Setup and Manage IMAP/POP Email on iOS Mail App

Configure an IMAP email account on your iOS device

Step 1: Go to the Add Account screen

i. Go to the Settings screen.



- ii. On the Settings screen, tap Mail.
- iii. Tap Add Account.

No SIM 🗢 12:	12 pm 🕞
Settings Mail, C	ontacts, Calendars
ACCOUNTS	
iCloud Contacts, Calendars, S	Safari and 6 more
Test Mail	>
Add Account	>
Fetch New Data	Push >
MAIL	
Preview	2 Lines >
Show To/Cc Labe	
Swipe Options	>
Flag Style	Colour >

iv. Tap Other.

No SIM 🗢	12:12 pm	
🗙 Mail	Add Account	
	lCloud 🍊	
C	☑ Exchange	
	Google [*]	
	YAHOO!	
	Aol.	
0	Outlook.com	
	Other	

v. Tap Add Mail Account.

No SIM 🗢 5:31 pm	• 💽 •
Add Account Other	
MAIL	
Add Mail Account	>
CONTACTS	
Add LDAP Account	>
Add CardDAV Account	>
CALENDARS	
Add CalDAV Account	/
Add Subscribed Calendar	>

Step 2: Provide account information

i. Enter your account information and then tap Next.



Step 3: Choose account type

i. Make sure IMAP option is selected at the top.

No SIM 🗢	11:43 am	@ 🗆 f		
Cancel	New Account	Next		
IMAP		POP	-	Choose the IMAP option
			L '	
Name	Smith			
Email	smith@mithiskyc	connect.com		
Description	Mithiskyconne	ect		
INCOMING MA	JL SERVER			
1 2 3	4 5 6 7	890		
- / :	; () ₹	& @ "		
#+=	, ?!	, 🛛		
ABC	space	return		

Step 4: Provide Incoming Server Settings

Scroll down and enter Incoming Mail Server details.

- i. Hostname: Enter server name.
 - SkyConnect Trial Account user: Provide the server name as mail.mithiskyconnect.com
 - Other Users: Provide the server name in the format {domain}.mithiskyconnect.com Example: acmecorp.mithiskyconnect.com
- ii. Username and Password: Provide User id and the password associated with the account. If you are using Mithi SkyConnect Trial account, provide user id and password which you have received in the Welcome Mail.

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

New Account Next INCOMING MAIL SERVER 1. Enter server name Host Name mail.mithiskyconnect.com Username smith@mithiskyconnect.com Password ••••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com	New Account Next INCOMING MAIL SERVER 1. Enter server name Host Name mail.mithiskyconnect.com Username smith@mithiskyconnect.com Password •••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com	Cancel New Account Next INCOMING MAIL SERVER 1. Enter server name Host Name mail.mithiskyconnect.com Password ••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0	Cancel New Account Next INCOMING MAIL SERVER 1. Enter server name Host Name mail.mithiskyconnect.com Password ••••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ "	Cancel New Account Next INCOMING MAIL SERVER Incoming mail.mithiskyconnect.com 1. Enter server name Username smith@mithiskyconnect.com User id and Password account OUTGOING MAIL SERVER User id and Password account Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ " "	lo SIM 🗢	11:43 am	@ 🕞 f	
INCOMING MAIL SERVER Host Name mail.mithiskyconnect.com Username smith@mithiskyconnect.com Password •••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com	INCOMING MAIL SERVER Host Name mail.mithiskyconnect.com Password ••••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com	INCOMING MAIL SERVER Host Name mail.mithiskyconnect.com Username smith@mithiskyconnect.com Password ••••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0	INCOMING MAIL SERVER Host Name mail.mithiskyconnect.com Username smith@mithiskyconnect.com Password ••••••••••••••••••••••••••••••••••••	INCOMING MAIL SERVER Host Name mail.mithiskyconnect.com Password ••••••••••••••••••••••••••••••••••••	Cancel	New Account	Next	
Host Name mail.mithiskyconnect.com Username smith@mithiskyconnect.com Password OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com	Host Name mail.mithiskyconnect.com Username smith@mithiskyconnect.com Password •••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com	Host Name mail.mithiskyconnect.com Username smith@mithiskyconnect.com Password •••••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0	Host Name mail.mithiskyconnect.com Username smith@mithiskyconnect.com Password •••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ "	Host Name mail.mithiskyconnect.com Username smith@mithiskyconnect.com Password •••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ "				
Username smith@mithiskyconnect.com Password ••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com	Username smith@mithiskyconnect.com Password ••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com	Username smith@mithiskyconnect.com Password ••••••••••••••••••••••••••••••••••••	Username smith@mithiskyconnect.com Password •••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ "	Username smith@mithiskyconnect.com Password OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ "	Host Name	mail.mithiskyconn	ect.com	1. Enter server name
Password •••••••••••• OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com	Password ••••••••••••••••••••••••••••••••••••	Password ••••••••••••••••••••••••••••••••••••	Password ••••••••••••••••••••••••••••••••••••	Password ••••••••••••••••••••••••••••••••••••	Username	smith@mithiskycon	nect.com	
OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com	OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com	OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com	OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ "	OUTGOING MAIL SERVER Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ "	Password	•••••		User id and Password
Host Name mail.mithiskyconnect.com	Host Name mail.mithiskyconnect.com	Host Name mail.mithiskyconnect.com	Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ "	Host Name mail.mithiskyconnect.com 1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ "	OUTGOING M	AIL SERVER		account
		1 2 3 4 5 6 7 8 9 0	1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ "	1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ "	Host Name	mail.mithiskyconn	ect.com	
1 2 3 4 5 6 7 8 9 0 - / : ; () ₹ & @ " !+= . , ? ! ' ≪	- / : ; () ₹ & @ " *= . , ? ! ' <>	#+= . , ? ! ' 🛛	#+= . , ? ! ' 🖾		ABC	space	return	

Step 5: Provide Outgoing Server Settings

Scroll down and provide Outgoing Mail Server details. Then, tap Next.

i. Hostname: Enter server name.

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

ii. Username and Password: Provide User id and the password associated with the account. If you are using Mithi SkyConnect Trial account, provide user id and password which you have received in the Welcome Mail.

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



iii. iOS verifies the settings provided and connects using SSL to the server by default. After successful verification, save the configured account on your device.

No SIM 🗢	11:43 am	÷ 🕞 +
$\beta_{r_1}^{\rm of}$	Verifying	
Email	smith@mithiskyco	nnect.com
Description	Mithiskyconnec	:t
INCOMING MAIL	SERVER	
Host Name	mail.mithiskycon	nect.com
Username	smith@mithiskyco	nnect.com
Password	•••••	
OUTGOING MAIL	SERVER	
Host Name	mail.mithiskycon	nect.com
Username	smith@mithiskyco	nnect.com
Password	•••••	

Step 6: Save the account

i. Tap to Save the account on your device.



ii. Now, your account is configured and listed under Accounts section on your device.



By default iPhone save a copy of an email sent in the Sent folder on iPhone. It is a good practice to save it on the server. To save a copy of an email sent on the server, refer the steps mentioned in the Manage your email account configured on your iOS device (https://docs.mithi.com/home/how-to-access-email-using-native-mail-application-on-an-ios-device#manage-your-email-account-configured-on-your-ios-device)

Configure a POP email account on your device

Step 1: Go to the Add Account screen

i. Go to the Settings screen.



- ii. On the Settings screen, tap Mail.
- iii. Tap Add Account.



iv. Tap Other.

No SIM 令	12:12 pm	
🗙 Mail	Add Account	
0	lCloud 🌰	
	🛿 Exchange	
	Google [*]	
	YAHOO!	
	Aol.	
0	Outlook.com	
	Other	

v. Tap Add Mail Account.

No SIM 🗢 5:31 pm	• 💽 •
Add Account Other	
MAIL	
Add Mail Account	>
CONTACTS	
Add LDAP Account	>
Add CardDAV Account	>
CALENDARS	
Add CalDAV Account	>
Add Subscribed Calendar	>

Step 2: Provide account information

i. Enter your account information and then tap Next.



Step 3: Choose account type

i. Make sure POP option is selected at the top.

No SIM 🗢	11:43 am	÷ 🗆 ب
Cancel	New Account	Next
IMA	P Pi	OP
Name	Smith	
Email	smith@mithiskyco	nnect.com
Description	n Mithiskyconned	rt
NCOMMON		
INCOMING N	MAIL SERVER	
123	4 5 6 7	890
- / :	; () ₹	& @ "
#+=	, ? !	•
ABC	space	return

Step 4: Provide Incoming Server Settings

Scroll down and enter Incoming and Outgoing Mail Server details.

i. Hostname: 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) to know the server settings required to configure your account.

ii. Username and Password: Provide User id and the password associated with the account. If you are using Mithi SkyConnect Trial account, provide user id and password which you have received in the Welcome Mail.

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

iii. iOS verifies the settings provided and connects using SSL to the server by default. After successful verification, save the configured account on your device.

No SIM 🗢	11:43 am	@ 🕞 f
1	Verifying	
Email	smith@mithiskycon	nect.com
Description	Mithiskyconnect	:
INCOMING MAI	L SERVER	
Host Name	mail.mithiskyconn	ect.com
Username	smith@mithiskycon	nect.com
Password	•••••	
OUTGOING MA	IL SERVER	
Host Name	mail.mithiskyconn	ect.com
Username	smith@mithiskycon	nect.com
Password	•••••	

Step 5: Save the account

i. Tap to Save the account on your device.



ii. Now, your account is configured and listed under Accounts section on your device.

No SIM 🗢	11:45 am	@ 🕞 f
Settings Ma	ail, Contacts, Cale	endars
ACCOUNTS		
ACCOUNTS		
iCloud Contacts, Calend	dars, Safari and 6 more	>
Gmail Inactive		>
Support@ghare	da	>
Mithiskyconne Mail, Notes	ct	>
Mithi Contacts Contacts		>
Mithi Calendar Calendars, Remi	nders	>
Add Account		>
Fetch New Dat	a	Push >

Manage your email account configured on your iOS device

View your mailbox

From home screen tap the mail icon and choose your account to view emails from your mailbox.

- Now you can compose your message, add attachments to the message and send it to required recipients.
- Tapping the To / Cc / Bcc field, application displays a list contacts on your mobile. Choose the required contact from the list.
- You can access all the shared / global contacts of your organization, configure an LDAP account on your iOS device.
- Also, if required you can import your personal contacts to your mobile device.



View IMAP folders

Note: You can access all the IMAP folders on your mobile only If you have configured an IMAP type of account on your device.

iPhone mail application syncs all the IMAP folders from server to your device automatically. To view IMAP folders, tap your account from Inbox screen.



Set default mail account

If you have configured multiple email accounts on your iPhone, you can set a default mail account from the list. Default account setting option is visible only when multiple accounts are configured on your device. To set your email account as a default account:

- Go to the Home screen and choose Settings => Mail, Contacts, Calendars
- Then, scroll down, tap Default Account and then choose your account.



Save a copy of an email sent on the server

If you are using a POP type of account you need to customize settings on mobile to save a copy of an email sent in the Sent Items folder on the server. Follow the steps as given below.

- Go to the Advanced settings of the mail account.
- Tap to choose the Sent Mailbox settings.
- Here, choose the Sent Items folder on the server.

TIP: To navigate to the Advanced Settings screen:

- Go to Home screen and choose Settings => Mail
- Tap to choose your mail account.
- Scroll down and choose Advanced option.

No SIM 奈 1:0	3 pm ®	• • • • • •	No SIM 奈	and	3:01 pm	۵ 🖬
Account Adva	anceu		Auvan	ceu		
MAILBOX BEHAVIOUR	S		ON THE S	SERVER		
Drafts Mailbox		>	🖂 In	box		
Sent Mailbox			6	And	roidMessage	es
Deleted Meilbox			6	chat		
Deleted Malibox		-	E	Draf	ts	
Archive Mailbox		>	F	Pav	Slips	
MOVE DISCARDED ME	SSAGES INTO:		F	Pers	onalMails	
Deleted Mailbox		~		Sent	+	
Archive Mailbox] Sent	t Items	
DELETED MESSAGES				Sent	Messages	
Remove	After one wee	k >		spar	n	
				Trae	b	

Save a copy of a draft on the server

Note: You can access all the IMAP folders on your mobile only If you have configured an IMAP type of account on your device.

By default iPhone saves the draft in the Drafts folder on iPhone. It is a good practice to save it on the server. To save a draft on the server:

- Go to the Advanced settings of the mail account.
- Tap to choose the Drafts Mailbox settings.
- Here, choose the **Drafts** folder on the server.



TIP: To navigate to the Advanced Settings screen:

- Go to Home screen and choose Settings => Mail
- Tap to choose your mail account.
- Scroll down and choose Advanced option.

Move the deleted email on the server

By default iPhone moves the deleted email in the Trash folder on iPhone. It is a good practice to save it on the server. To move the deleted email in the Trash folder on the server:

No SIM ♥ 1:03 pm	• *	No SIM
MAILBOX BEHAVIOURS		Inbox
Drafts Mailbox	>	AndroidMessages
Sent Mailbox	>	🚞 chat
Deleted Mailbox	>	Drafts
Archive Mailbox	>	PaySlips
		PersonalMails
Deleted Mailbox	~	🛅 Sent
Archive Mailbox		C Sent Items
		Sent Messages
DELETED MESSAGES		🚞 spam
Remove After one wee	k >	Trash 🗸

- Go to the Advanced settings of the mail account.
- Tap to choose the Deleted Mailbox settings.
- Here, choose the Trash folder on the server.

TIP: To navigate to the Advanced Settings screen:

- Go to Home screen and choose Settings => Mail
- Tap to choose your mail account.
- Scroll down and choose Advanced option.

Update Password

- i. Go to Home screen and choose Settings => Mail
- ii. Tap to choose your mail account.
- iii. Tap SMTP => Change password of the account
- iv. Scroll down and choose Advanced option => choose Incoming Server Settings => update password of your account

Set minimum background fetch interval

Schedule minimum background fetch interval to improve the battery life of your iOS device. To set minimum background fetch interval

- i. From home screen, go to Settings => Mail
- ii. Scroll down to tap the Fetch New Data option.

No SIM 令	12:58 pm	۵ ا	-
Settings Mail	, Contacts	, Calendars	5
Add Account			>
Fetch New Data		Push	>
MAIL			
Preview		2 Lines	>
Show To/Cc Lab	el	\bigcirc	
Swipe Options			>
Flag Style		Colour	>
Ask Before Delet	ing	\bigcirc	
Load Remote Im	ages)
Organise By Thre	ead)

iii. Choose the option so that iOS will fetch the data less frequently. If you choose to fetch data foe every 15 minutes, iOS will wake up every 15 minutes for that. This could affect the battery life of the iPhone.

No SIM <a> No SIM <a> 12:58 pm ✓ Settings Mail, Contac	e 🕳	No SIM � 1:02 pm ✓ Mail Fetch New Data 	(
Add Account	>	Holiday Calendar Calendars	Manu	
Fatch New Data	Pueb >	iCloud Contacts, Calendars and 7 more	Manu	
reconnew Data	Publi 7	John@Mithi Mail	Feto	
Preview	2 Lines >	Mark@Mithi Mail	Manua	
Show To/Cc Label	\bigcirc	John Mithi Calendar Calendars, Reminders	Feto	
Swipe Options	>	FETCH		
Flag Style	Colour >	The schedule below is used when push is off or applications that do not support push. For bette		
Ask Before Deleting	\bigcirc	battery life, fetch less frequently.		
Load Remote Images		Every 15 Minutes		
Organise By Thread		Every 30 Minutes		
		Hourly		

Remove account from device

- i. Go to Settings => Mail screen
- ii. Tap to choose your account from the list



iii. Tap Delete to remove your account from your device

