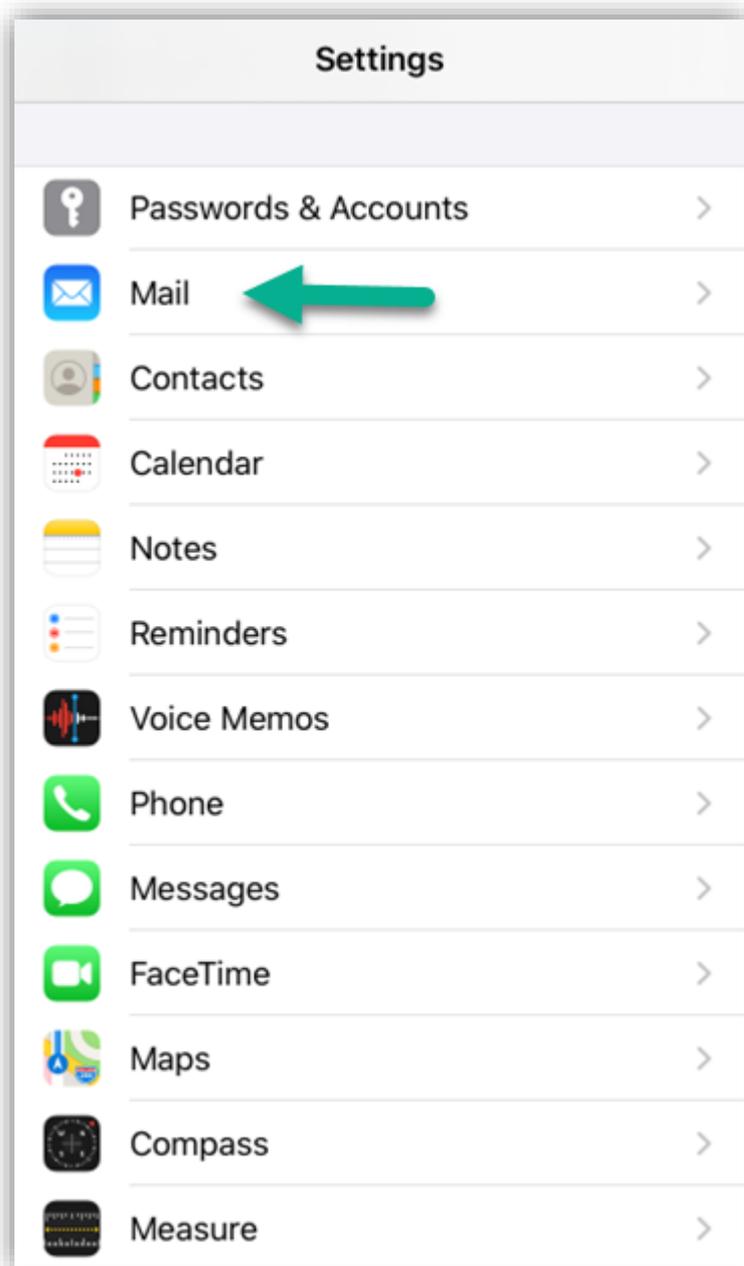
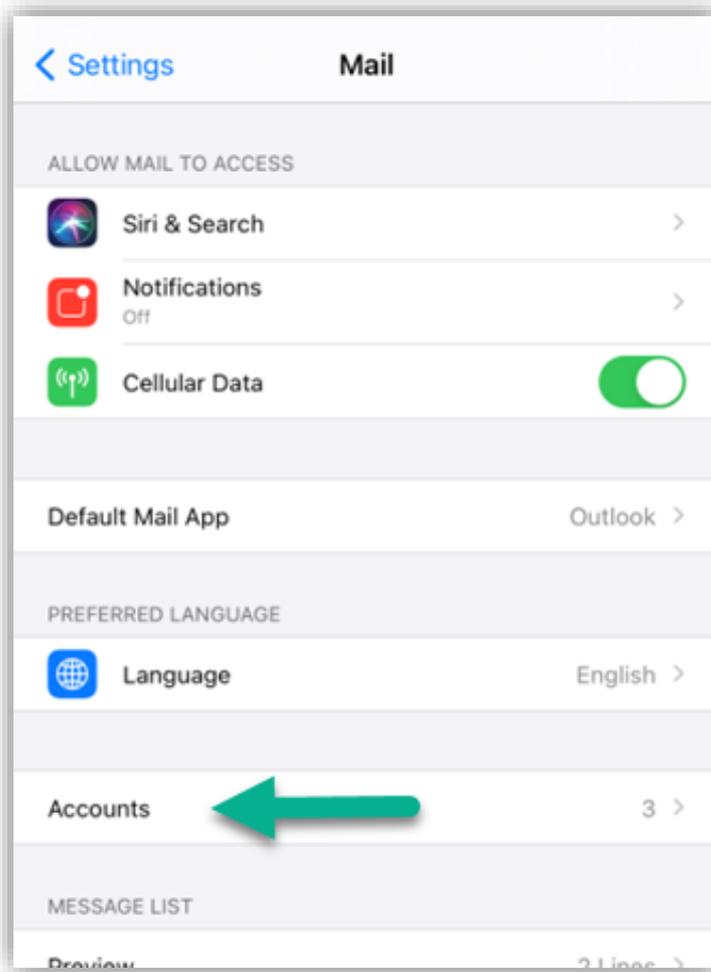


Configuring Mail on iOS 14 (iPhone/iPad)

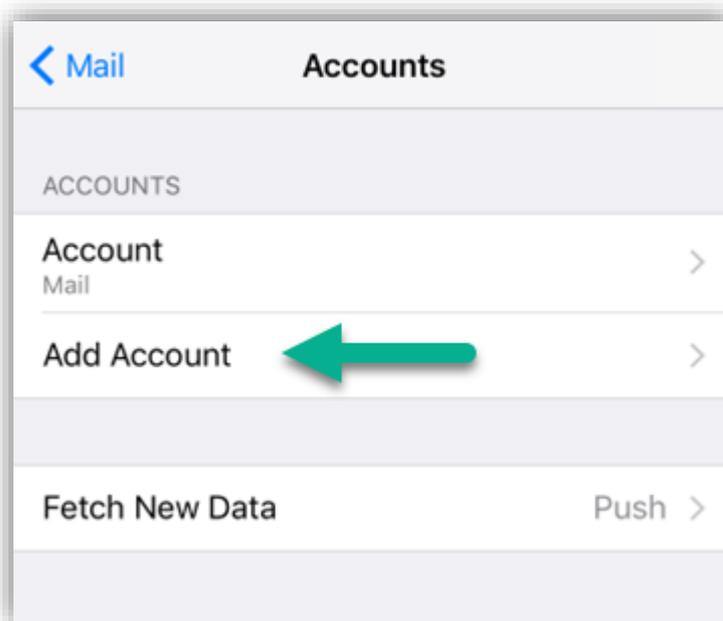
1. On the home screen, tap the **Settings** icon.
2. Within Settings, scroll down and tap **Mail**.



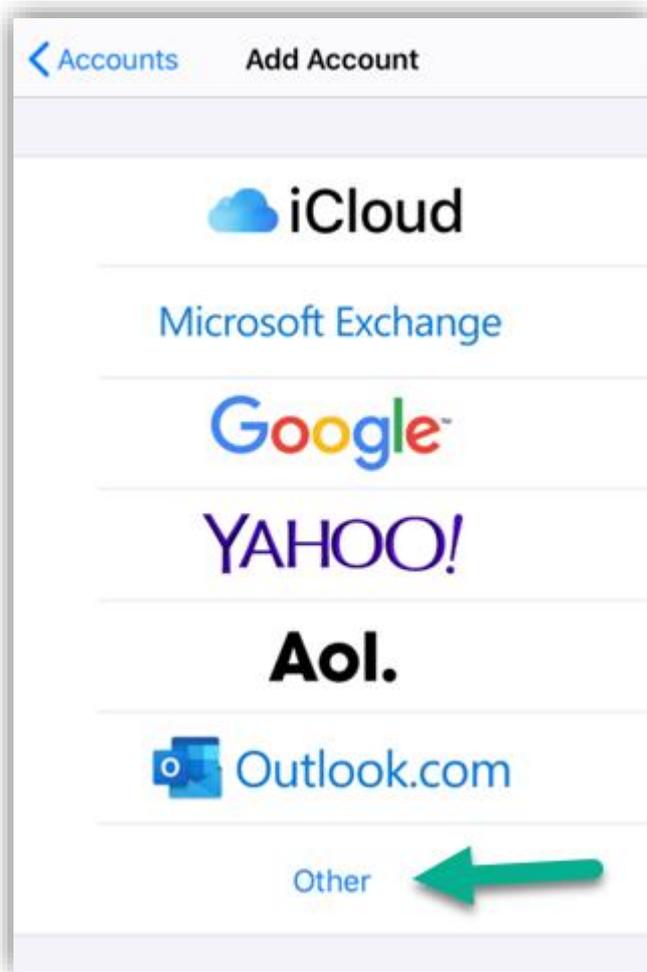
3. Tap **Accounts**



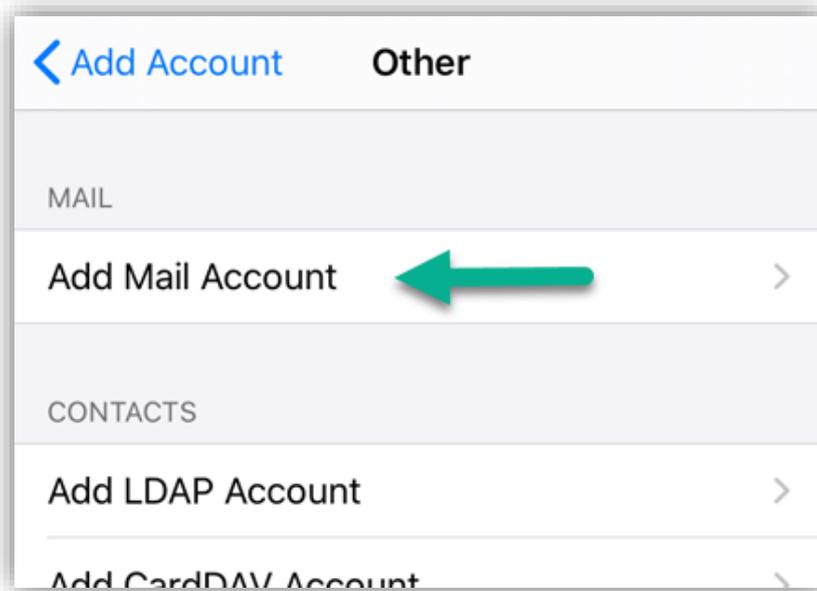
4. Tap **Add Account**



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



6. Tap **Add Mail Account**



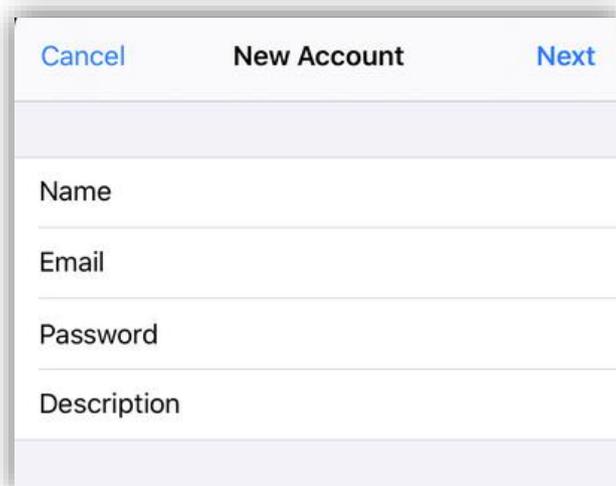
7. The next screen will ask for basic account information:

Name: *Your first and last name*

Email: *Your email address*

Password: *Your mailbox password*

Description: *Anything you'd like!*

A screenshot of the 'New Account' screen. At the top, there is a title bar with three buttons: 'Cancel', 'New Account', and 'Next'. Below the title bar, there are four text input fields, each with a label to its left: 'Name', 'Email', 'Password', and 'Description'. The fields are empty.

8. Tap **Next**

9. Make sure **IMAP** is selected.

Enter the following server details:

Name: *Your first and last name*

Email: *Your email address*

Description: *Should already be prefilled*

Password: *Your mailbox password*

Incoming Server Settings

Host Name: secure.emailsrvr.com

User Name: *Your email address*

Password: *Your mailbox password*

Outgoing Server Settings

Host Name: secure.emailsrvr.com

User Name: *Your email address*

Password: *Your mailbox password*

Note: Even though some fields say *optional*, they are required for your account. If you skip these fields, you will not be able to send out email. Please ensure that everything is entered precisely, including the host name **secure.emailsrvr.com** (**srvr** is **server** with vowels omitted).

10. Tap **Next**

Authentication Failed?

If you receive an Authentication Failed error, check the troubleshooting section at the end of this document, then return to this step.

The screenshot shows the 'New Account' setup screen. At the top, there are three buttons: 'Cancel', 'New Account', and 'Next'. Below these are two radio buttons for selecting the account type: 'IMAP' (which is selected) and 'POP'. The form is organized into sections. The first section has three input fields: 'Name', 'Email', and 'Description'. The second section is titled 'INCOMING MAIL SERVER' and contains three input fields: 'Host Name' (pre-filled with 'secure.emailsrvr.com'), 'User Name', and 'Password'. The third section is titled 'OUTGOING MAIL SERVER' and contains two input fields: 'Host Name' (pre-filled with 'secure.emailsrvr.com') and 'User Name'. The 'Password' field for the outgoing server is partially visible at the bottom.

11. Ensure **Mail** is enabled and tap **Save**

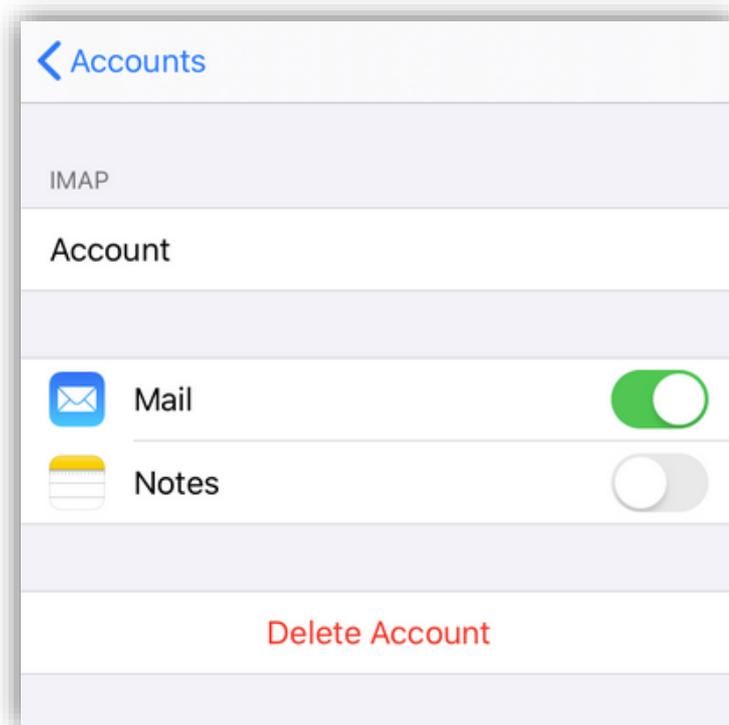


12. Follow the **Foldering Mapping** steps on the next page to ensure your folders are mapped correctly with webmail and other devices.

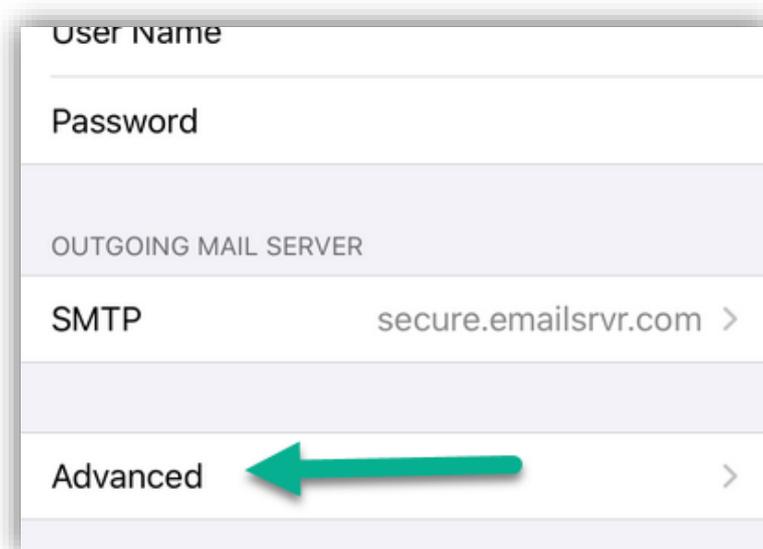
Folder Mapping

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.

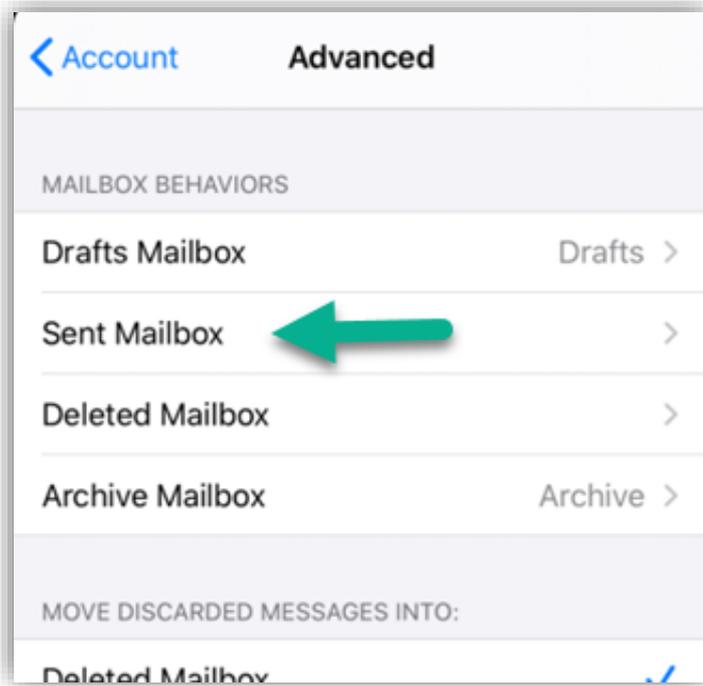
1. Within the **Mail** settings window, select the account that you just added.
2. Under **IMAP**, tap **Account**



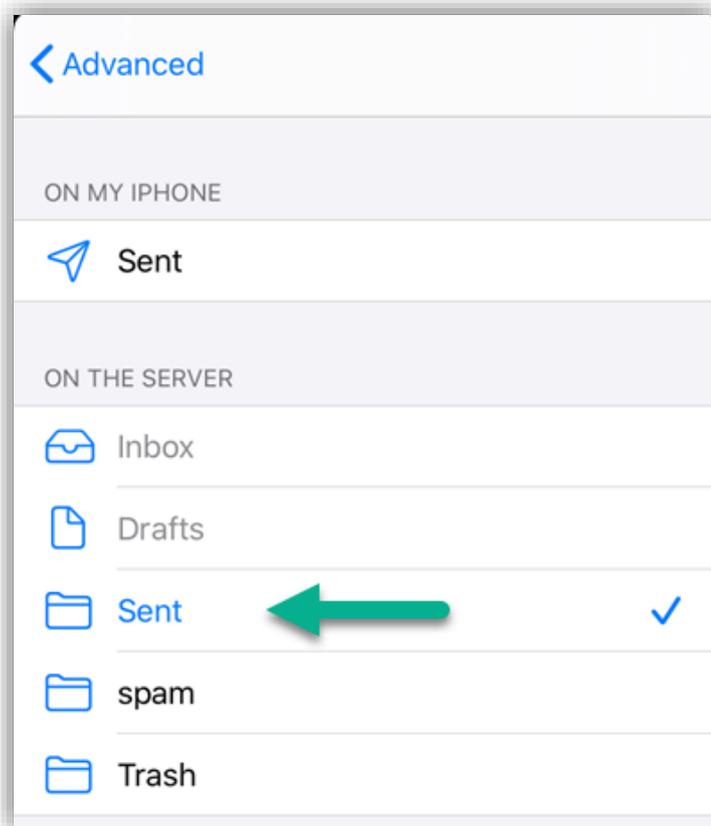
3. Within the account settings, tap **Advanced** at the bottom



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 number 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.

Troubleshooting Authentication Issues

If you see an authentication error then the server, username and/or password is incorrect.

1. Double check that the hostname is entered as **secure.emailsrvr.com**.
The term **srvr** is an abbreviated form of the word **server**.
2. Make sure your **username** is the **email address** you are setting up and that there are no typos (*it happens!*)
3. Try accessing webmail via a web browser, using the following link:
<https://webmail.pureweb.co.nz>

If your browser has a saved password, remove it and manually enter it, to make sure you're using the same password you tried on your mobile device.

4. If you **cannot** access webmail, you will need to reset your password. You can do this yourself if you have added a mobile number via webmail in the past. Simply click the Forgot Password link on the webmail login screen and follow the prompts. If you do not have a mobile number registered, contact us for assistance.
5. If you **can** access webmail, double check you're typing the same password you used for webmail.
6. If issues persist, please contact us for assistance.