Set up your email on iPhone or iPad

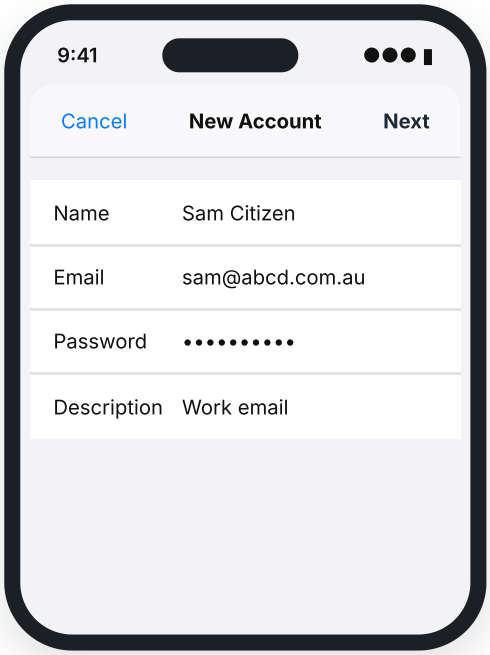
Add your business email to the built-in Mail app in a few minutes. This guide covers iOS 18 and later, with notes for older versions.

ACCOUNT TYPE	INCOMING SERVER	OUTGOING SERVER
IMAP	**Port 993**	**Port 465**
Keeps every device in sync	SSL/TLS encryption	SSL/TLS, sign-in required

Add your account

1. Open **Settings**, scroll down and tap **Apps**, then tap **Mail**.
2. Tap **Mail Accounts**, then **Add Account**.
3. Tap **Other**, then **Add Mail Account**.
4. Enter your **name** (as you want it to appear on emails you send), your **email address**, your **password** and a **description** such as "Work email".
5. Tap **Next**. If Mail finds your settings automatically, tap **Save** and you're done. If not, carry on to page 2.

> **On iOS 17 or earlier?** Go to **Settings › Mail › Accounts › Add Account** instead. The rest of the steps are the same.



The New Account screen

Your email settings

Keep these handy. Replace `yourdomain.com.au` with your own domain. For example, if your email is **sam@abcd.com.au**, your mail server is `mail.abcd.com.au`.

Setting	What to enter
Account type	**IMAP** (not POP)
Incoming mail server	`mail.yourdomain.com.au` · port **993** · **SSL/TLS**
Outgoing mail server (SMTP)	`mail.yourdomain.com.au` · port **465** · **SSL/TLS** · sign-in required
Username	Your **full email address**, e.g. sam@abcd.com.au
Password	Your email password (the same for incoming and outgoing)

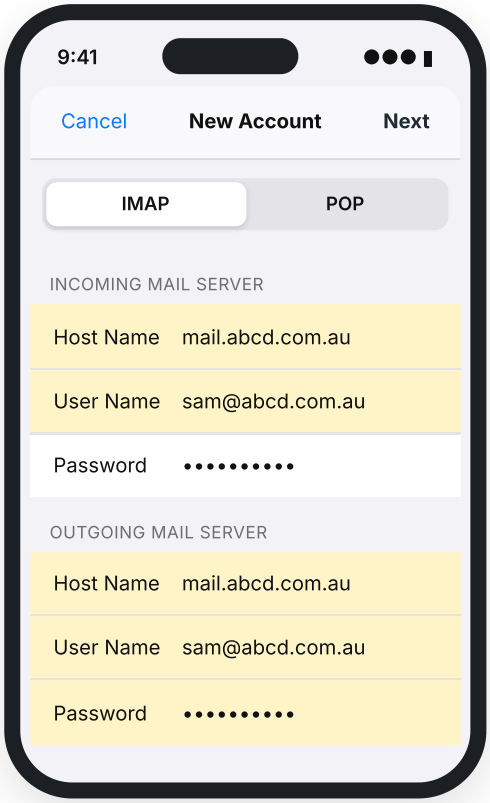
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Enter your settings manually

If Mail can't find your settings, it will ask for them. Follow these steps on the next screen.

1. Tap **IMAP** at the top of the screen.
2. Under **Incoming Mail Server**, enter `mail.yourdomain.com.au` as the host name, your **full email address** as the user name and your password.
3. Under **Outgoing Mail Server**, enter the same host name, user name and password.
4. Tap **Next**, wait for the ticks to appear, then tap **Save**.

> **Important:** iPhone labels the outgoing user name and password as "optional". They are not. Leave them blank and you'll receive emails but won't be able to send.



Highlighted fields are the ones to fill in

Check your ports and encryption

If your email works but sending fails or you see a security warning, confirm these settings:

1. Go to **Settings › Apps › Mail › Mail Accounts** and tap your account, then tap **Account**.
2. Tap **Advanced**. Make sure **Use SSL** is on and **Server Port** is **993**.
3. Go back, tap **SMTP** and then your primary server. Turn **Use SSL** on, set **Authentication** to **Password** and **Server Port** to **465**. Tap **Done**.

Still stuck? We're here to help

Tell us your email address and the device you're using and we'll walk you through it. We're available 9am to 5pm Melbourne time.

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