

Native mail app on Android

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Configure an IMAP email account in the Native app of your Android device

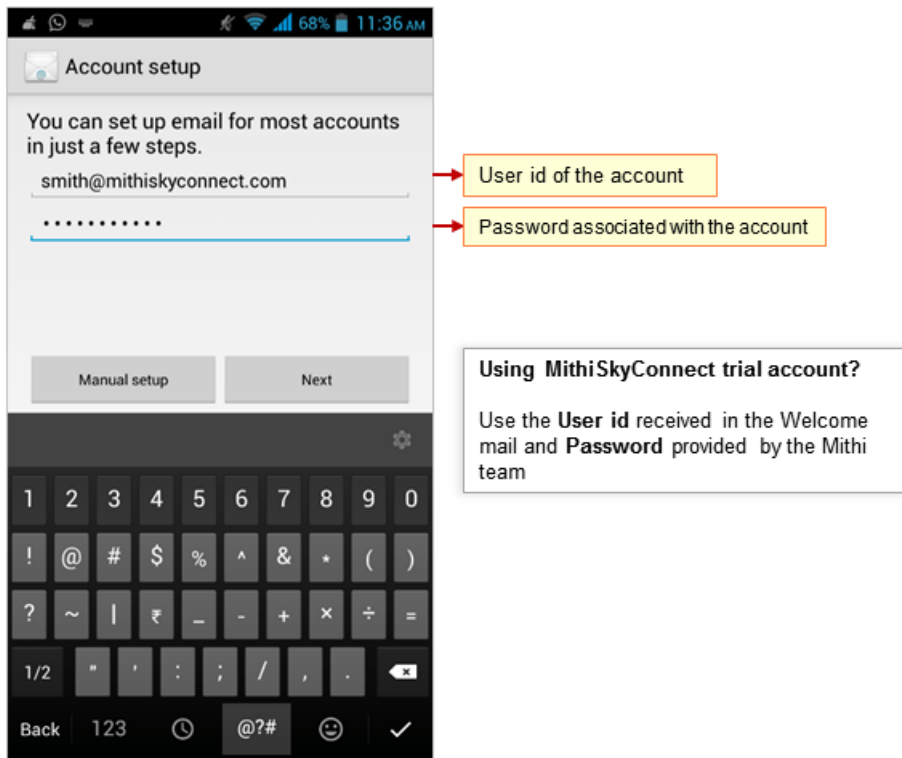
Step 1: Provide user information

On the **Home** Screen, tap the **Email** icon. Enter your email account details.

- i. **User id:** Provide User id of the account If you are using Mithi SkyConnect Trial account, provide user id which you have received in the Welcome Mail.
- ii. **Password:** Provide Password associated with the account If you are using Mithi SkyConnect Trial account, provide Password which you have received in the mail by the Mithi Team.

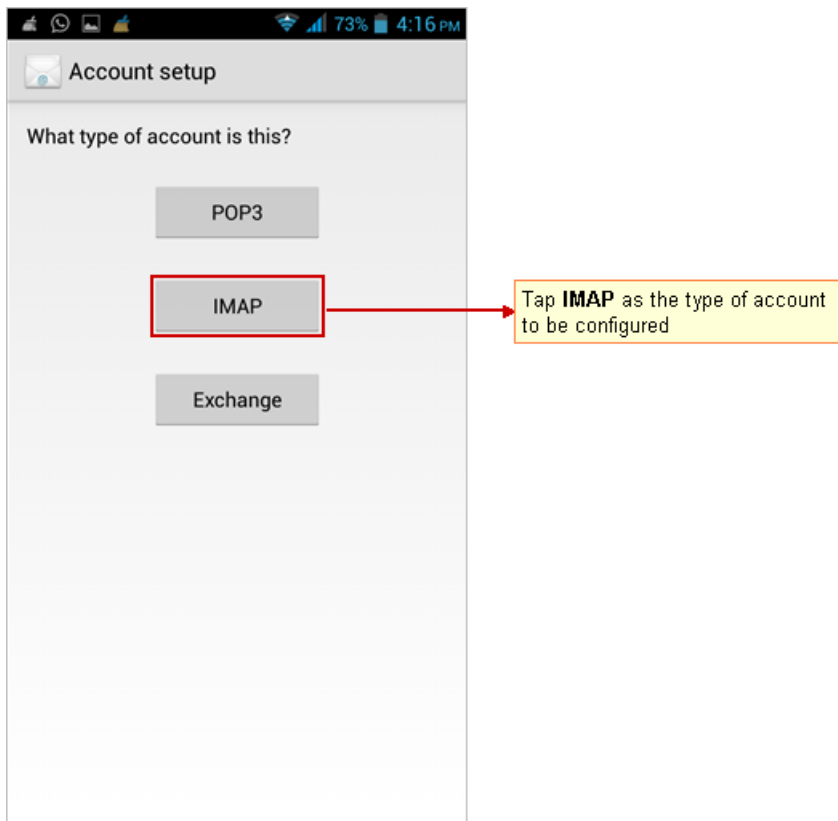
TIP : If you change the password in the future, authentication error occurs and application fails to fetch mail from the server.

- iii. Tap **Next** to continue.



Step 2: Choose account type

Choose the **IMAP** option as the type of account to be configured.

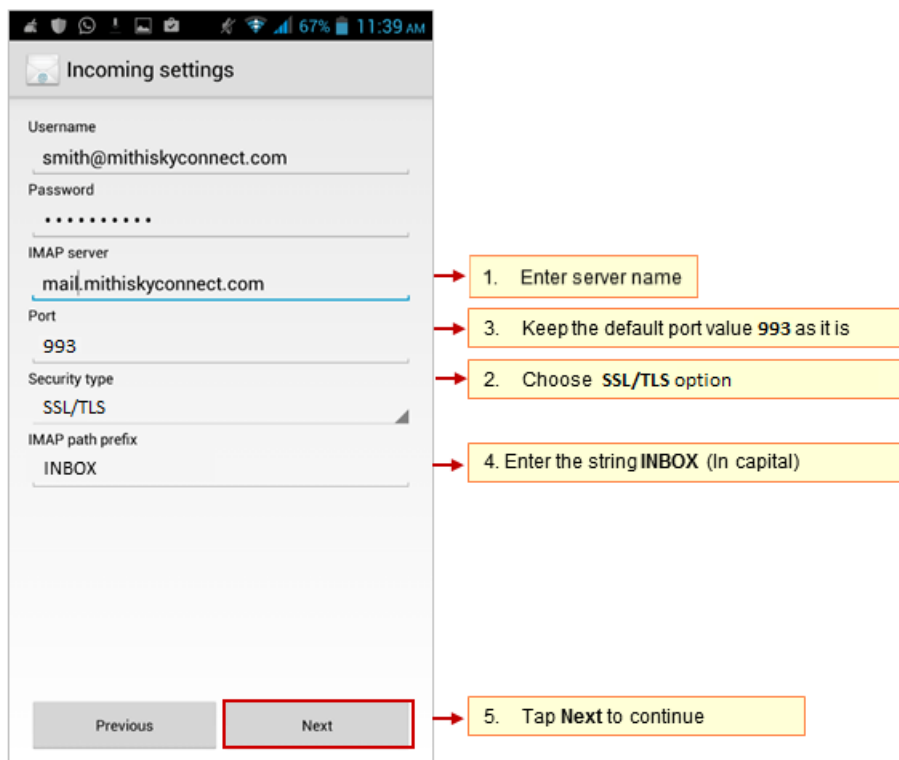


Step 3: Provide Incoming Server settings

- i. **User name & Password** provided on the previous screen displays here. Keep it as it is
- ii. **IMAP Server**: Enter server name.

Don't know your server name? [Access the online help](https://docs.mithi.com/home/faqs-on-accessing-skyconnect-application-on-mobile#how-to-access-help-to-configure-a-mobile-device-%C2%A0) (https://docs.mithi.com/home/faqs-on-accessing-skyconnect-application-on-mobile#how-to-access-help-to-configure-a-mobile-device-%C2%A0) to know the server settings required to configure your account.

- iii. **Security Type**: Select **SSL/TLS** as the security type option
- iv. **Port**: For SSL/TLS type of account, application uses the default port 993. Keep the default value **993** as it is.
- v. **IMAP Path Prefix**: Enter the string **INBOX**
- vi. Tap **Next** to continue.

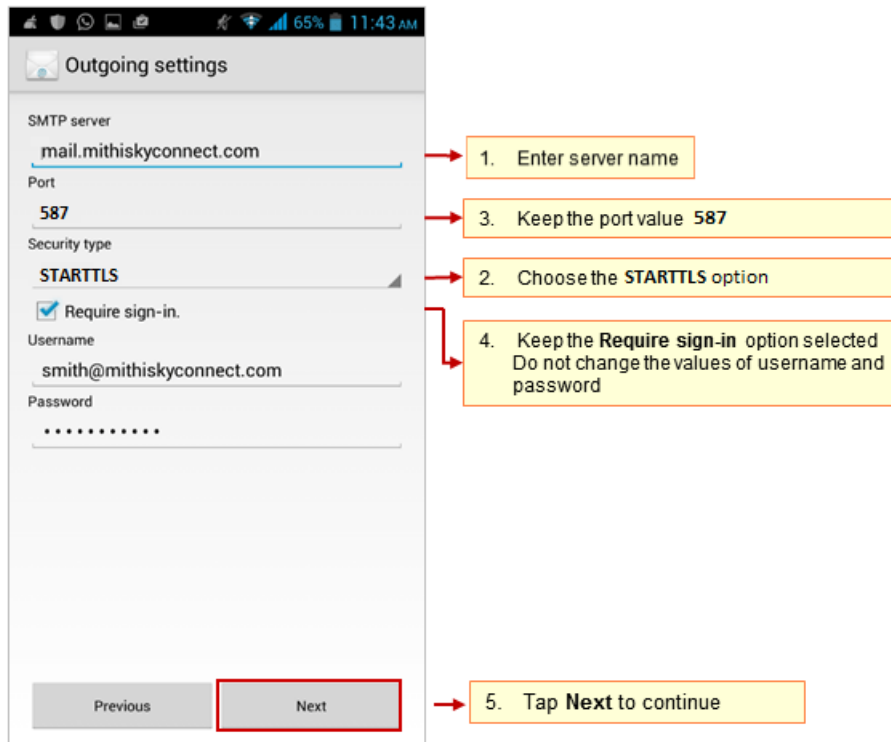


Step 4: Provide Outgoing Server settings

- i. **SMTP Server**: Enter server name.

Don't know your server name? [Access the online help](https://docs.mithi.com/home/faqs-on-accessing-skyconnect-application-on-mobile#how-to-access-help-to-configure-a-mobile-device-%C2%A0) (https://docs.mithi.com/home/faqs-on-accessing-skyconnect-application-on-mobile#how-to-access-help-to-configure-a-mobile-device-%C2%A0) to know the server settings required to configure your account.

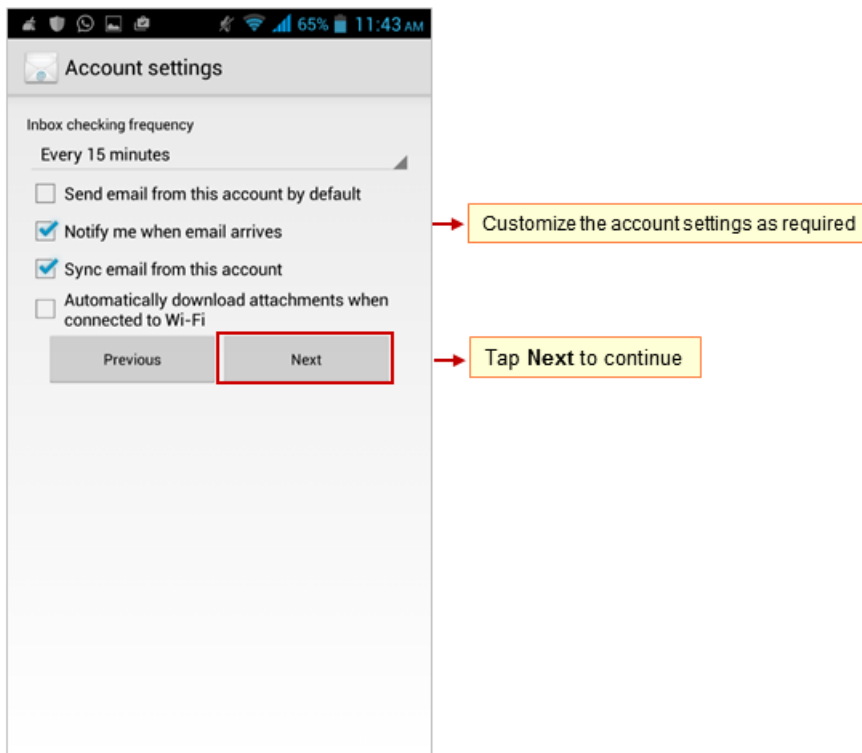
- ii. **Security Type**: Select the **STARTTLS** option as the security type
- iii. **Port**: Keep the default port value **587** as it is.
- iv. Keep the **Require sign-in** option selected.
- v. **User name & Password**: User name and password provided on the Account Setup screen populates here Do not change the values for these fields.
- vi. Tap **Next** to continue.



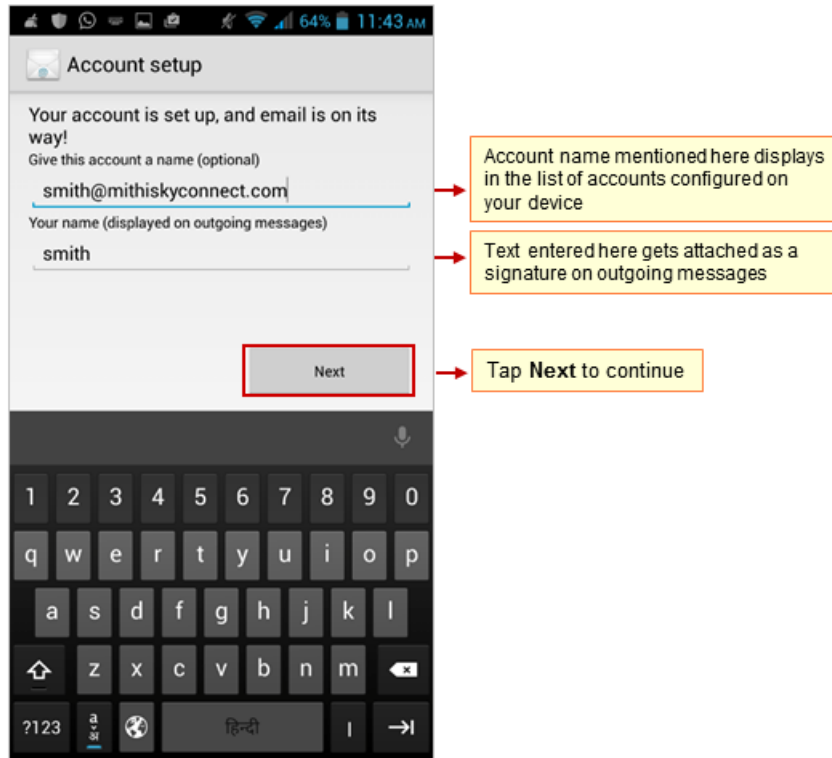
Step 5: Customize the account settings and finish the configuration

- i. Customize the Account Settings as per your choice.

Tip to save the battery life of your device: Choose the option so that Android will fetch the data less frequently. For example, if you choose to fetch data for every 15 minutes, Android will wake up every 15 minutes for that. This could affect the battery life of the your mobile.



- ii. Provide **Account name** to be displayed in the list of accounts.
- iii. Enter **signature** text to be displayed on outgoing messages.
- iv. Tap **Next** to verify the settings.
- v. Application verifies all the settings provided and configures the account on your mobile. On successful configuration, Inbox folder displays on your mobile screen.



Configure POP email account in Native app on your Android device

Before configuring POP type of mail account, read the [Difference between POP and IMAP type of accounts and their advantages and disadvantages](https://docs.mithi.com/home/faqs-on-using-the-skyconnect-email-application). (<https://docs.mithi.com/home/faqs-on-using-the-skyconnect-email-application>)

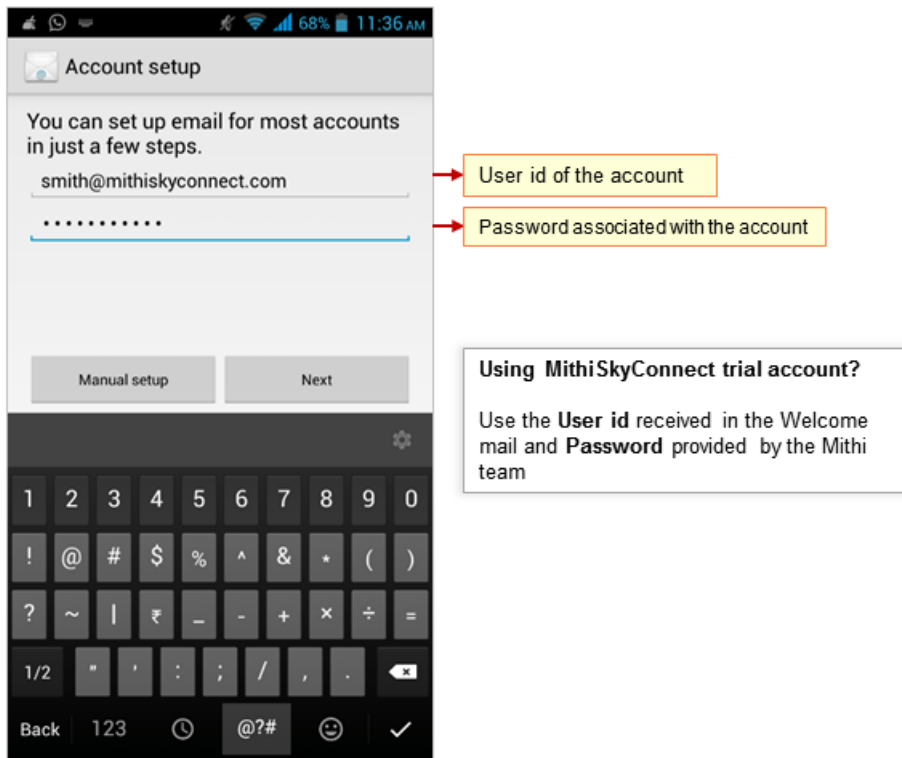
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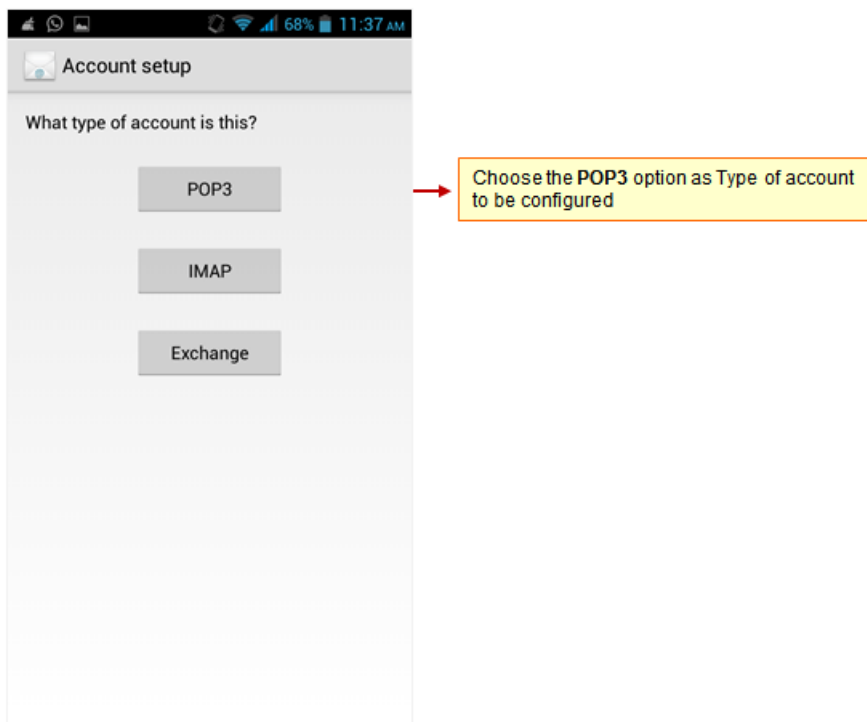
Tip : If you change the password in the future, authentication error occurs and application fails to fetch mail from the server.

- iii. Tap **Next** to continue.



Step 2: Choose account type

Choose the POP3 option as the type of account to be configured.

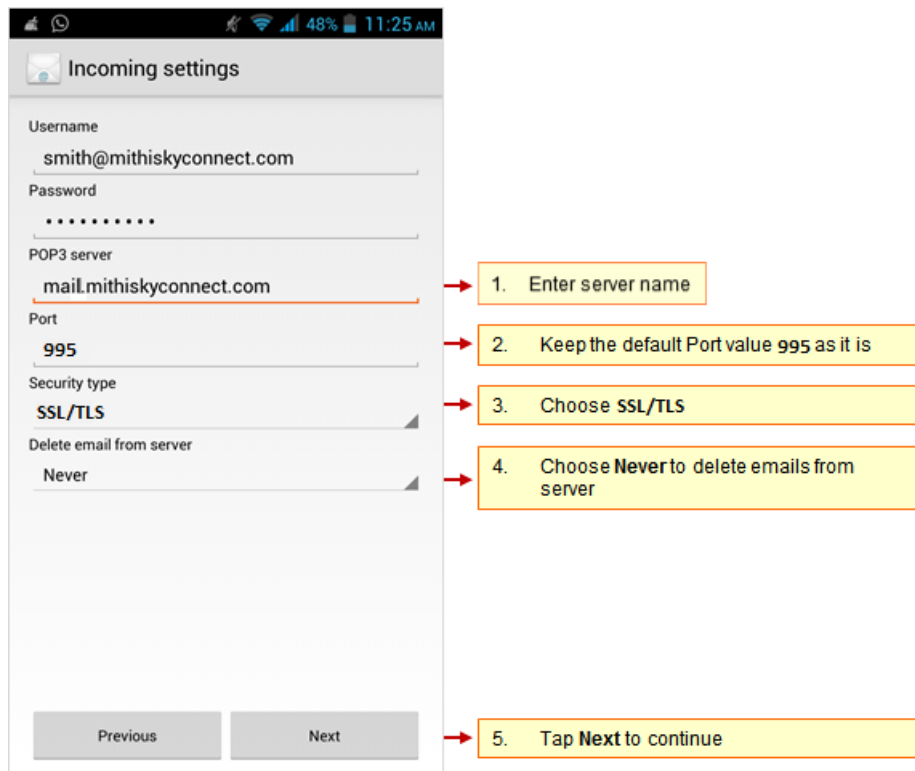


Step 3: Provide Incoming Server settings

- i. **User name** & **Password** provided on the previous screen displays here. Keep it as it is
- ii. **POP Server**: Enter server name.

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- iii. **Security Type:** Select None as the security type option
- iv. **Port:** For **SSL/TLS** type of account, application uses the default port 995. Keep the default value **995** as it is.
- v. Tap **Next** to continue.

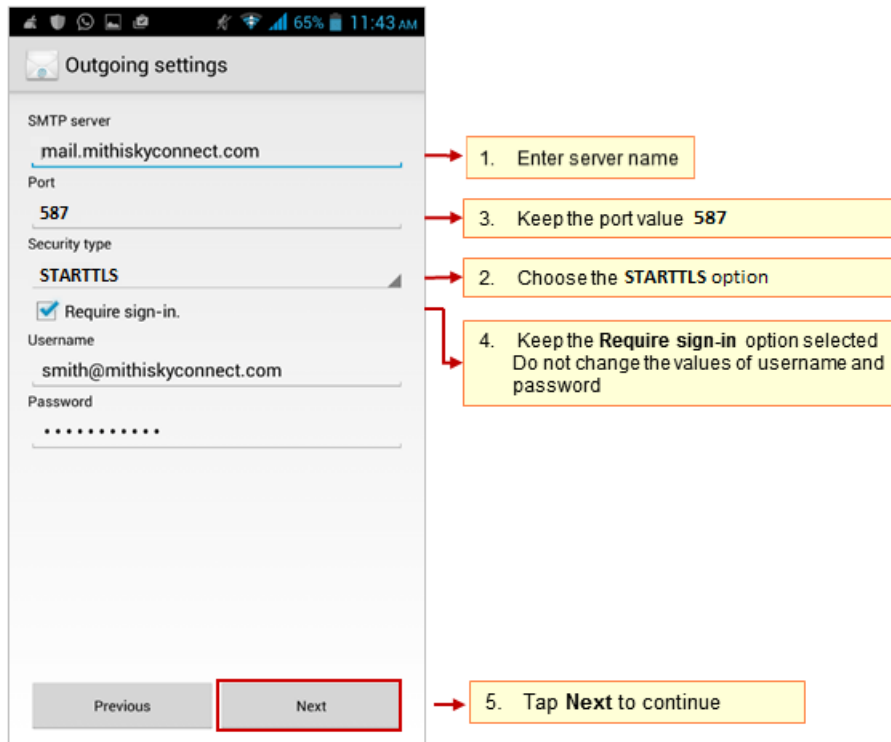


Step 4: Provide Outgoing Server settings

- i. **SMTP Server:** Enter server name

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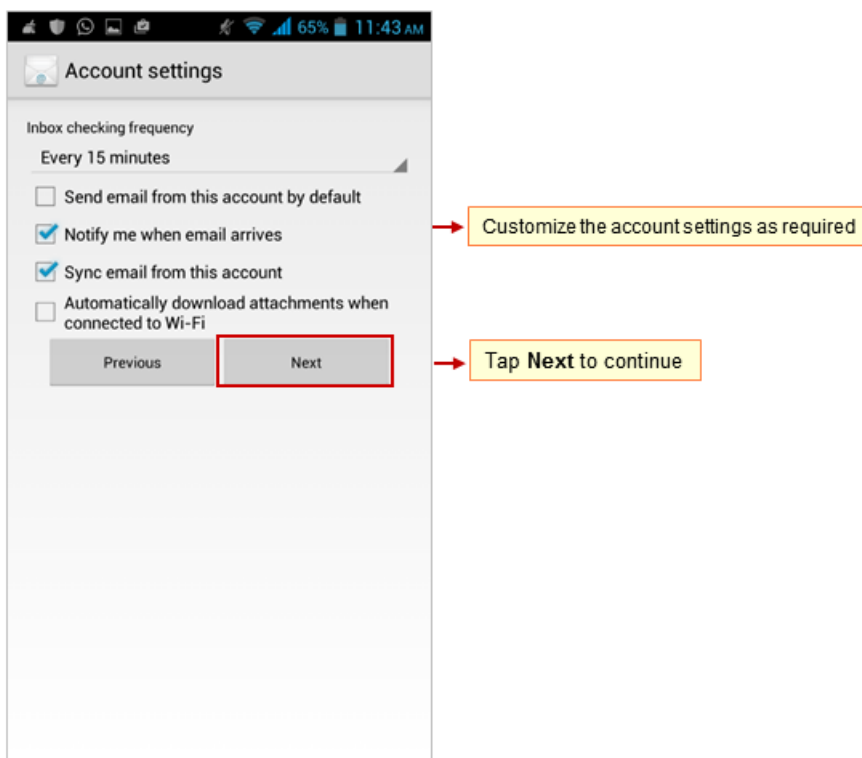
- ii. **Security Type:** Select the **STARTTLS** option as the security type
- iii. **Port:** Keep the default port value **587** as it is.
- iv. Keep the **Require sign-in** option selected.
- v. **User name & Password:** User name and password provided on the Account Setup screen populates here Do not change the values for these fields.
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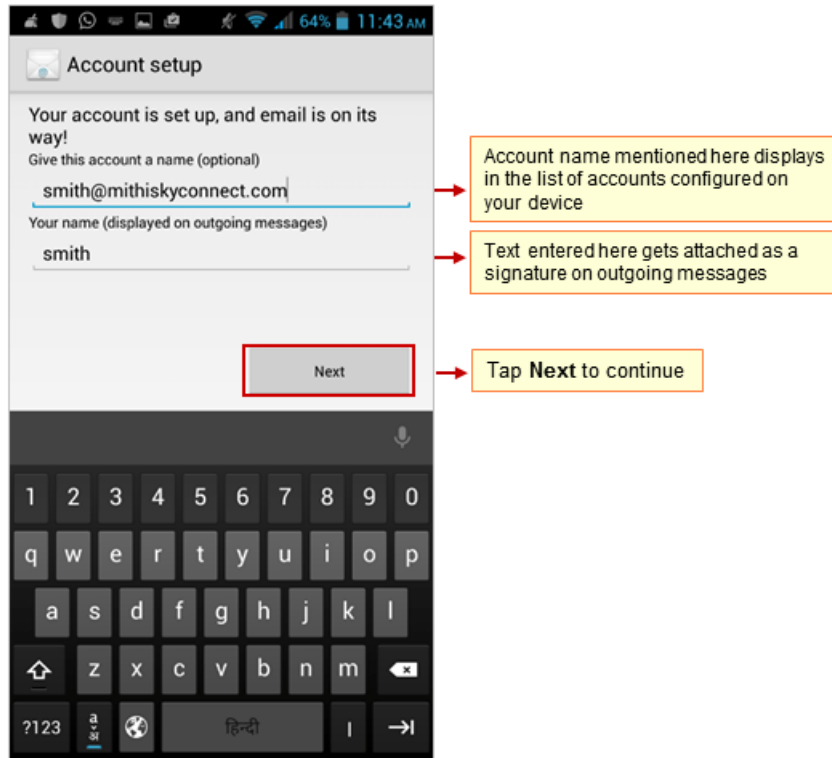
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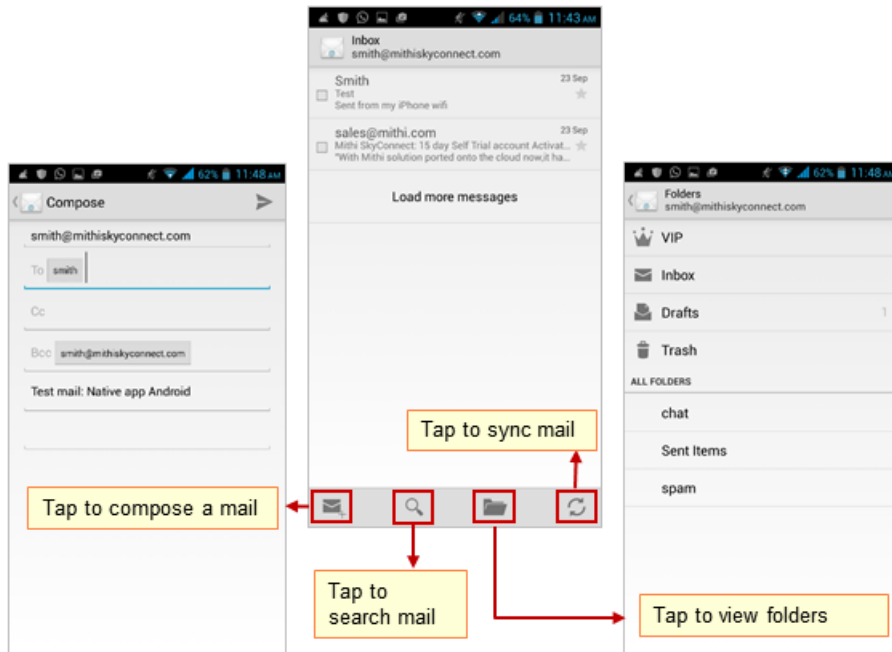


Manage your email account configured in Native app on your device

Compose and send an email

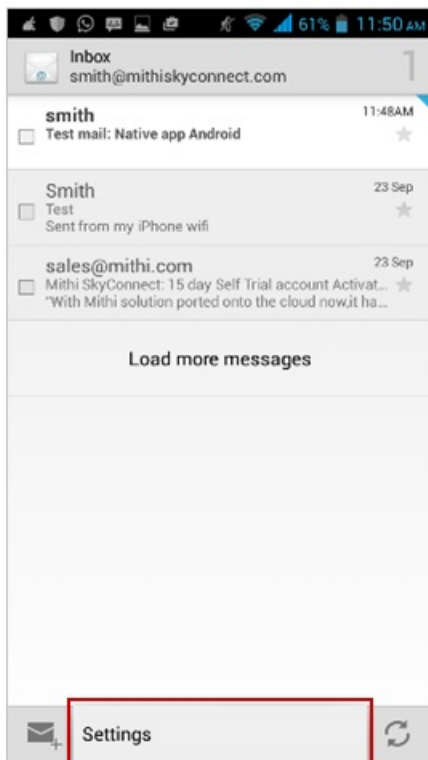
Now, you can compose a mail, manage your mailbox using your mobile device.

- Find a copy of an email sent in the Sent folder of your device which is automatically synced to the Sent Items folder on the server.
- Access all the shared/global contacts of your organization, configure an LDAP account on your android mobile.
- If required you can import your personal contacts to your mobile device.



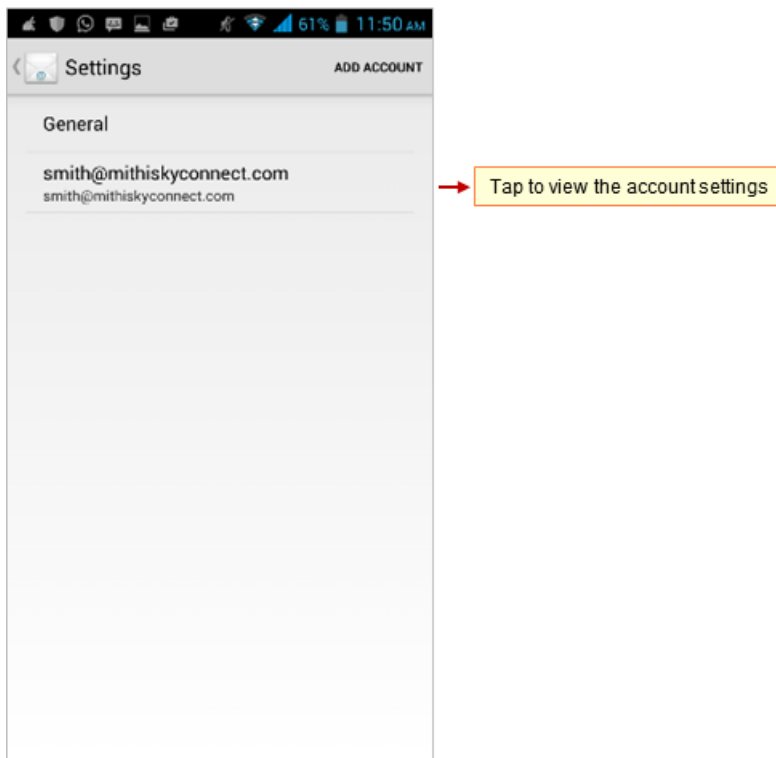
Update Password of the account

- i. Go to **Account Settings**
 - Launch the email application to view Inbox screen of your account.
 - Tap the **Menu** key on the device.
 - Tap the **Settings** option.



ii.

iii. Tap to choose your account.

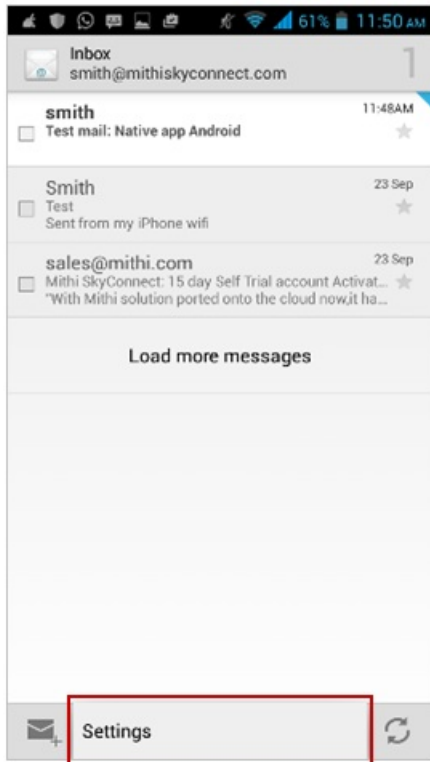


iv. Scroll down and tap Incoming Server Settings and update the password.

v. Scroll down and tap Outgoing Server Settings and update the password of the account.

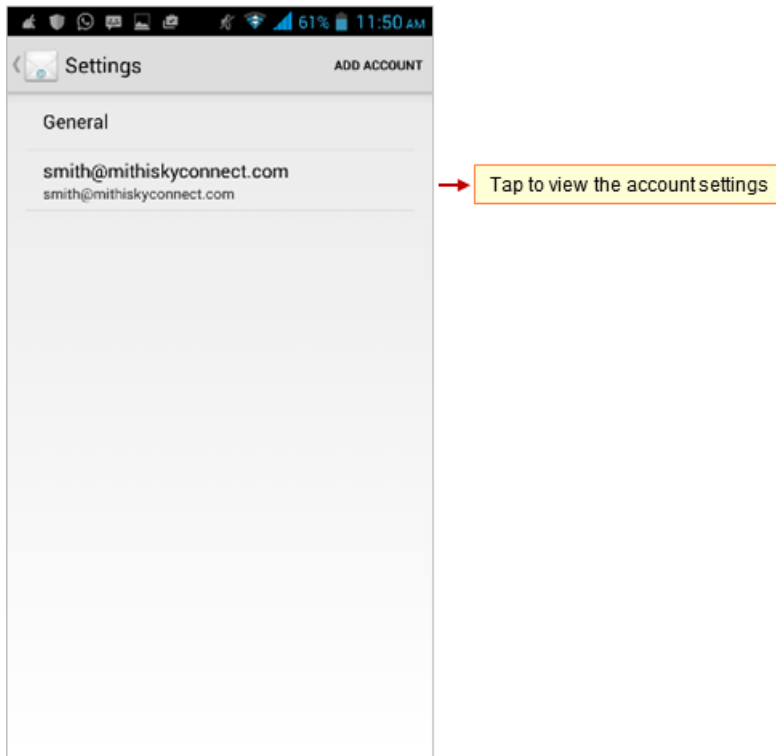
Remove the account

- i. Go to Account Settings
 - o Launch the email application to view Inbox screen of your account.
 - o Tap the Menu key on the device.
 - o Tap the Settings option.



ii.

iii. Tap to choose your account.



iv. Scroll down and tap the **Remove Account** option

