



Troubleshooting guide IMAP on iOS (iPad / iPhone)

I can send mail but I can't receive mail:

1. From you home screen, tap on **Settings**
2. Tap on "**Accounts & Passwords**" (or "**Mail, Contacts and Calendars**" depending on your iOS version)
3. Under Accounts Select your Email Account
4. Click on your Account again
5. Scroll to the bottom of the account screen and click on **Advanced**
6. Scroll to the bottom and under Incoming Settings ensure that "Use SSL" **turn that OFF**
7. Make sure Authentication is set to Password and that your credentials are correct
 - Your user name is your **FULL** email address
 - Your incoming Server is correct (as sent to you by Visualize IT)
 - Port: 143
8. Tap "**Done**"
9. Your mail should be working correctly now

I can receive mail but I can't send mail:

1. From you home screen, tap on **Settings**
2. Tap on "**Accounts & Passwords**" (or "**Mail, Contacts and Calendars**" depending on your iOS version)
3. Under Accounts Select your Email Account
4. Click on your Account again
5. Scroll down and tap on the SMTP server (under **OUTGOING MAIL SERVER**)
6. Tap on the primary server
7. Confirm the following settings are correct
 - User Name is the **full email address**
 - Use SSL is set to OFF
 - Authentication is set to **Password**
 - Server Port is **587**
 - Tap "**Done**"