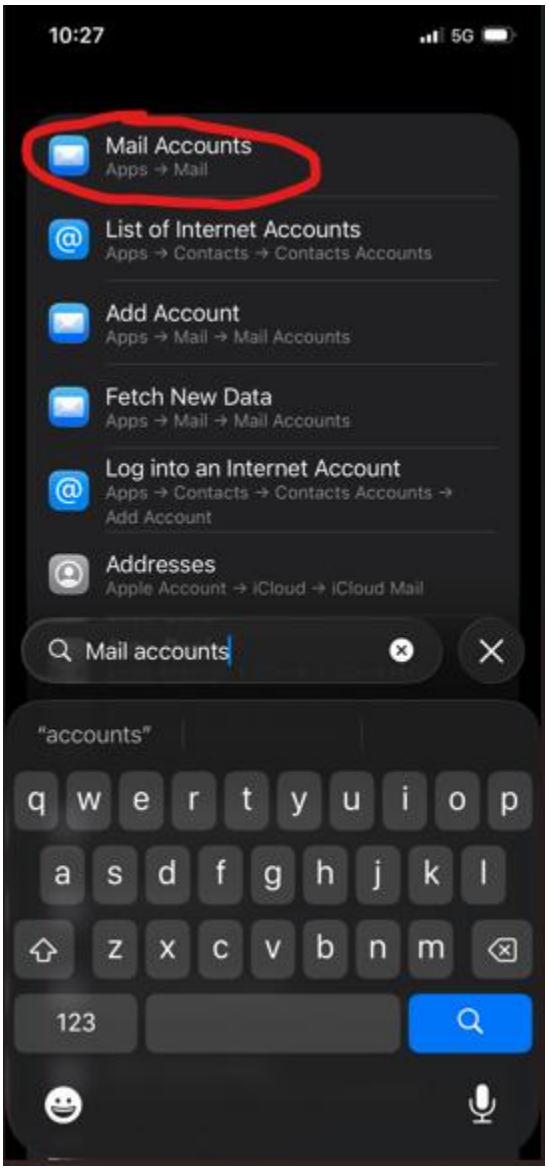
Setting up the iOS (iPhone) mail client for socket.net mail accounts

!! Before beginning !!
If you are using one of a different socket email which does not end with @socket.net, then please follow along with the same instructions. However, any mention of “username” or “email” will be your full socket email. E.g. - test@mvp.net. Additionally, any mention of incoming/outgoing mail server will instead be “mail.socket.net”.

To begin, please navigate to the settings application on your iOS device. On there, there should be a search bar at the bottom. Please tap this, and type "mail accounts". From there, select the first option.

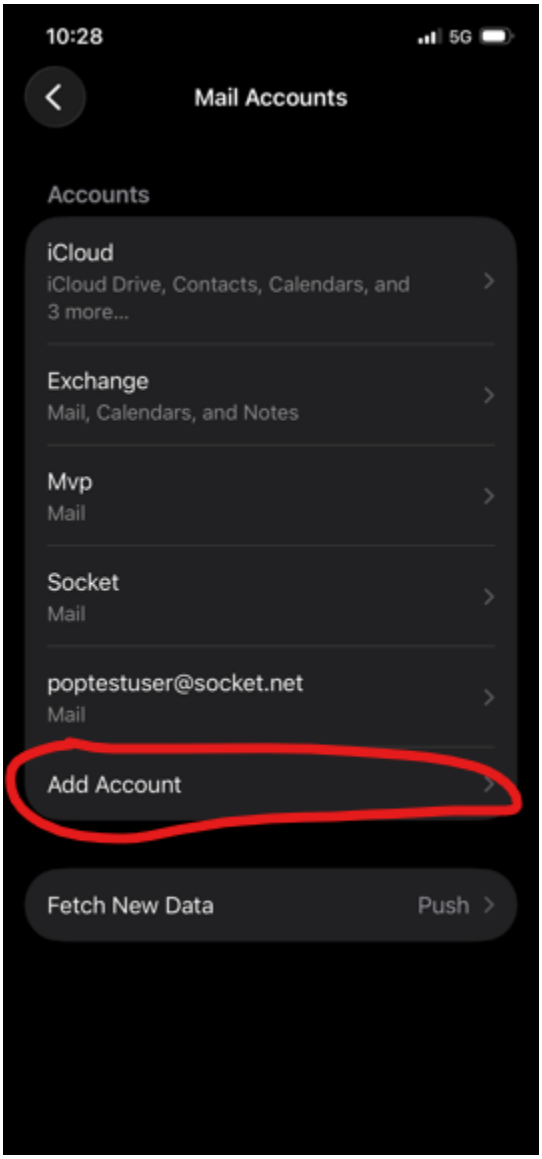


At this point, please determine if you are either setting up a new mail account, or editing an existing mail account.

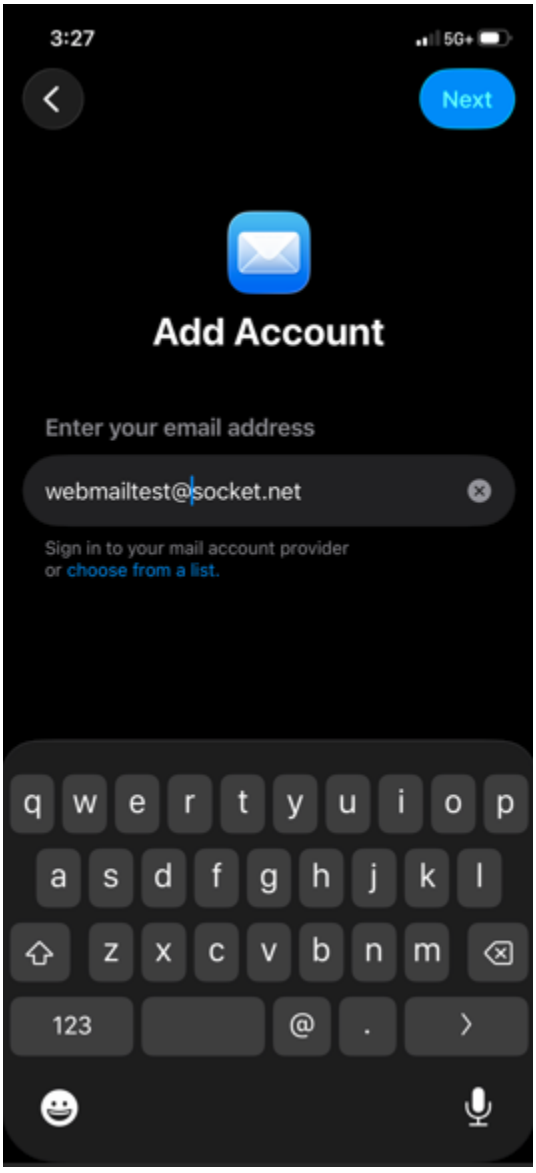
For new emails, see directly below.
For editing existing emails, or if you experience further issues after following the original instructions, please see page#9 of this document.

New Email:

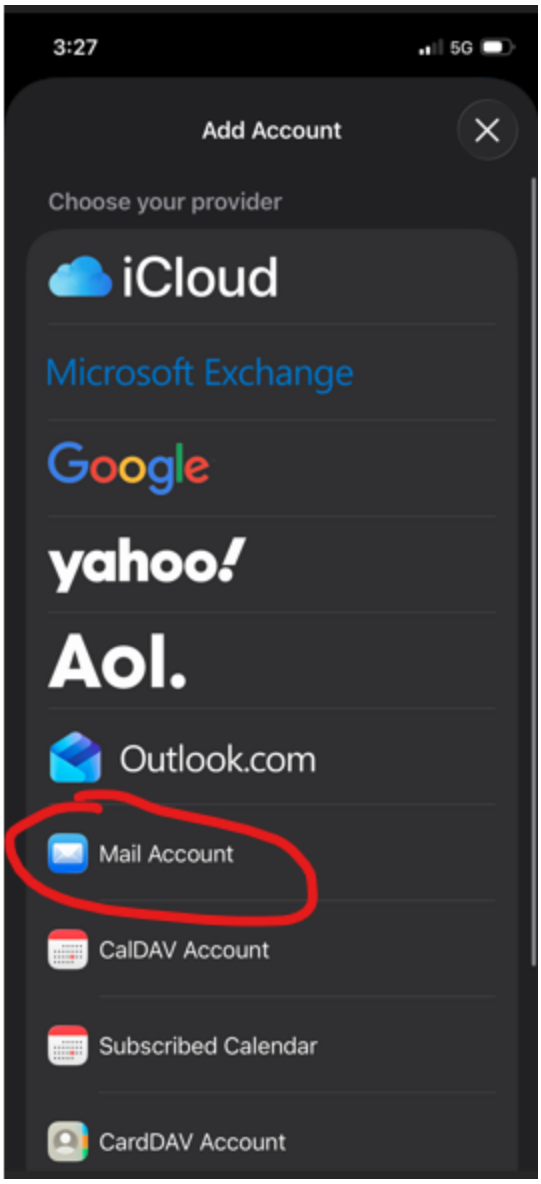
Start off by selecting the "Add account" button on the "Mail Accounts" screen.



You should then be sent to a screen and prompted to enter your account name.
This will be your FULL email address as the example shows below.



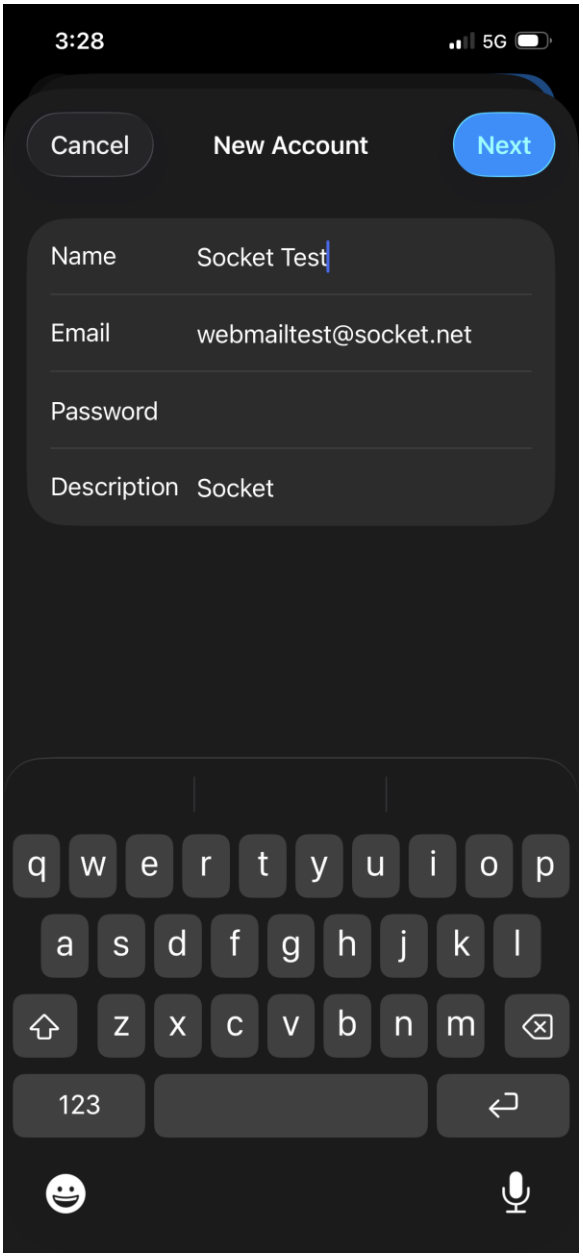
When done, hit the “next” button on the top-right of the screen.
This will then prompt you to select the type of mail account. If you do not see the option for “Mail Account”, then select the option for “Add Other Account…” which will show the following options -



Tap the “Mail Account” option.
This will then take you to the “New Account” screen, where you will be prompted for a few options.

Please fil out the required information -
Name: This will be what others see when you email them. This can be your actual name, or just your email address.
Email: Your FULL email address
Password: Your FULL password (case-sensitive)
Description: This is what you will see listed for the name of this email account in your inbox. Usually, this is just your full email address.

Example -



When you are done, hit “Next”, and you will then be taken to a screen with further details. The name/email/description should already be filled out after the last screen.

Please select the correct option as well for the type of email account you wish to set up using the top banner -
IMAP – This is considered to be modern email. Mail is stored on our mail server and across all devices the same way.

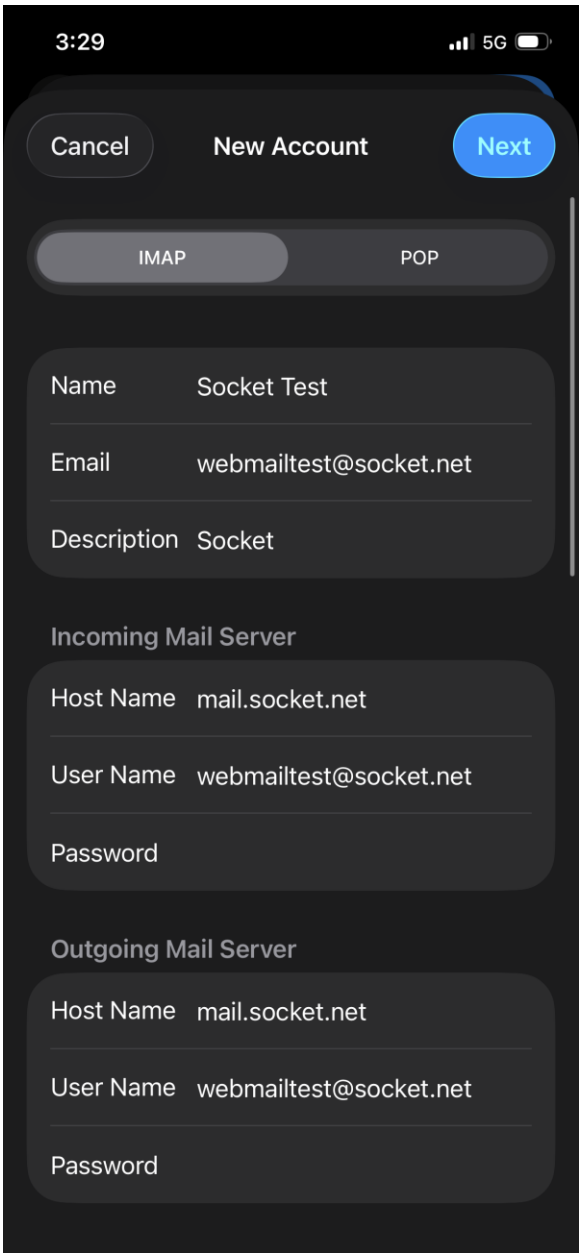
POP3 – This is an older form of mail. Mail is ONLY stored on the device you are setting up the email account on.
However, please ensure that the other fields are filled with the following information; otherwise, the account setup will fail -

Name: This will be what others see when you email them. This can be your actual name, or just your email address.
Email: Your FULL email address
Description: This is what you will see listed for the name of this email account in your inbox. Usually, this is just your full email address.

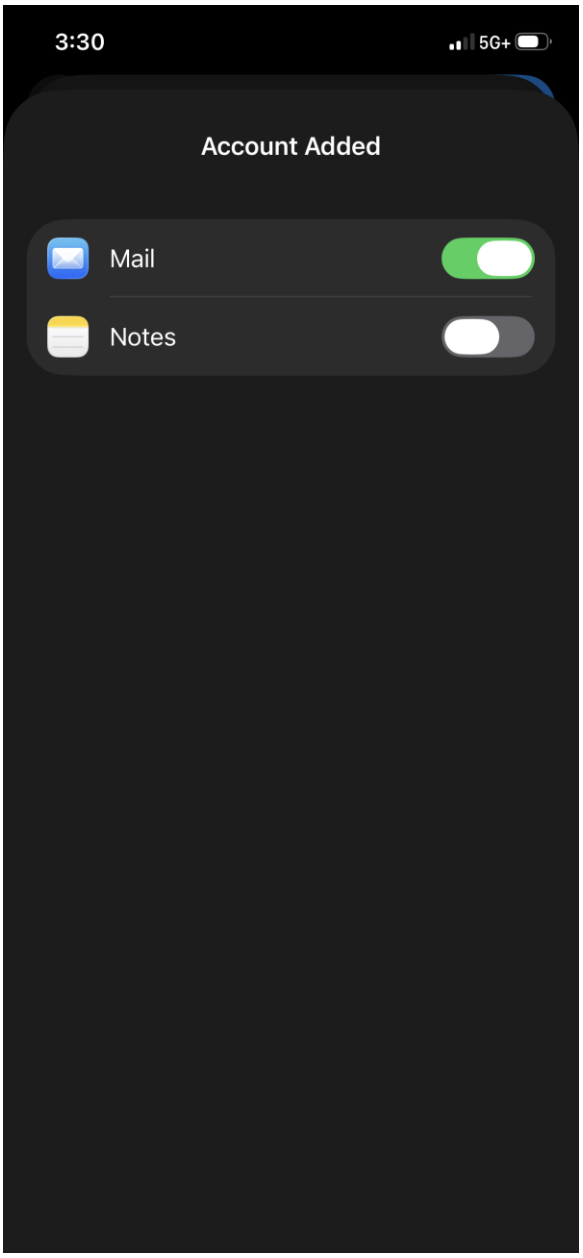
Incoming Mail Server -
Host Name: mail.socket.net
User Name: Your FULL email address
Password: Your FULL password (case-sensitive)

Outgoing Mail Servier -
Host Name: mail.socket.net
User Name: Your FULL email address
Password: Your FULL password (case-sensitive)

Example -



Afterwards, hit next, and if all fields are correct then the account should be verified. The final screen will then prompt which apps you want to add the account to. Minimally, this will just be your mail app as seen below -

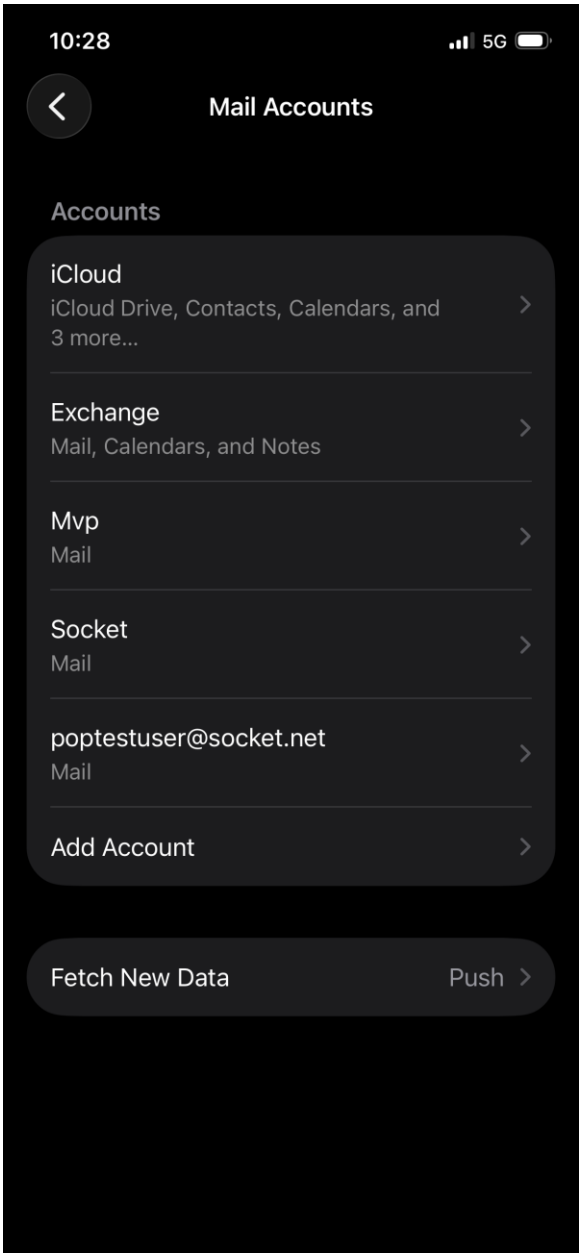


Congratulations! Your Socket email should be ready for use now.

If further issues, please see below.

For Editing Existing Email Accounts:

To begin, please use the above instructions on page 2 to go to your mail accounts within your settings.
When there, select the account which you need to edit your email settings for -



From here, click on the corresponding account, from the list, which you need to alter.

On the very next screen, you will be presented with the account settings. Check to see if

the top of the screen states either “IMAP” or “POP”. If IMAP, continue to the next page. If POP, continue to page #18

IMAP Settings:

Please make sure your account settings are filled in with the corresponding information on the first page -

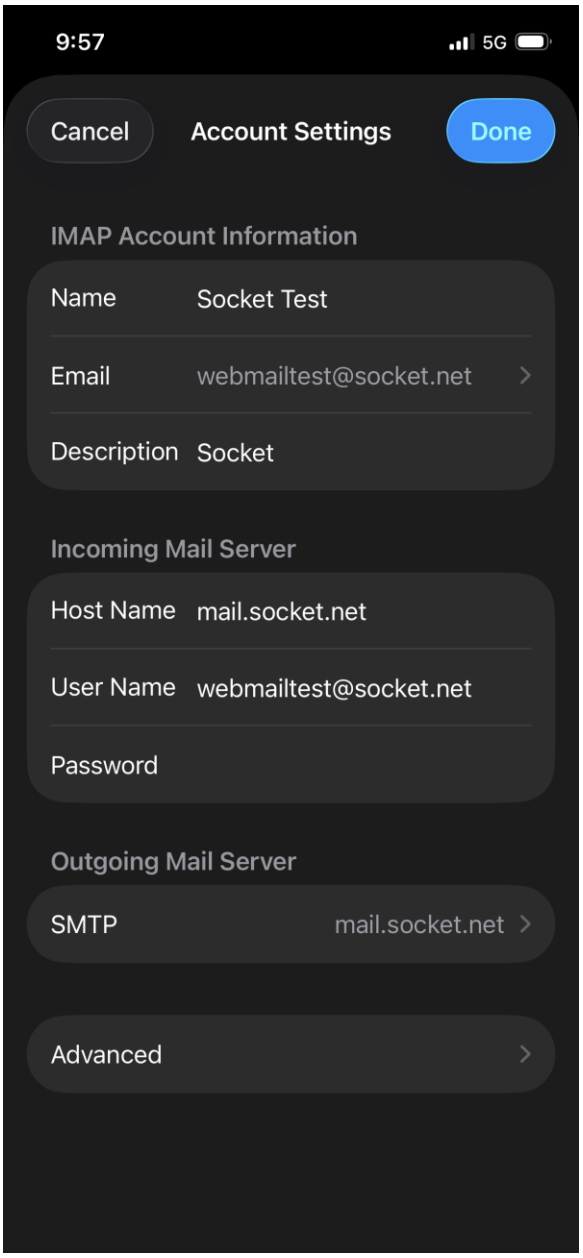
In “IMAP Account Information” -

Name: This will be what others see when you email them. This can be your actual name, or just your email address.
Email: Your FULL email address
Description: This is what you will see listed for the name of this email account in your inbox. Usually, this is just your full email address.

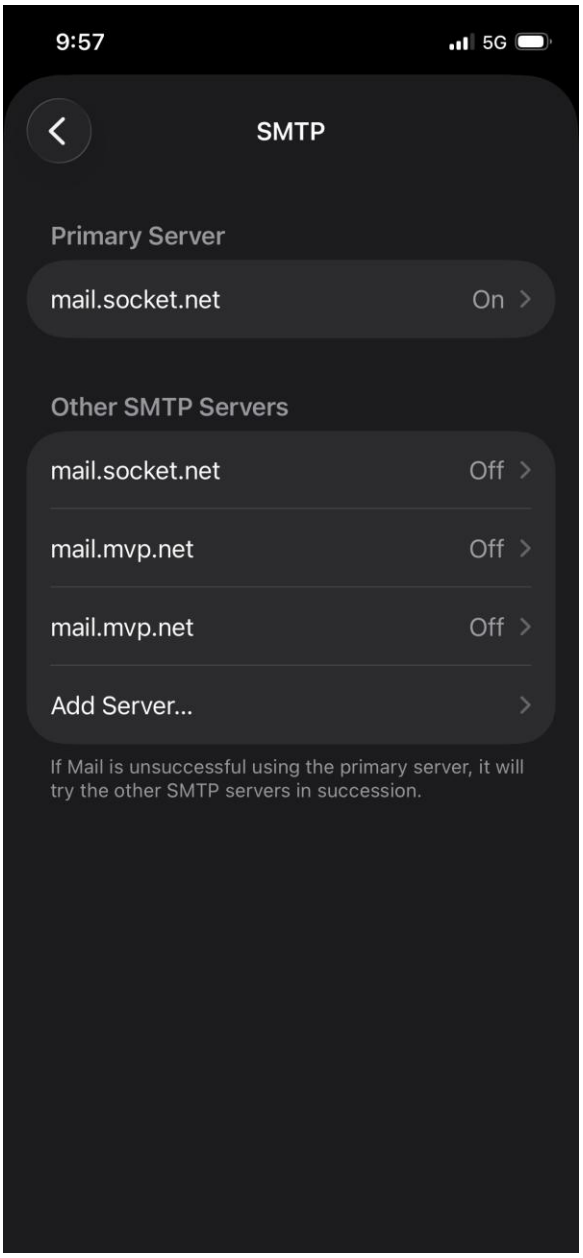
In "Incoming Mail Server" -

Host Name: mail.socket.net
User Name: Your FULL email address
Password: Your FULL password (case-sensitive)

Example -



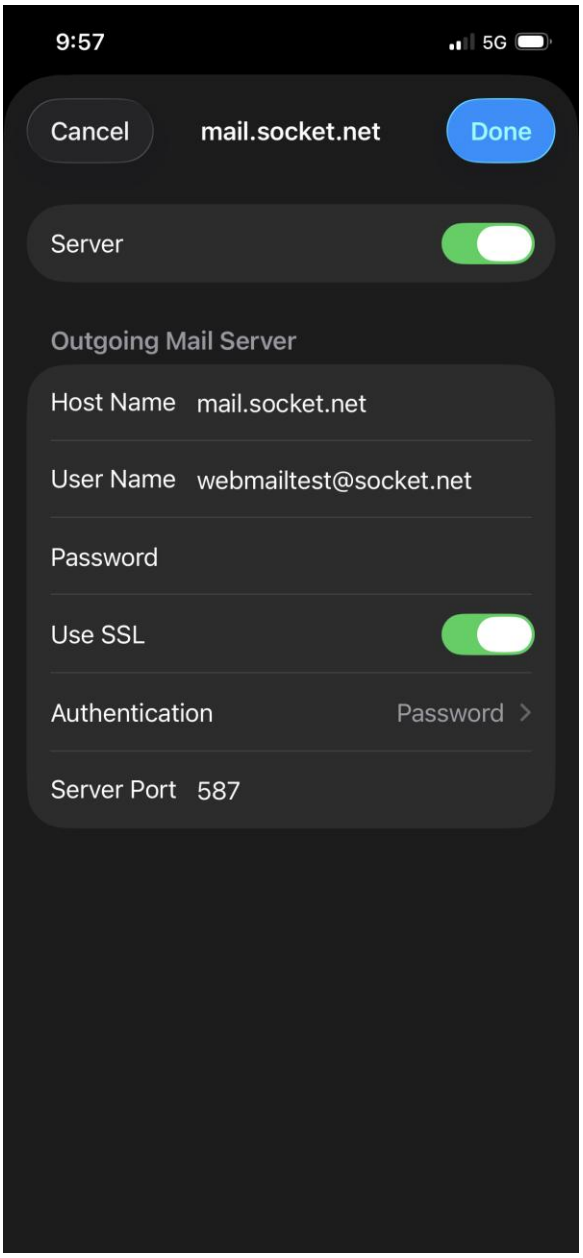
For the outgoing server, you will have to click the banner listed there, which will then take you to the following screen -


9:57
5G
SMTP
Primary Server
mail.socket.net
On
Other SMTP Servers
mail.socket.net
Off
mail.mvp.net
Off
mail.mvp.net
Off
Add Server...
If Mail is unsuccessful using the primary server, it will try the other SMTP servers in succession.

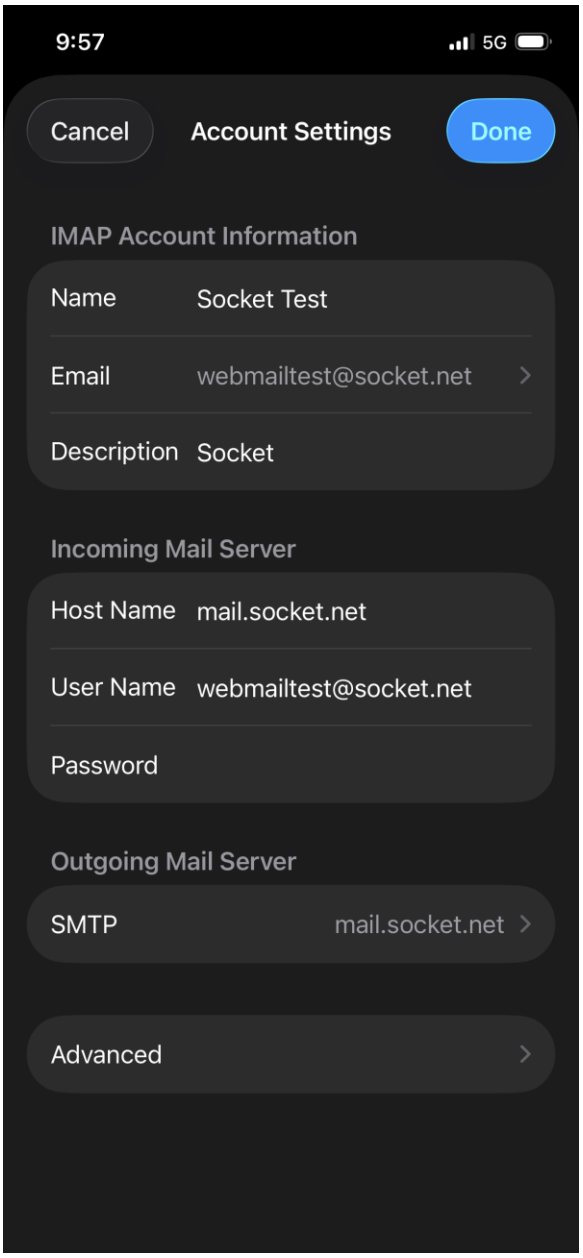
From there, select the banner for the “Primary Mail Server”.
Please fill in the following information here -

Server: Selected with a “green indicator” on the right-side.
Host Name: mail.socket.net
User Name: Your FULL socket email address
Password: Your FULL password (case-sensitive)
Use SSL: ON (with “green indicator”)
Authentication: Password
Server Port: 587

Example -



Now, hit Done.
This should take you back to the following screen -

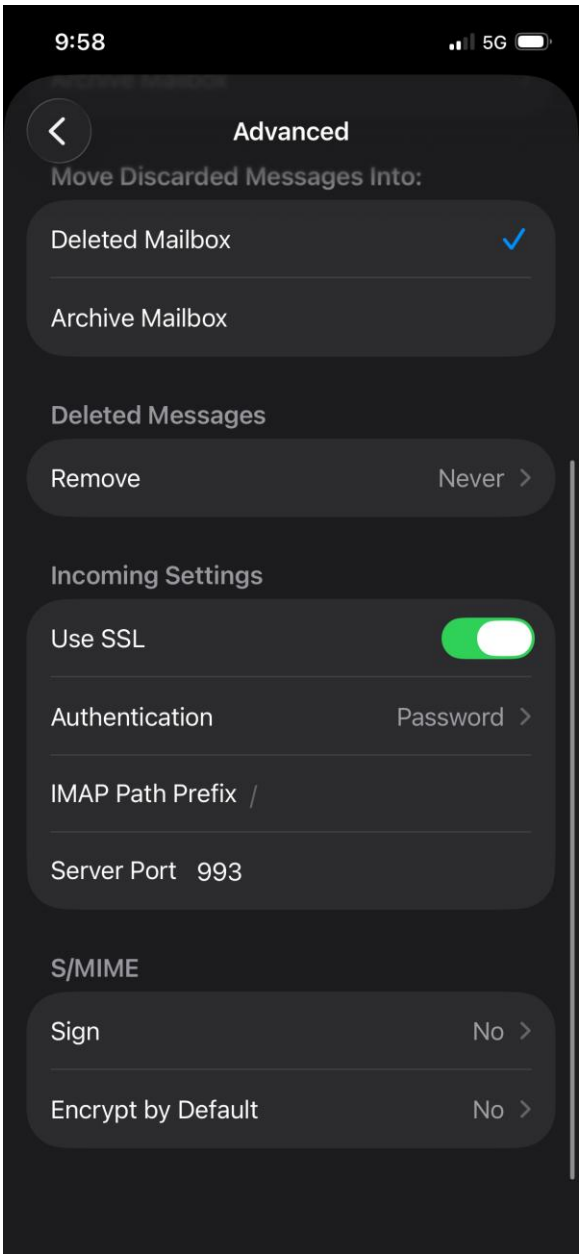


Now, select “Advanced”.

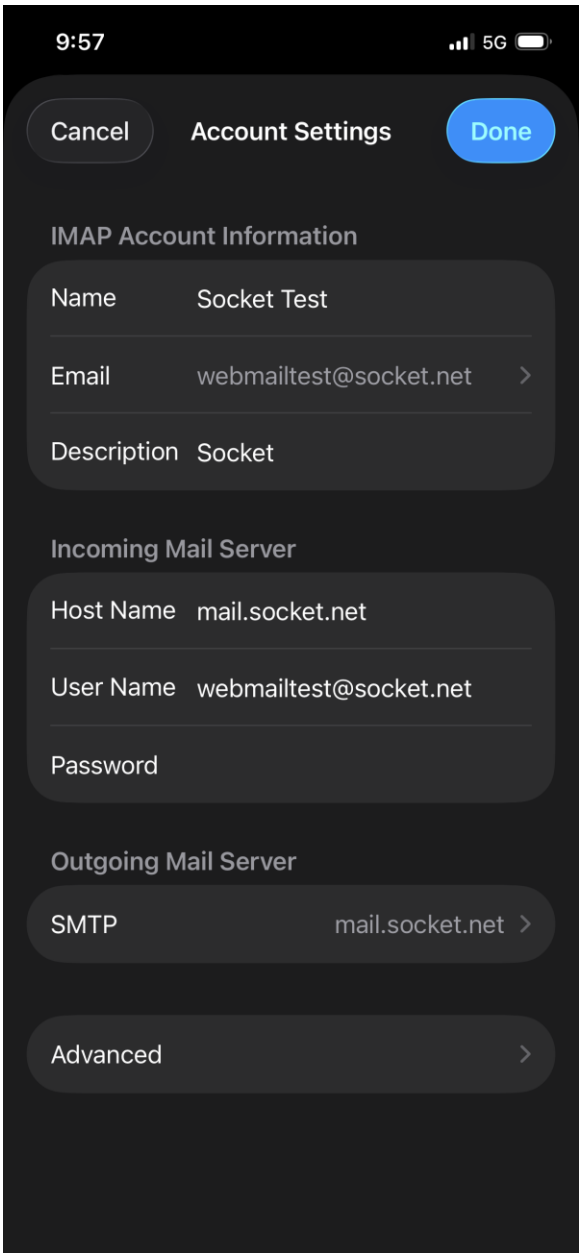
All which matters in this bit is the "Incoming Settings" portion, which will need to have the following:

Use SSL: On (with the “green” indicator)
Authentication: Password
Imap Path Prefix: (Don’t change). Should already be “/”
Server Port: 993.

Example -



Now, go back to the following screen, and select the “Done” button -



This will then verify the account, and if all settings are correct, your mail should return to working order.

POP3 Settings:

After getting to the POP Account Settings for your account, please ensure they correspond to the following.

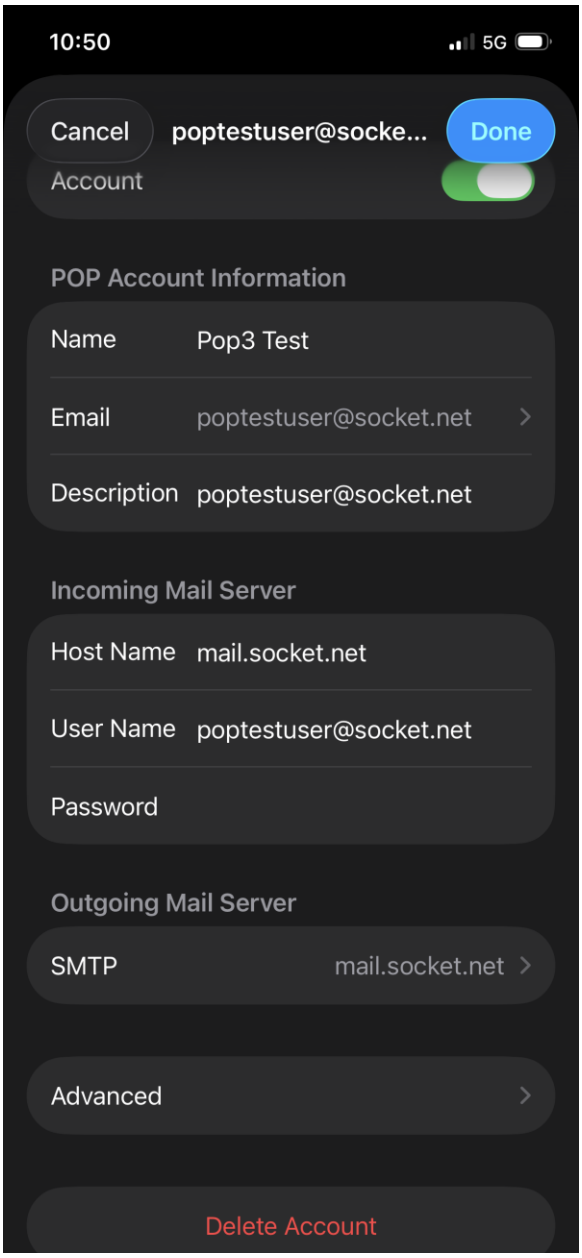
In POP Account Information -

Name: This will be what others see when you email them. This can be your actual name, or just your email address.
Email: Your FULL email address
Description: This is what you will see listed for the name of this email account in your inbox. Usually, this is just your full email address.

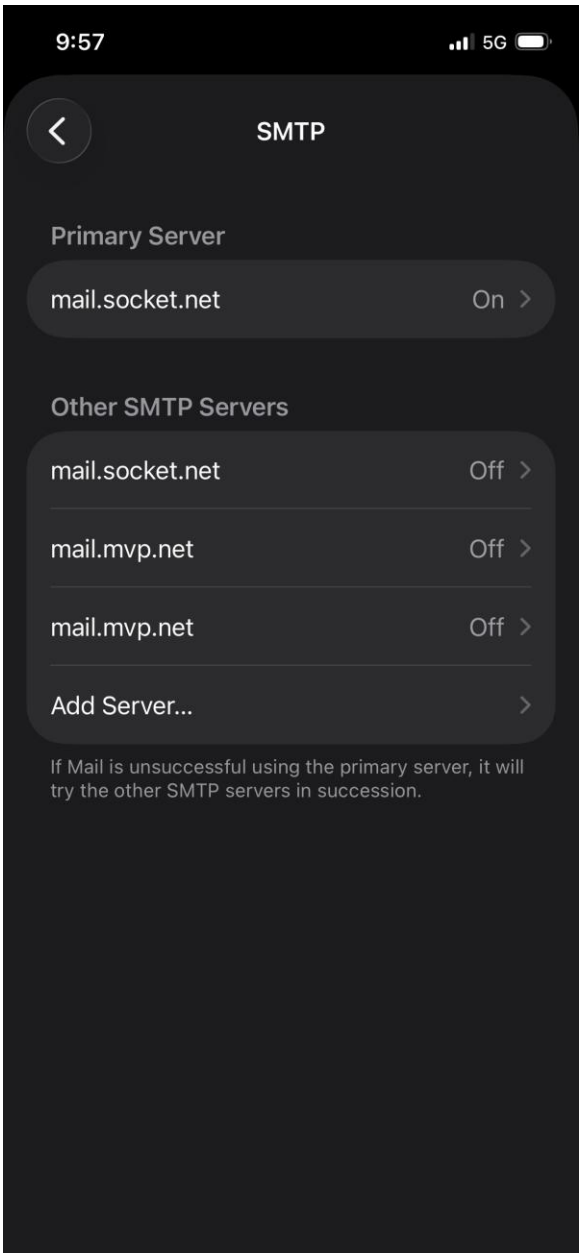
In "Incoming Mail Server" -

Host Name: mail.socket.net
User Name: Your FULL email address
Password: Your FULL password (case-sensitive)

Example -



For outgoing server, you will have to click the banner listed there, which will then take you to the following screen -

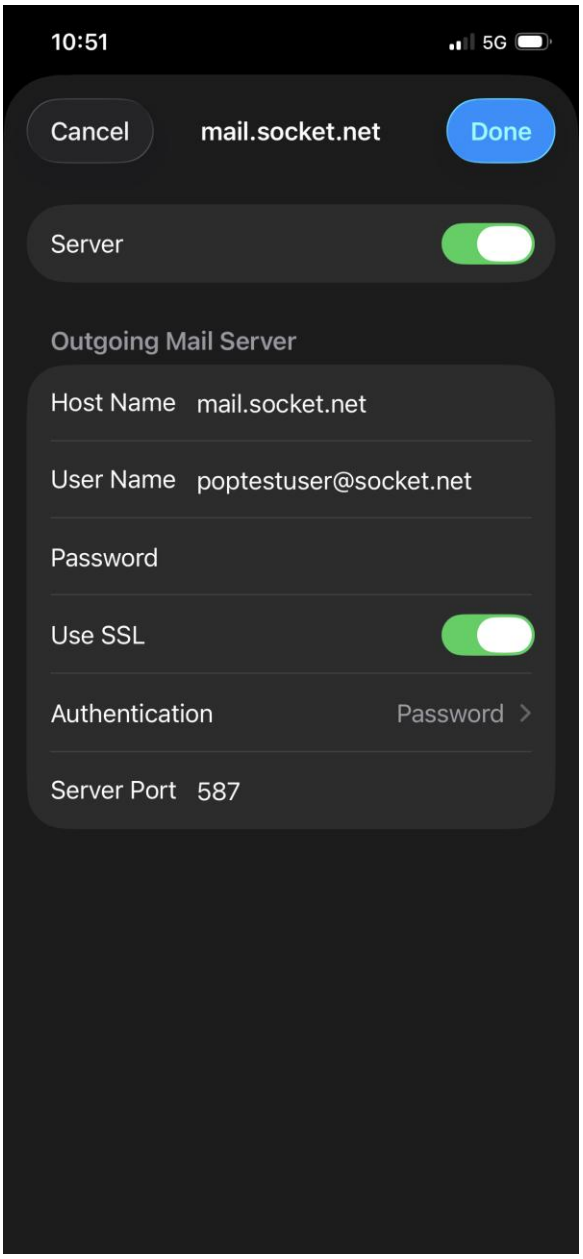


From there, select the banner for the “Primary Mail Server”.
Please fill in the following information here -

Server: Selected with a “green indicator” on the right-side.
Host Name: mail.socket.net
User Name: Your FULL socket email address
Password: Your FULL password (case-sensitive)
Use SSL: ON (with “green indicator”)
Authentication: Password

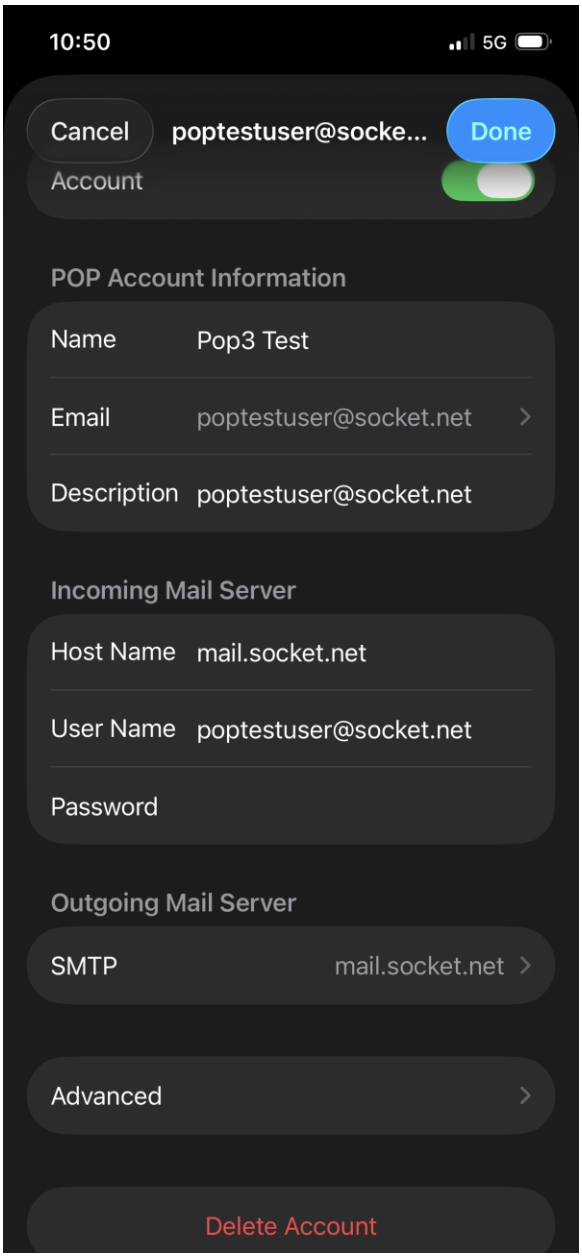
Server Port: 587

Example -



Now, hit Done.

This should take you back to the following screen -

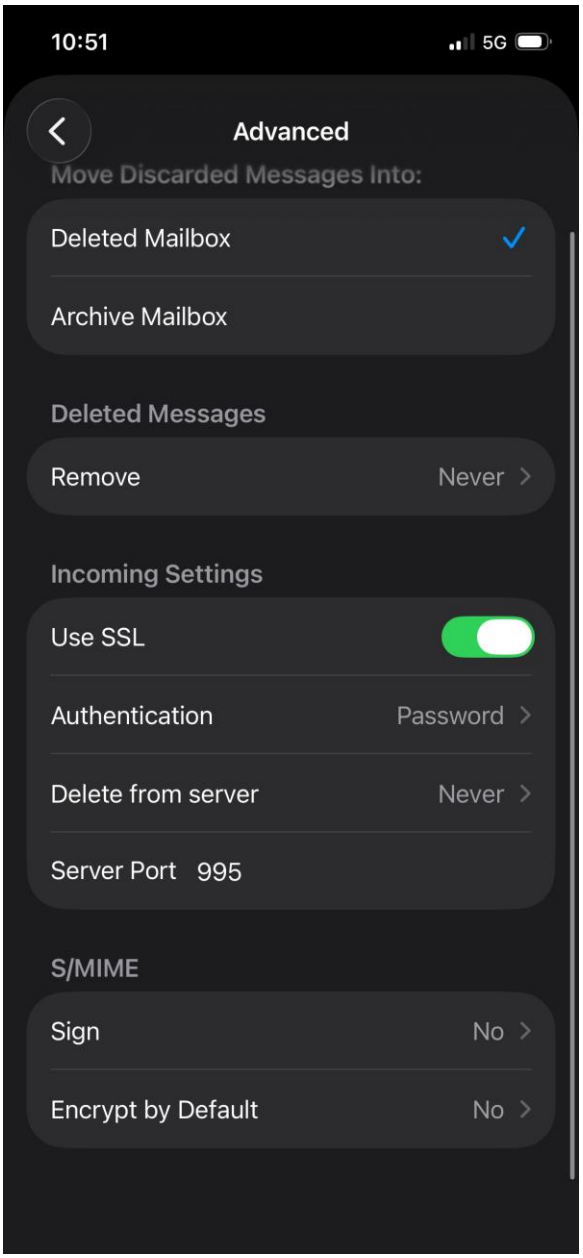


Now, select “Advanced”.

All which matters in this bit is the "Incoming Settings" portion, which will need to have the following:

Use SSL: On (with the “green” indicator)
Authentication: Password
Imap Path Prefix: (Don’t change). Should already be “/”
Server Port: 995

Example -


10:51
5G
Advanced
Move Discarded Messages Into:
Deleted Mailbox
Archive Mailbox
Deleted Messages
Remove
Never
Incoming Settings
Use SSL
Authentication
Password
Delete from server
Never
Server Port 995
S/MIME
Sign
No
Encrypt by Default
No