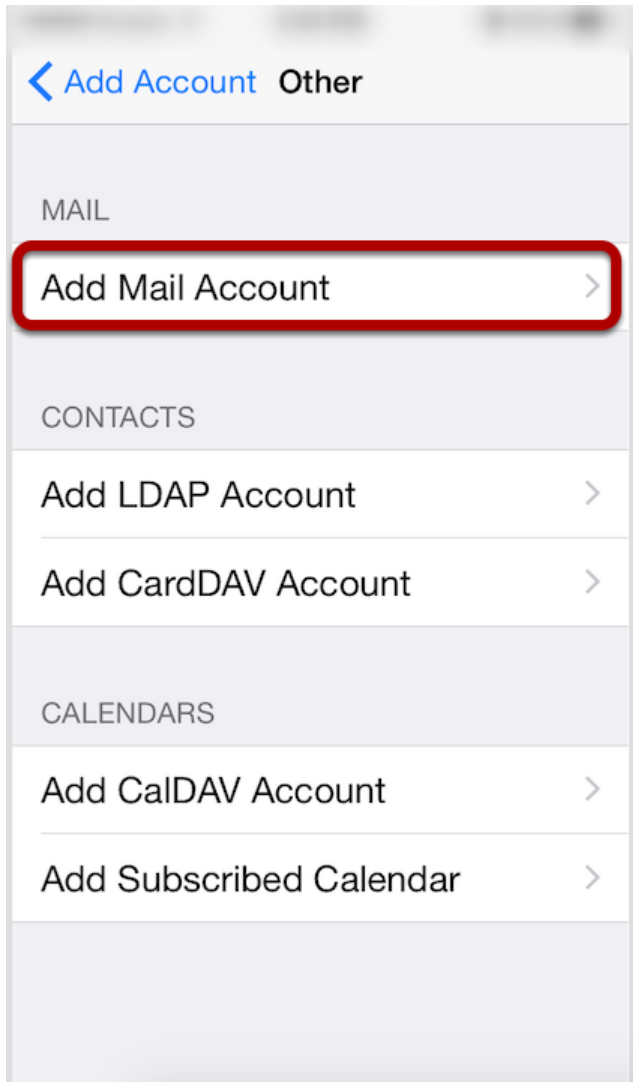
### Step 3: Click on Add Account



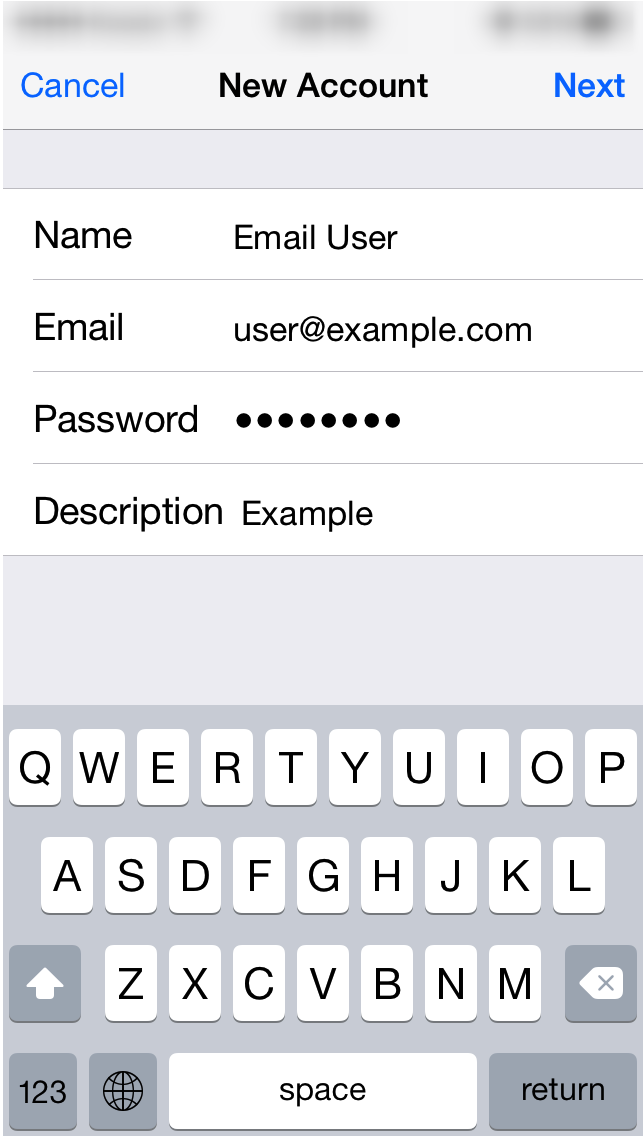
Step 5: Select "Other"



Step 6: Click "Add Mail Account"



### Step 7: Enter Account Information



Enter the following settings:

**Name**

The name displayed when you send email

**Address**

Your full email address

**Password**

Your email account password

**Description**

Account description of your choice

Tap **Next**.

## Step 8: Select Account Type

The screenshot shows the 'New Account' screen in an iOS mail app. At the top, there are three buttons: 'Cancel', 'New Account', and 'Next'. Below these is a selection bar with two options: 'IMAP' (which is selected and highlighted in blue) and 'POP'. Underneath the selection bar, there are several fields for account configuration: 'Name' with the value 'Email User', 'Email' with 'user@example.com', and 'Description' with 'Example'. A section titled 'INCOMING MAIL SERVER' contains fields for 'Host Name' (mail.example.com), 'User Name' (Required), and 'Password' (represented by seven dots). A section titled 'OUTGOING MAIL SERVER' is visible at the bottom of the form.

Select your account type on this page. We recommend IMAP for mobile devices as messages are stored on the server which provides better syncing with multiple devices.



## Step 9: Enter Incoming Mail Server Information

The screenshot shows the 'New Account' screen in iOS. At the top, there are three buttons: 'Cancel' (blue), 'New Account' (black), and 'Next' (blue). Below this is a section titled 'INCOMING MAIL SERVER'. It contains three text input fields: 'Host Name' with the value 'mail.hostedemail.com', 'User Name' with the value 'user@example.com', and 'Password' with a masked password of ten dots. Below the incoming mail server section is a section titled 'OUTGOING MAIL SERVER'. A keyboard is visible at the bottom of the screen, showing the 'The' and 'I'm' suggestions.

Under the **Incoming Mail Server** section, enter the following settings.

**Host Name:**

mail.b.hostedemail.com

[NOTE: "Host Name" in the illustration is for a different server]

**User Name:**

Your email account

**Password:**

Your email account password

Scroll down to the **Outgoing Mail Server** section.

## Step 10: Enter Outgoing Mail Server Information

The screenshot shows the 'New Account' setup screen. At the top, there are three buttons: 'Cancel', 'New Account', and 'Next'. The 'Next' button is circled in red. Below the buttons are two password fields, each with a series of dots. The 'OUTGOING MAIL SERVER' section is highlighted in light gray and contains three fields: 'Host Name' with the value 'mail.hostedemail.com', 'User Name' with the value 'user@example.com', and another password field with dots. At the bottom, a standard iOS keyboard is visible.

Under the **Outgoing Mail Server** section, enter the following settings:

**Host Name:**

mail.b.hostedemail.com

[NOTE: “Host Name” in the illustration is for a different server]

**User Name:**

Your email account

**Password:**

Your email account password

**Please note that the outgoing mail server setting is not optional. You will need to enter this information in order to properly configure the account.**

Tap **Next** to complete account setup.