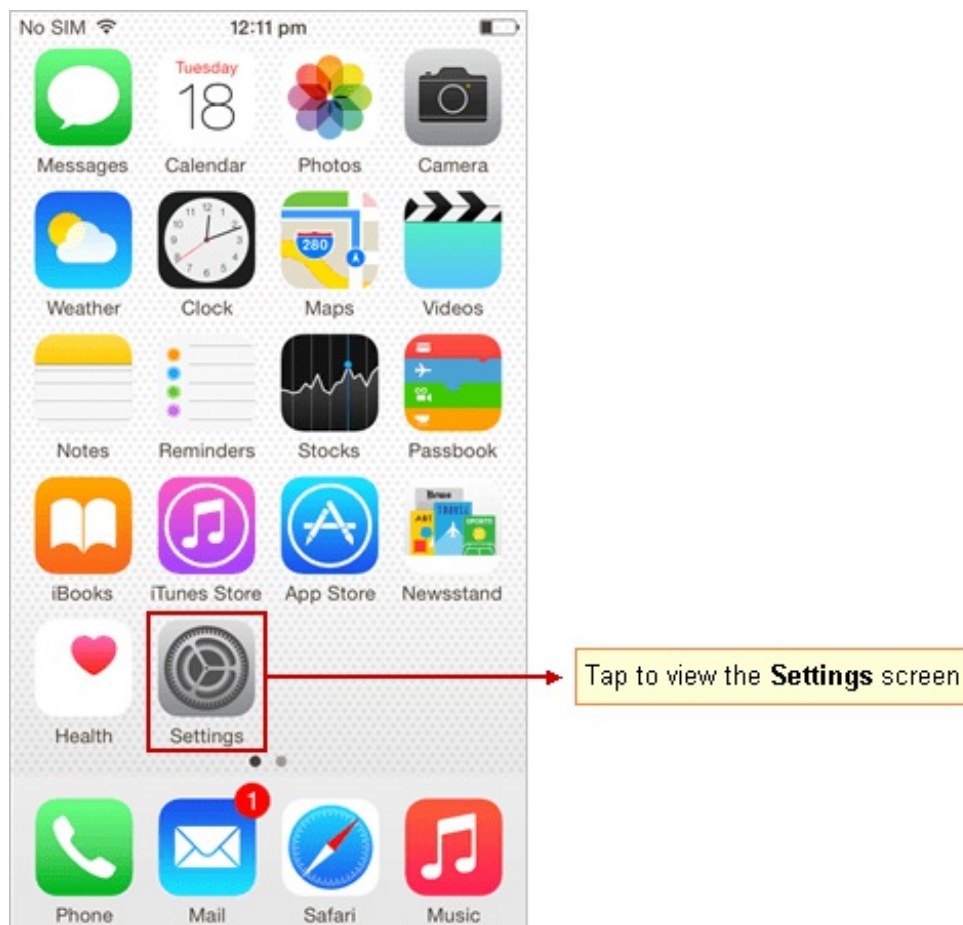


# Native mail app on iOS device

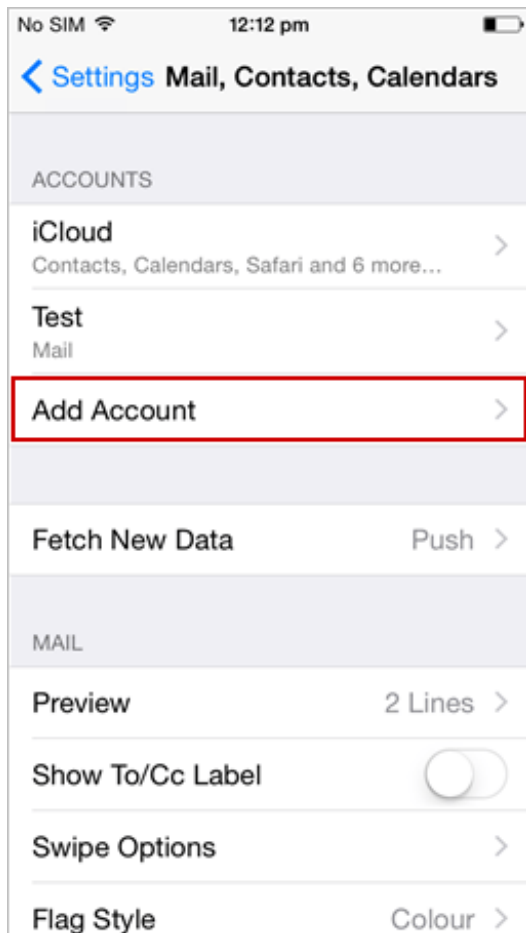
Configure an IMAP email account on your iOS device

Step 1: Go to the Add Account screen

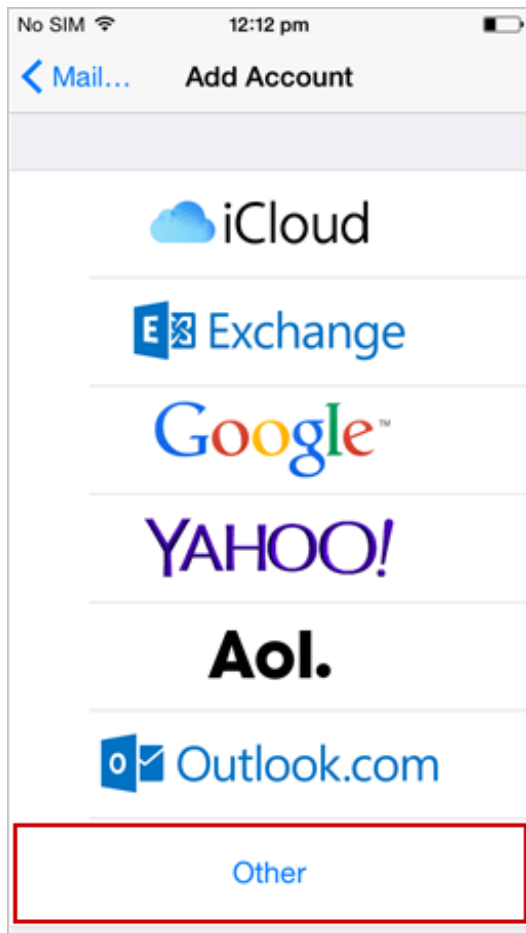
- i. Go to the **Settings** screen.



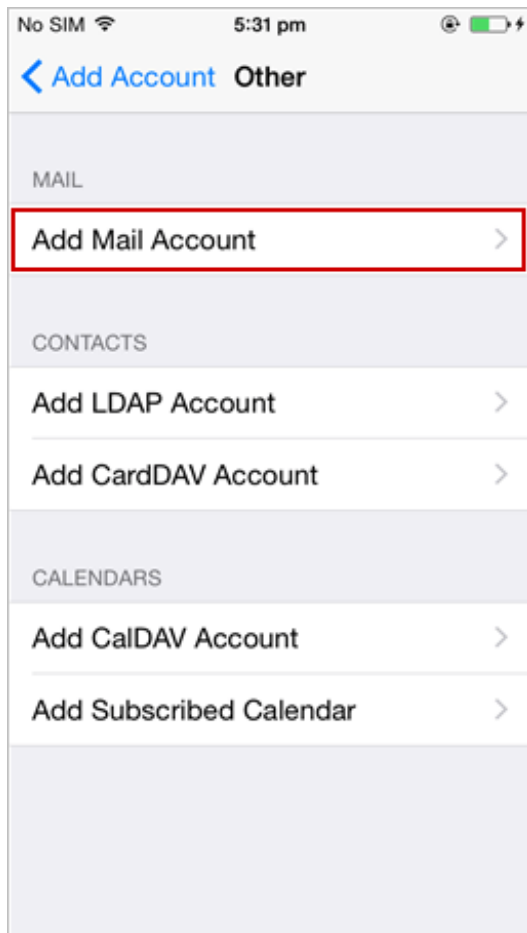
- ii. On the Settings screen, tap **Mail**.
- iii. Tap **Add Account**.



iv. Tap Other.



v. Tap Add Mail Account.



## Step 2: Provide account information

- i. Enter your account information and then tap **Next**.

No SIM 11:40 am

Cancel **New Account** Next

Name Smith

Email smith@mithiskyconnect.com

Password ●●●●●●●●

Description Mithiskyconnect

1 2 3 4 5 6 7 8 9 0

- / : ; ( ) ₹ & @ "

#+= . , ? ! ' ×

ABC space return

Name of the account  
It appears in the **From** header of each email you send using this account.

User id of the account

Password associated with the account

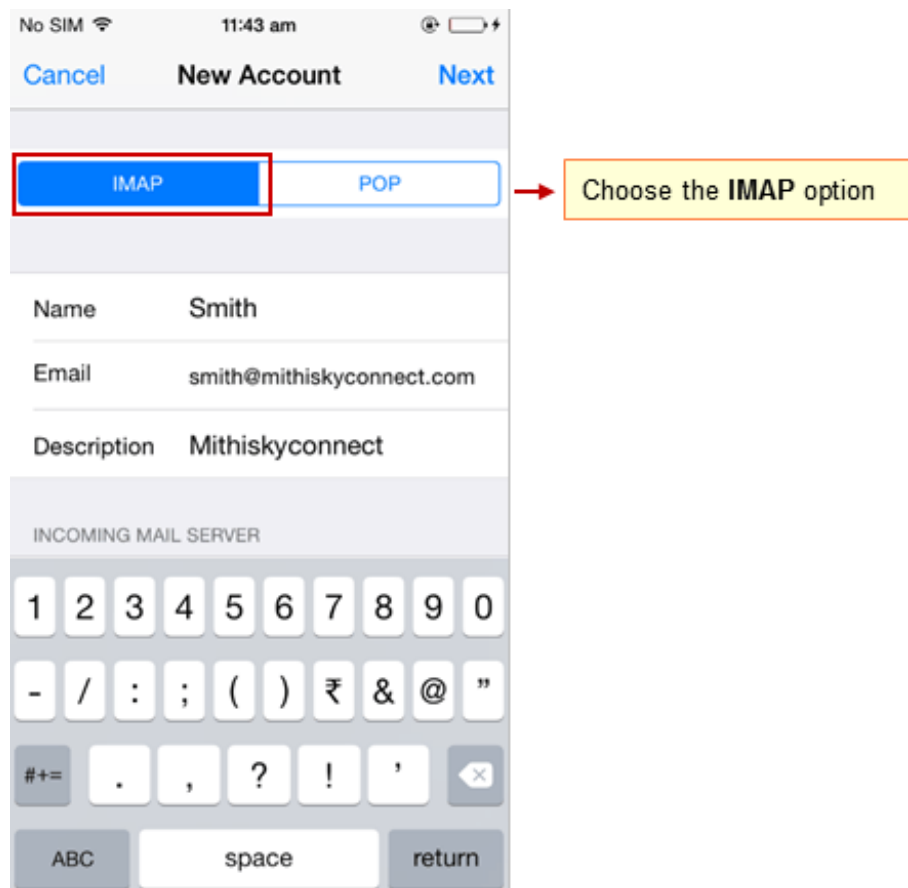
Brief description of the account  
It appears as an account name displayed under list of accounts configured on your device.

**Using MithiSkyConnect trial account?**

Use the **User id** received in the Welcome mail and **Password** provided by the Mithi team

### Step 3: Choose account type

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

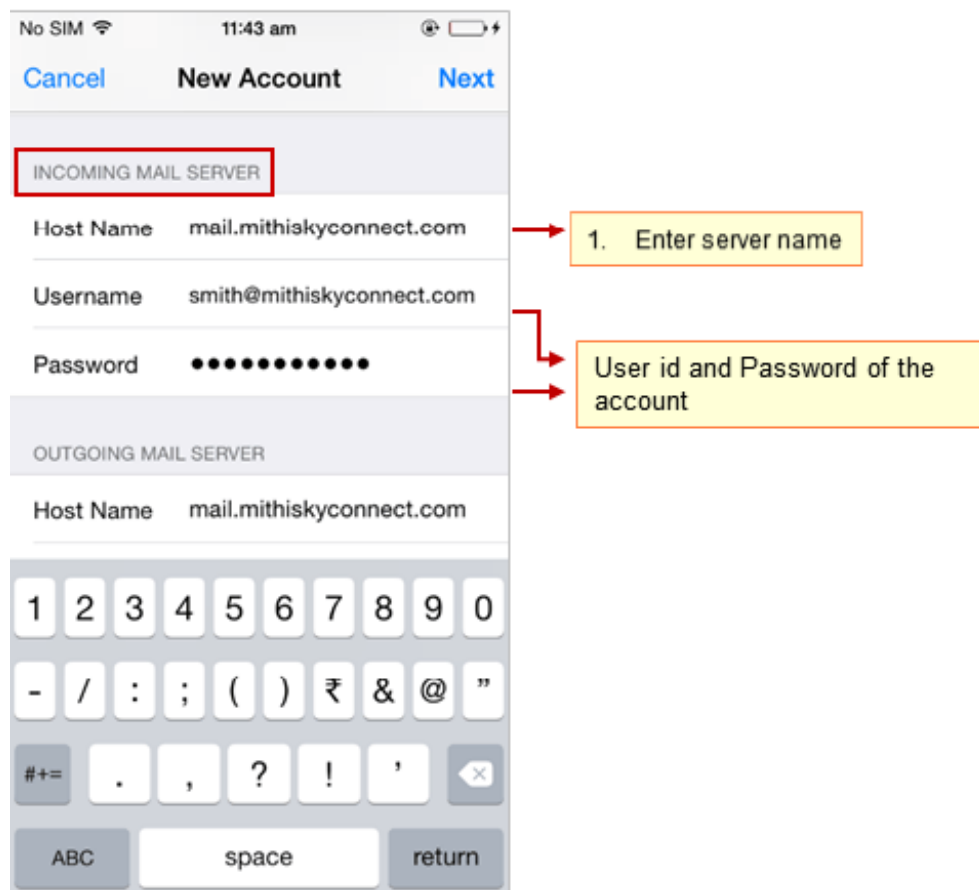


## Step 4: Provide Incoming Server Settings

Scroll down and enter **Incoming Mail Server** details.

- i. **Hostname:** Enter server name.
  - o SkyConnect Trial Account user: Provide the server name as mail.mithiskyconnect.com
  - o 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.



## Step 5: Provide Outgoing Server Settings

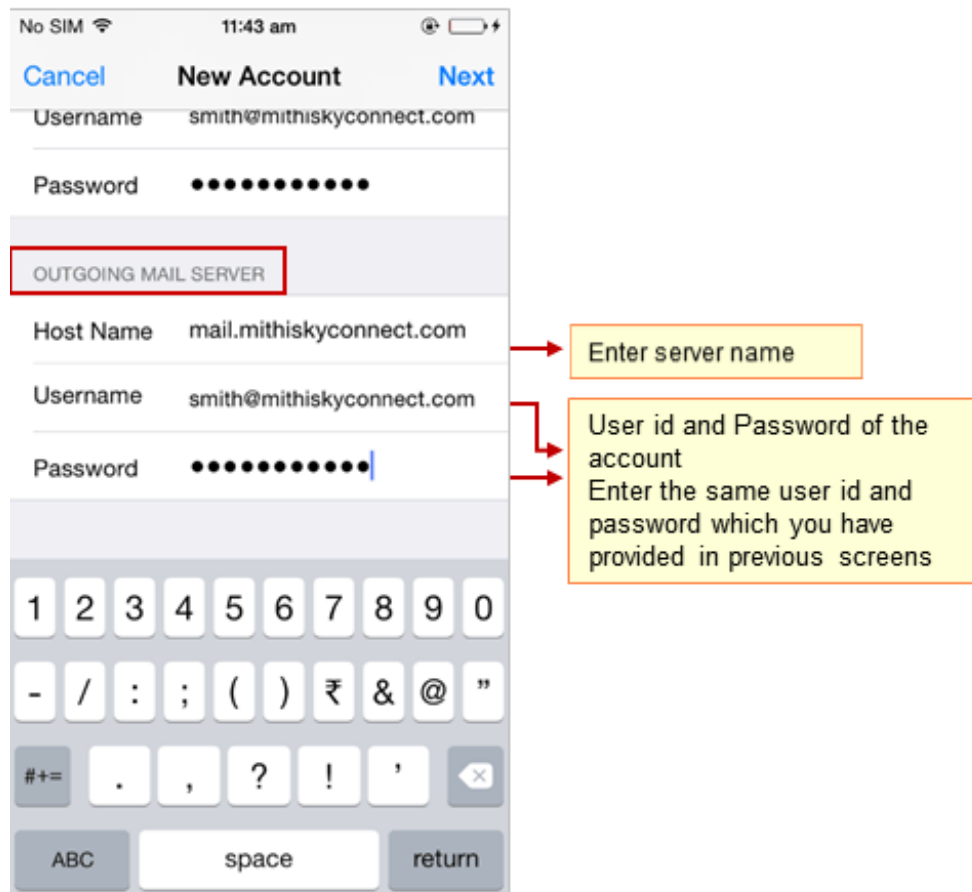
Scroll down and provide Outgoing Mail Server details. Then, tap **Next**.

- i. **Hostname:** Enter server name.

Don't know your server name? [Access the online help](https://docs.mithi.com/home/faqs-on-accessing-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.

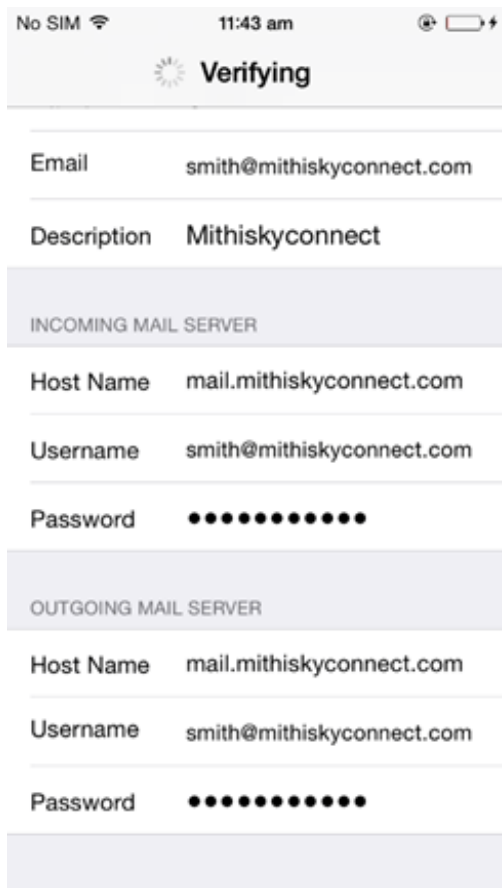
- ii. **Username and Password:** Provide User id and the password associated with the account. If you are using Mithi SkyConnect Trial account, provide user id and password which you have received in the Welcome Mail.

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



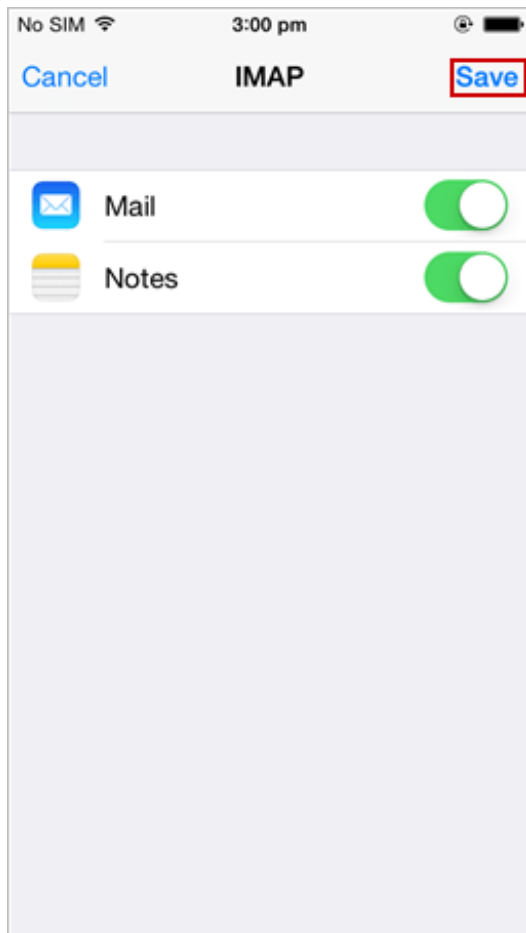
- iii. iOS verifies the settings provided and connects using SSL to the server by default. After successful verification, save the configured account on your device.



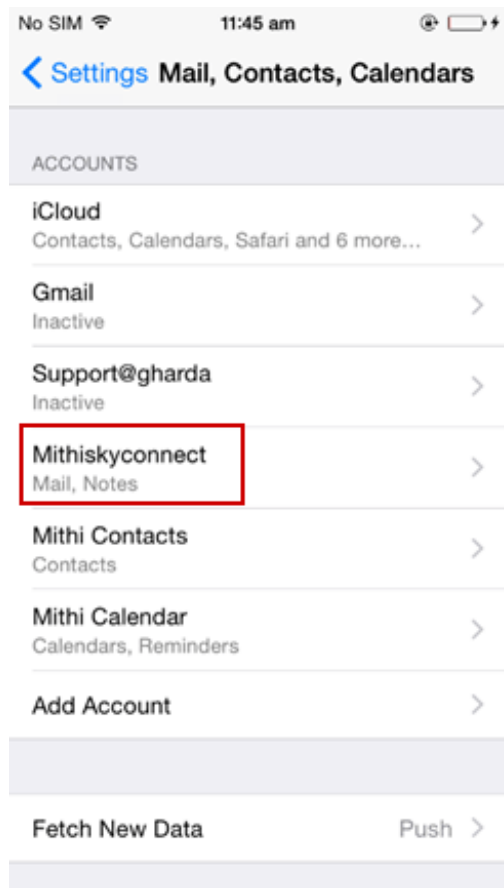


## Step 6: Save the account

- i. Tap to **Save** the account on your device.



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

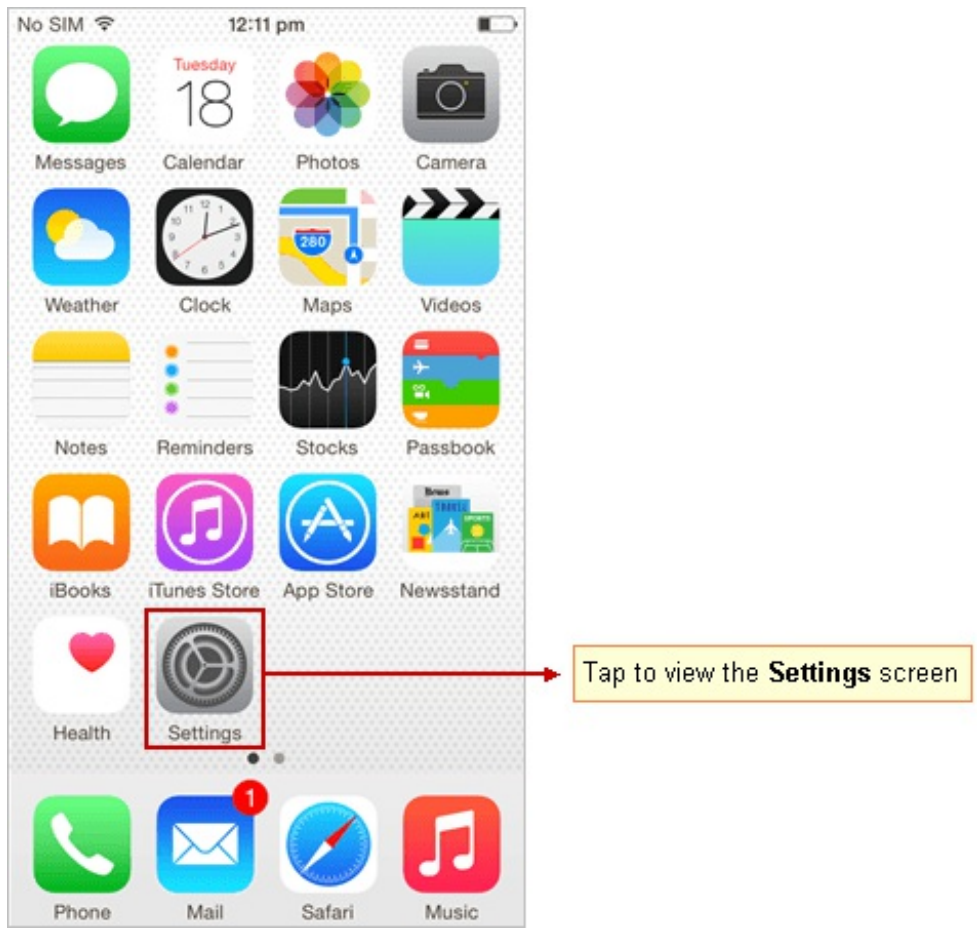


By default iPhone save a copy of an email sent in the Sent folder on iPhone. It is a good practice to save it on the server. To save a copy of an email sent on the server, refer the steps mentioned in the [Manage your email account configured on your iOS device](https://docs.mithi.com/home/how-to-access-email-using-native-mail-application-on-an-ios-device#manage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

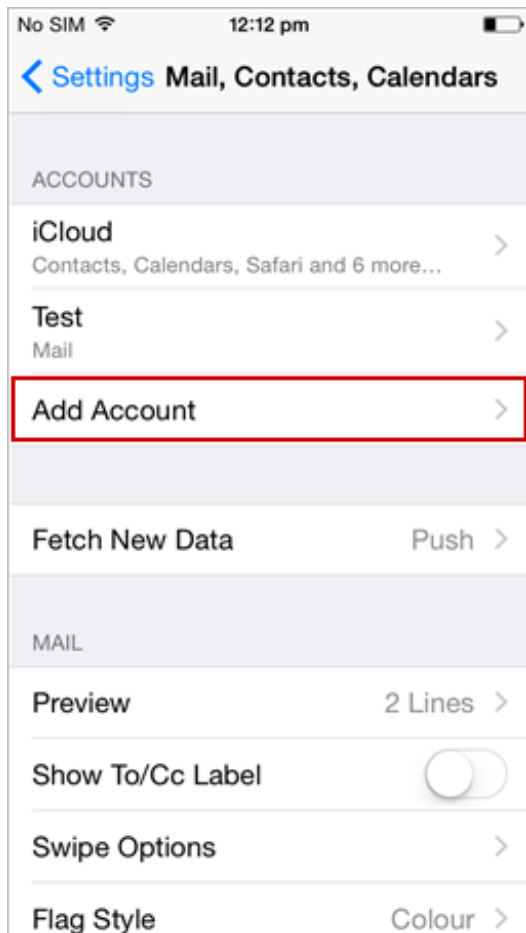
## Configure a POP email account on your device

Step 1: Go to the Add Account screen

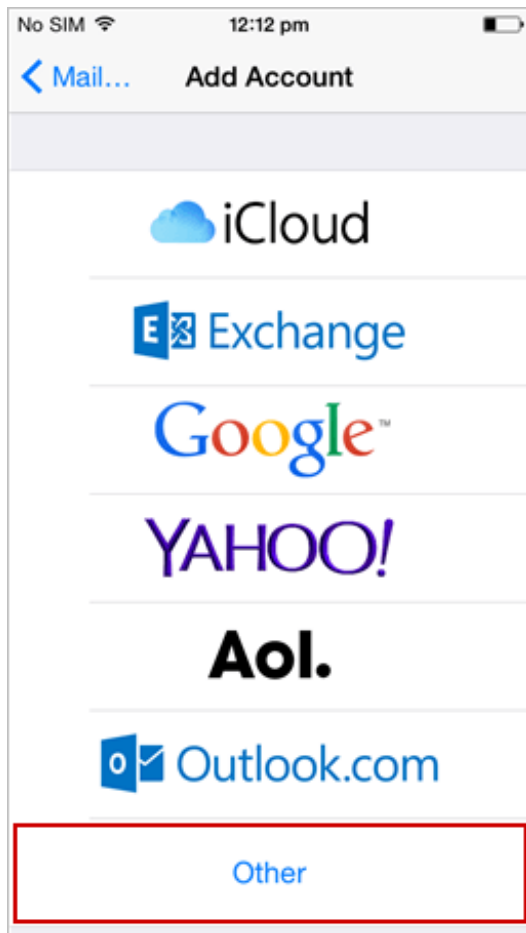
- i. Go to the **Settings** screen.



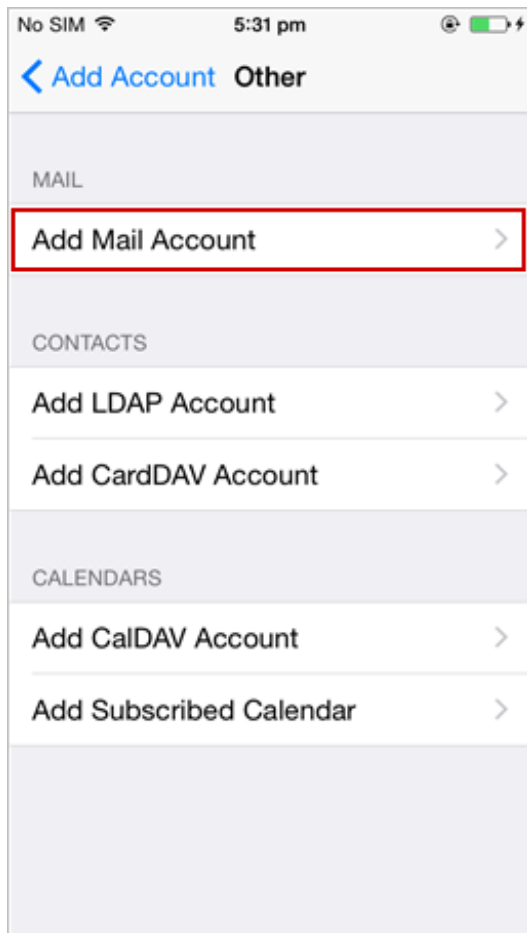
- ii. On the Settings screen, tap **Mail**.
- iii. Tap **Add Account**.



iv. Tap Other.



v. Tap Add Mail Account.



## Step 2: Provide account information

- i. Enter your account information and then tap Next.

No SIM 11:40 am

Cancel **New Account** Next

Name Smith

Email smith@mithiskyconnect.com

Password ●●●●●●●●

Description Mithiskyconnect

1 2 3 4 5 6 7 8 9 0

- / : ; ( ) ₹ & @ "

#+= . , ? ! ' ×

ABC space return

- Name of the account  
It appears in the **From** header of each email you send using this account.
- User id of the account
- Password associated with the account
- Brief description of the account  
It appears as an account name displayed under list of accounts configured on your device.

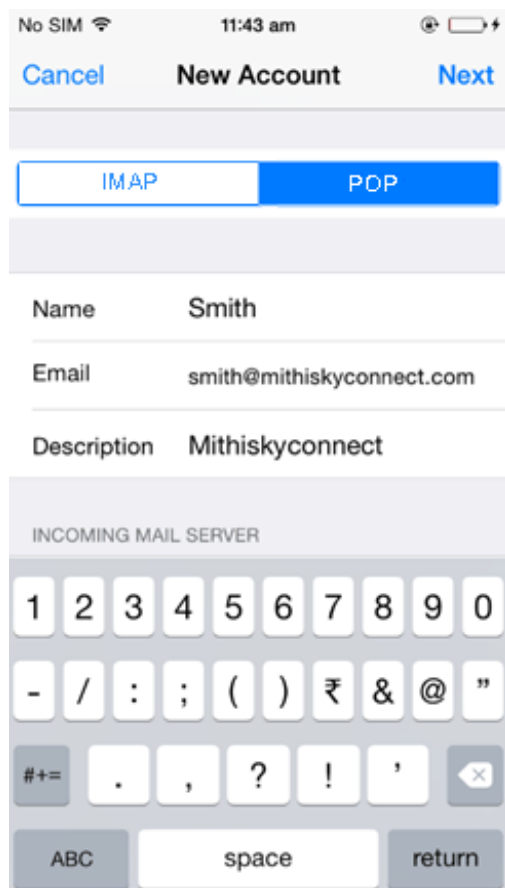
**Using MithiSkyConnect trial account?**

Use the **User id** received in the Welcome mail and **Password** provided by the Mithi team

### Step 3: Choose account type

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





## Step 4: Provide Incoming Server Settings

Scroll down and enter Incoming and Outgoing Mail Server details.

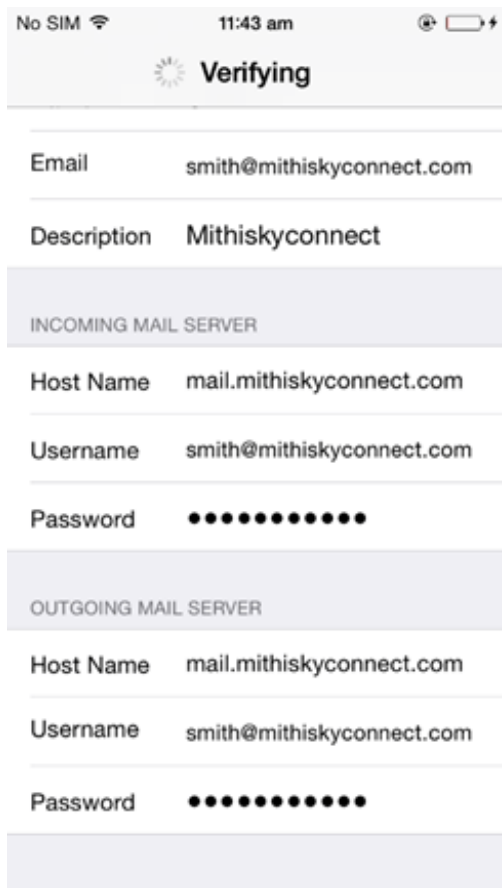
- i. **Hostname:** Enter server name.

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) (<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.

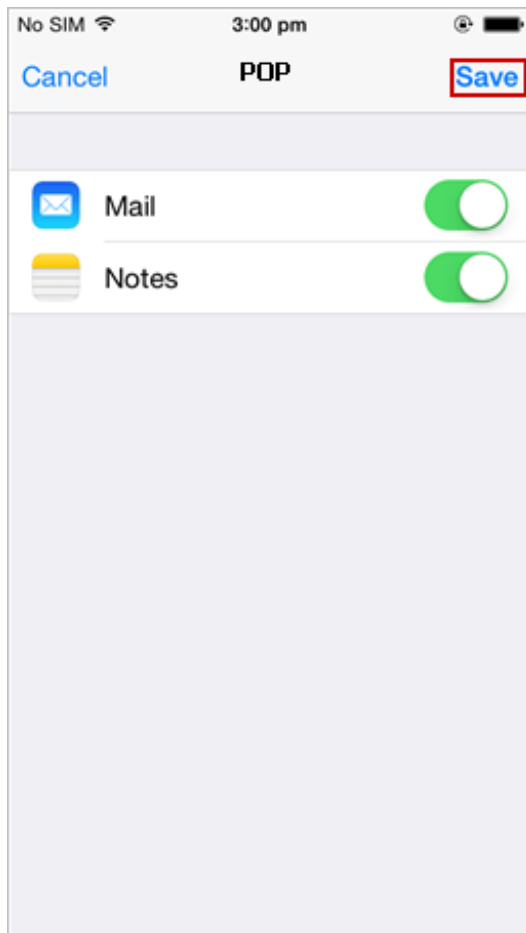
**TIP:** If you change the password in the future, an error occurs and application fails to fetch emails from the server.

- 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.

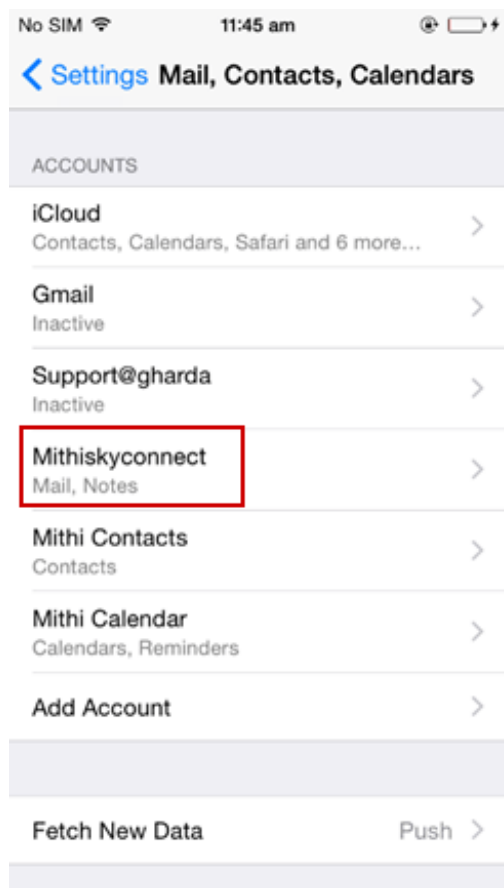


## Step 5: Save the account

- i. Tap to Save the account on your device.



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



## 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.

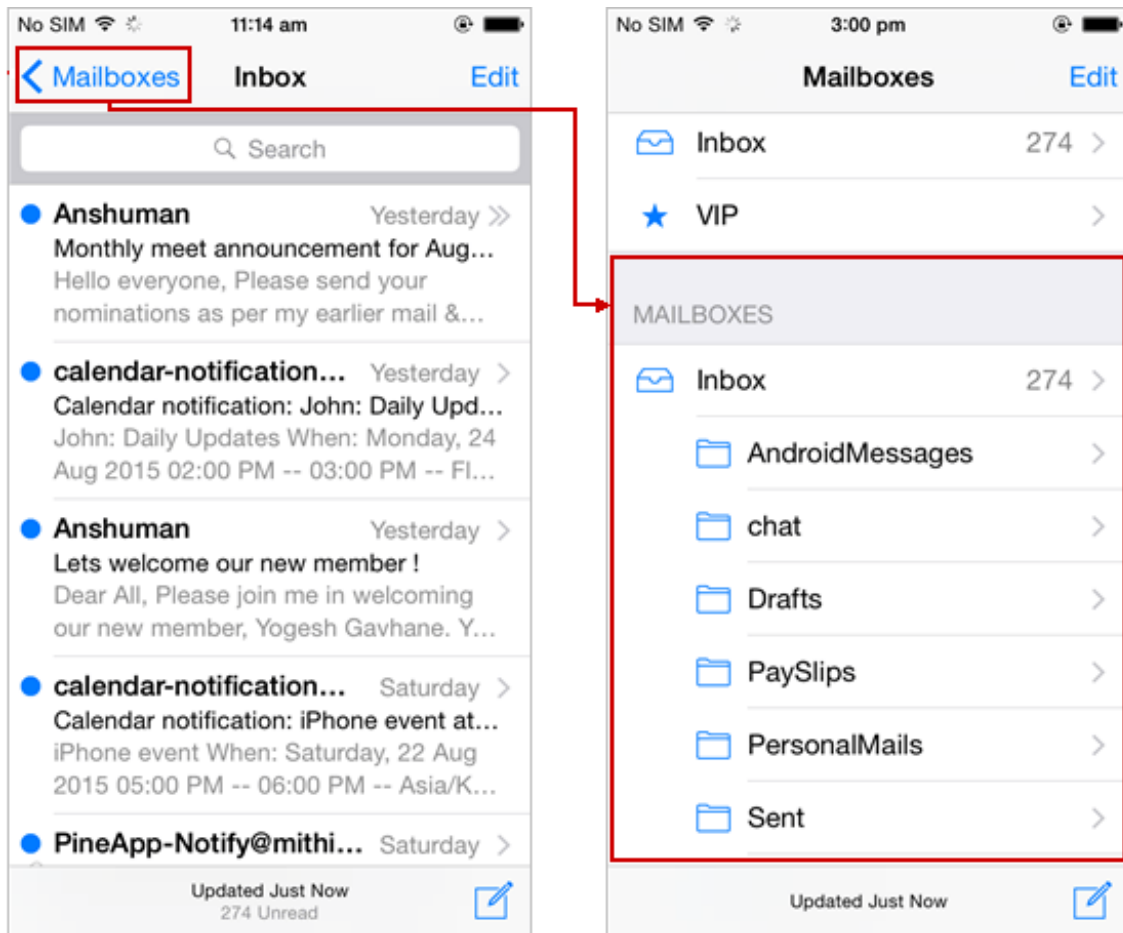
- Now you can compose your message, add attachments to the message and send it to required recipients.
- Tapping the To / Cc / Bcc field, application displays a list contacts on your mobile. Choose the required contact from the list.
- You can access all the shared / global contacts of your organization,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

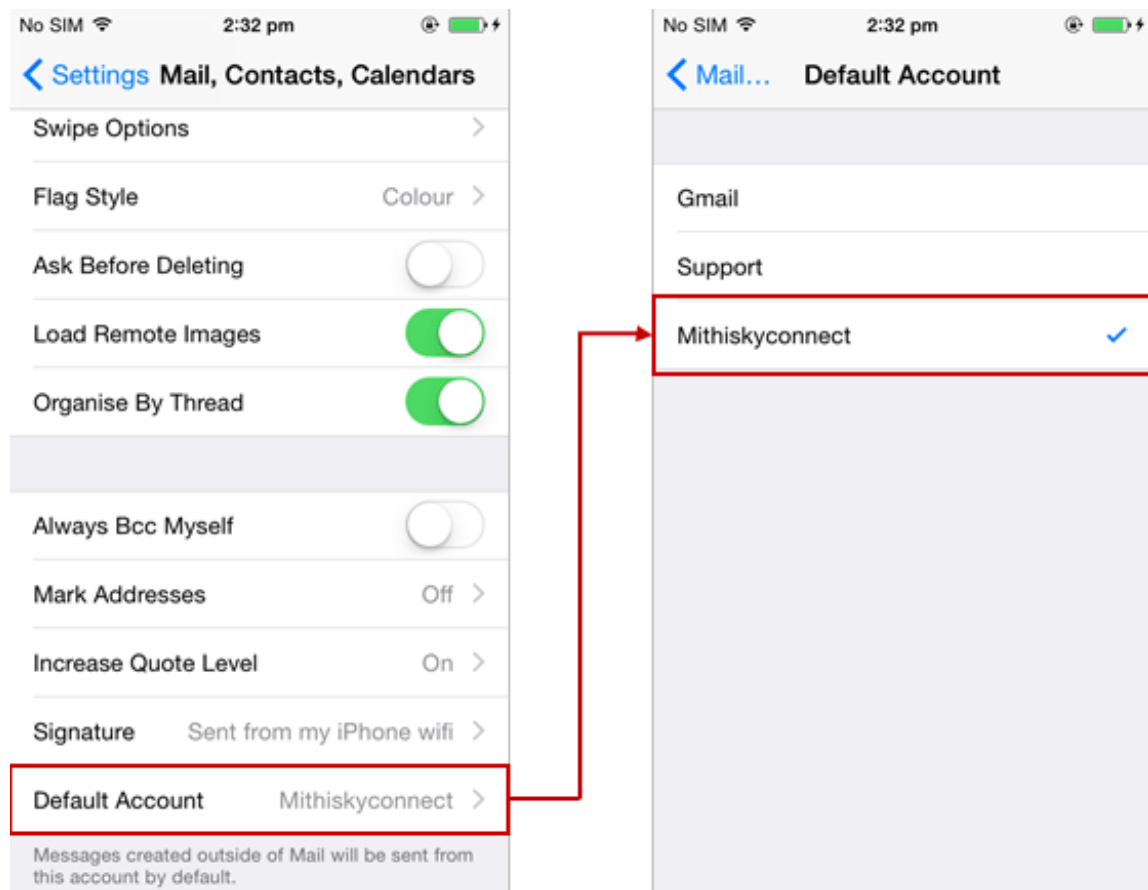
iPhone mail application syncs all the IMAP folders from server to your device automatically. To view IMAP folders, tap your account from Inbox screen.



## 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.



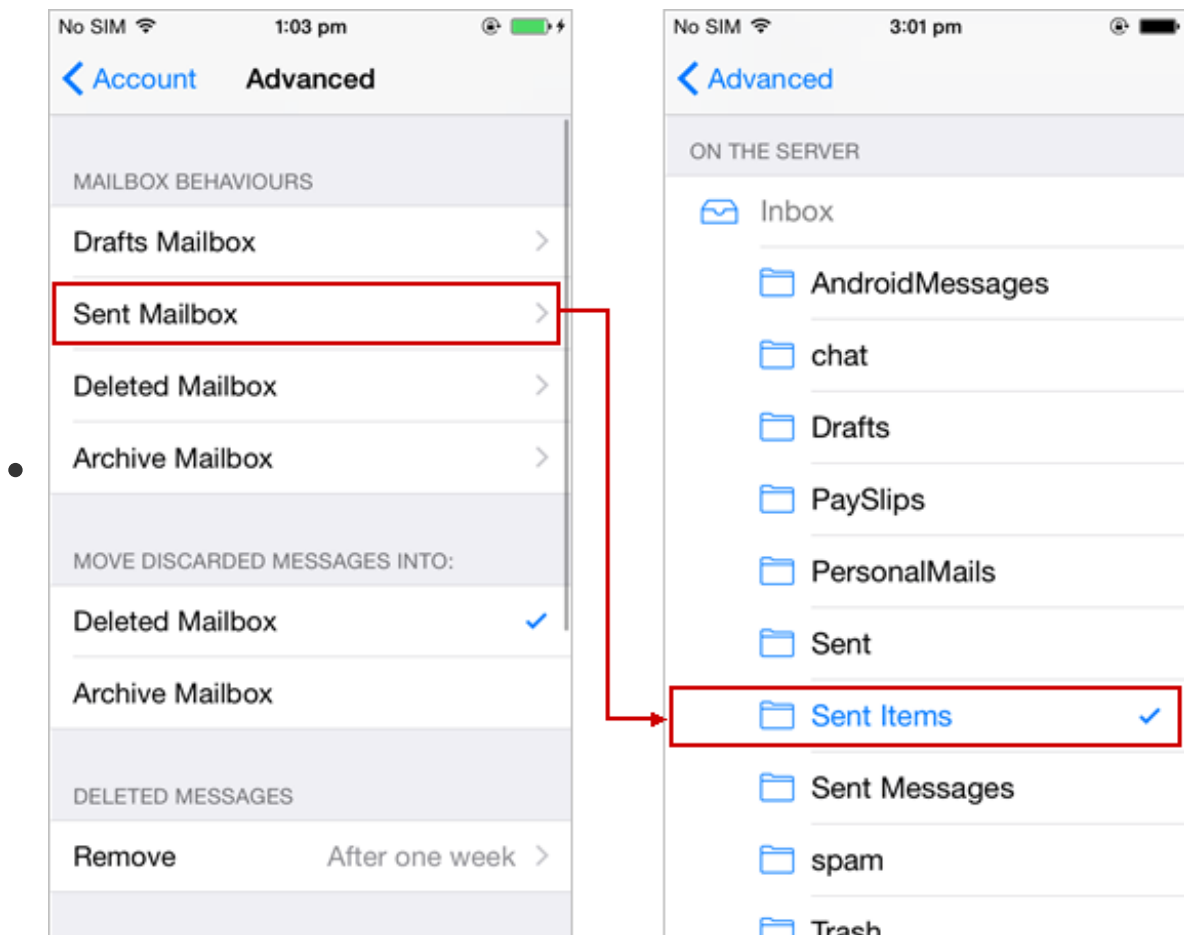
## Save a copy of an email sent on the server

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.



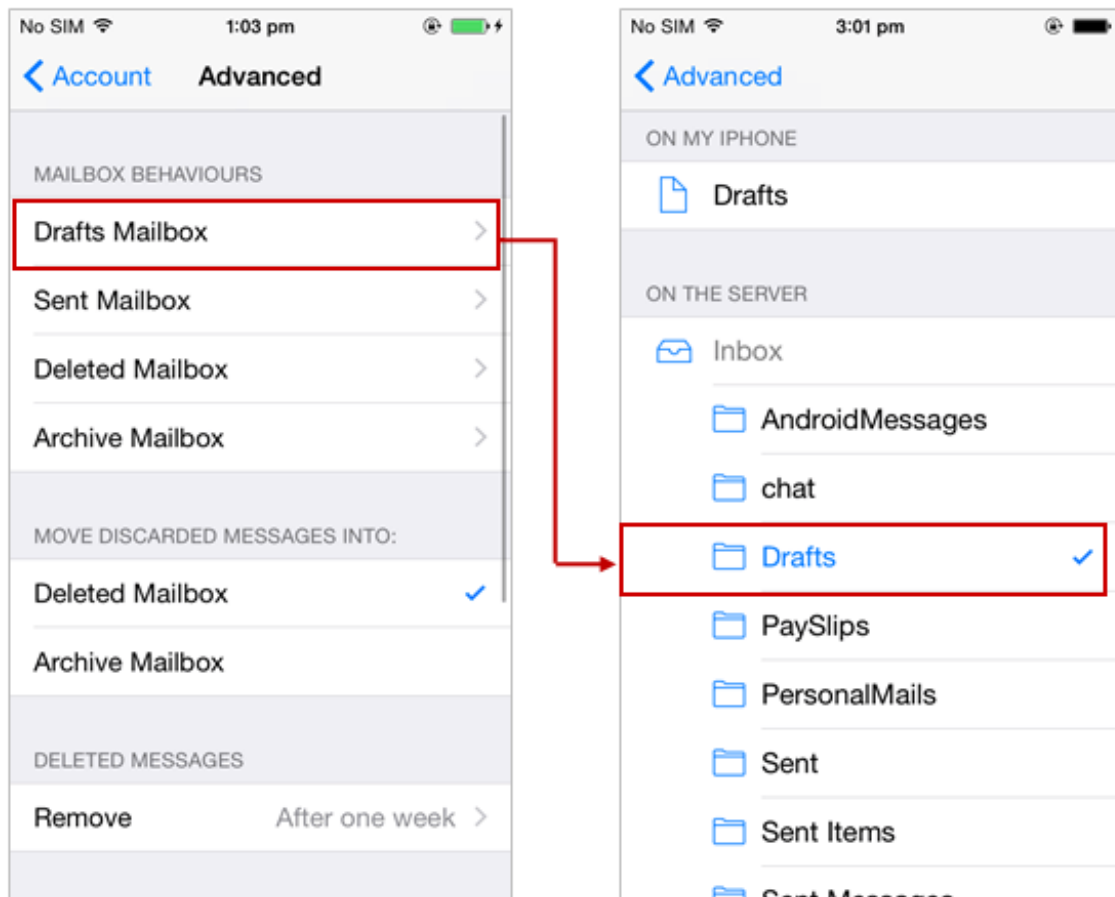
## Save a copy of a draft on the server

**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.



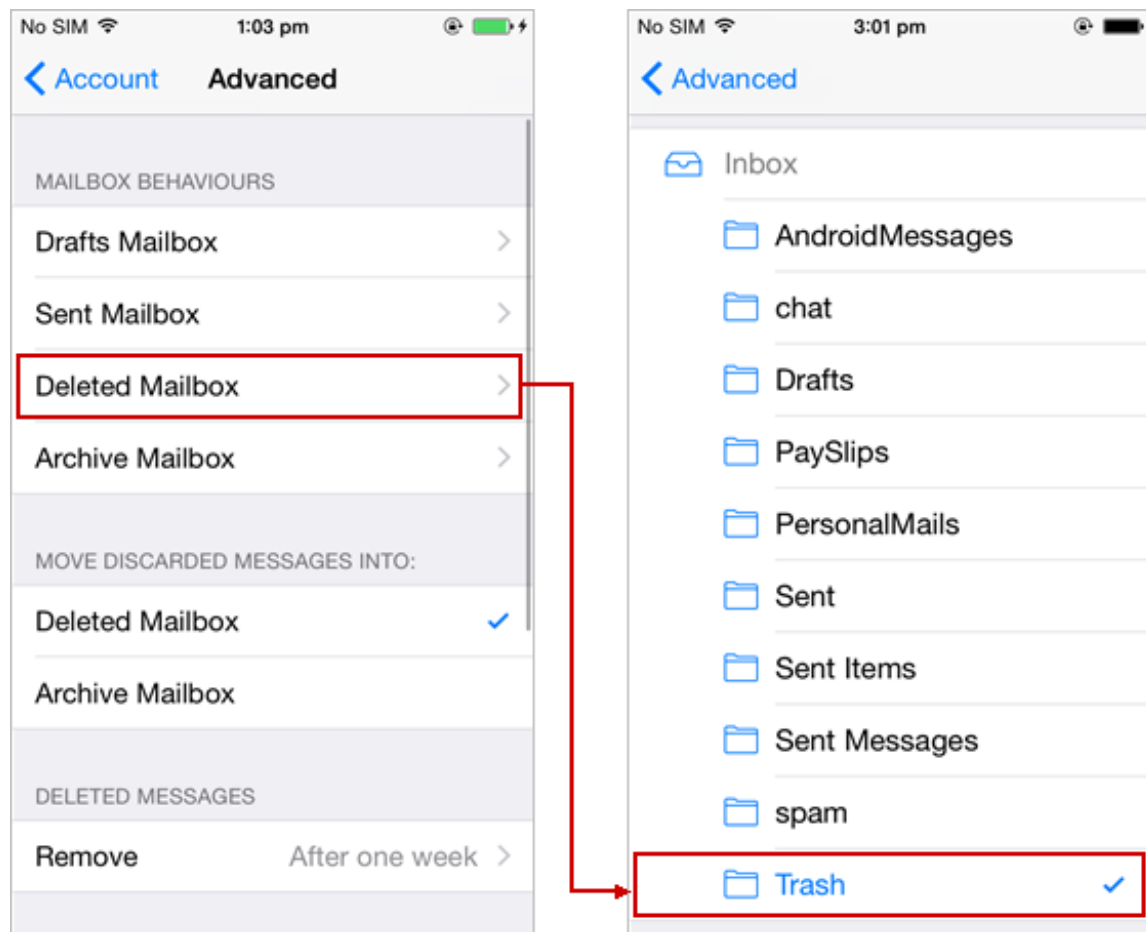


**TIP:** To navigate to the Advanced Settings screen:

- 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:



- 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.

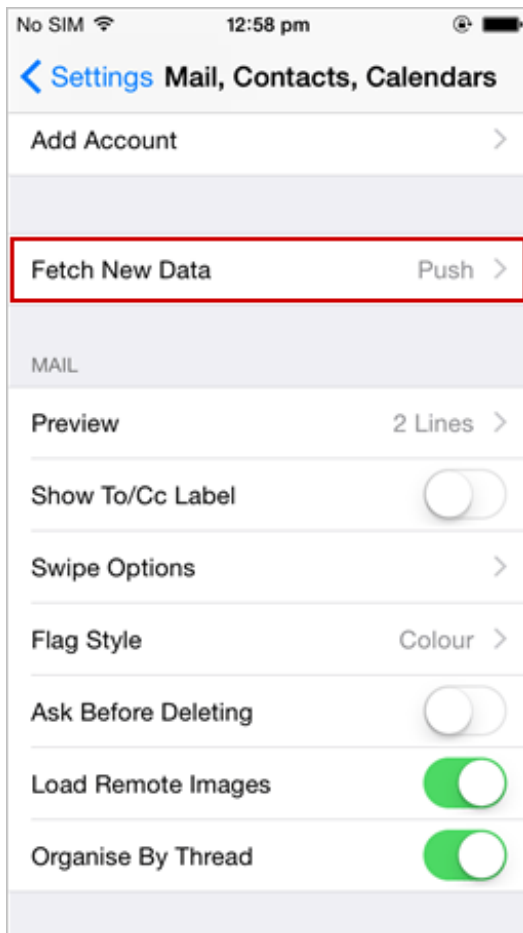
## Update Password

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

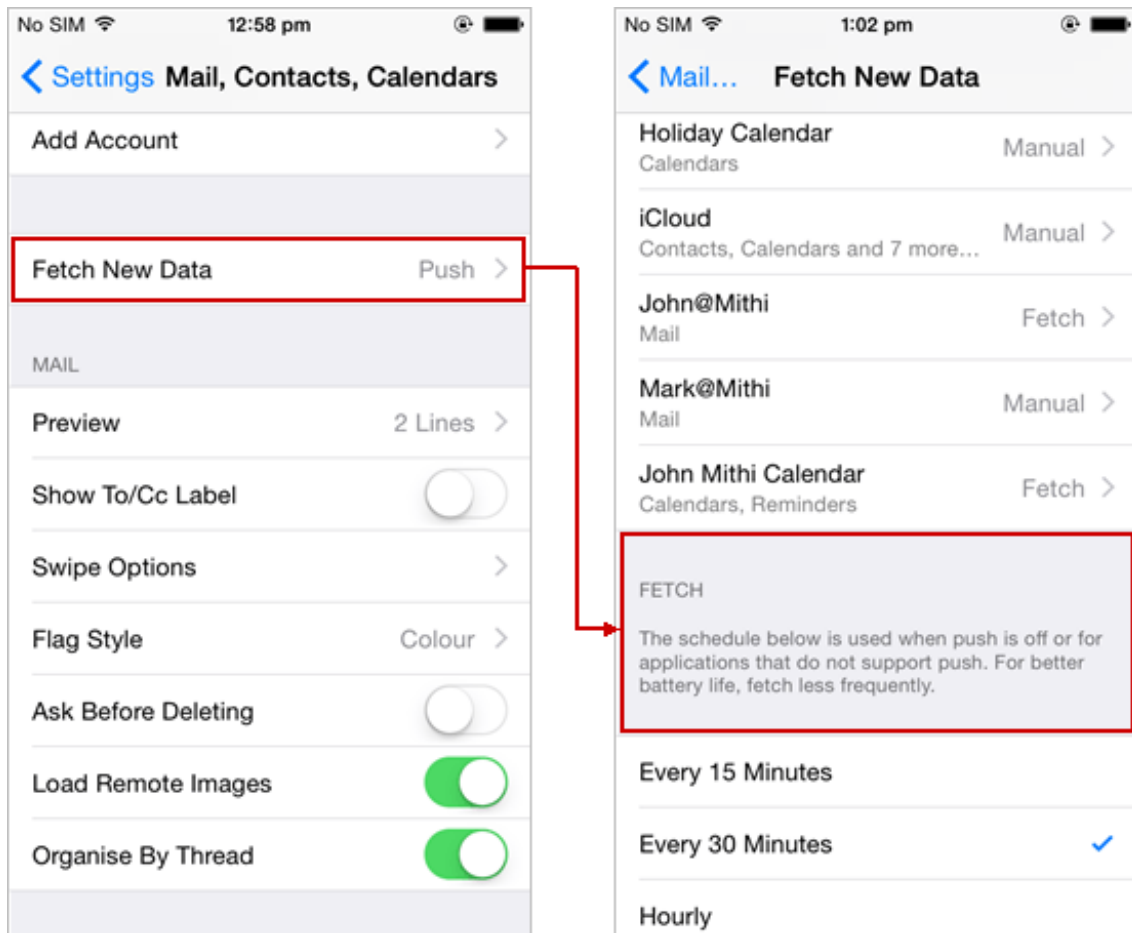
## Set minimum background fetch interval

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.

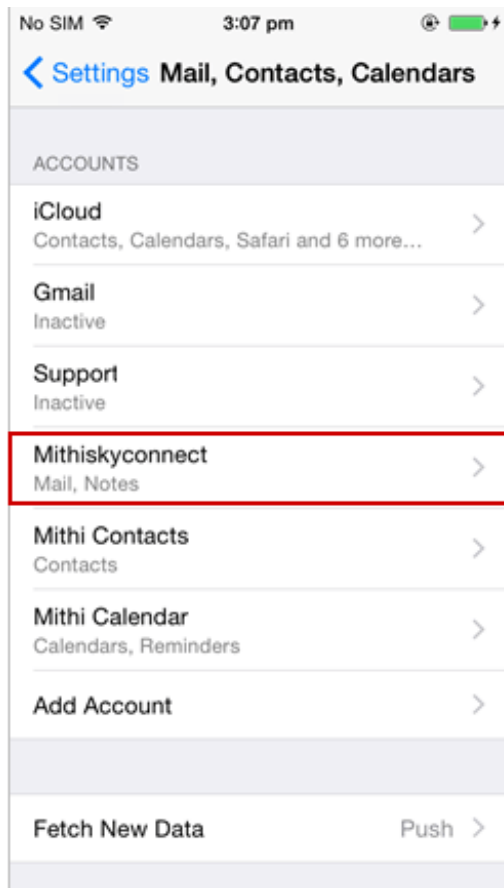


- iii. Choose the option so that iOS will fetch the data less frequently. If you choose to fetch data for every 15 minutes, iOS will wake up every 15 minutes for that. This could affect the battery life of the iPhone.



## Remove account from device

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



1. Go to the **Settings > Mail, Contacts, Calendars** screen

2. Tap to choose the account to be removed from your device

iii. Tap **Delete** to remove your account from your device

