

To start using your new business email address, follow this how to guide.

If you run into any difficulty, double check the password has been entered correctly as this is the most common reason for the set up to fail.

You will receive your email address password by text or WhatsApp to the mobile number we have on your account record.

You will need to enter your domain name during the setup. Where this guide refers to *your-domain-name*, enter your business domain name for example, *joebloggsplumbers.co.uk*

How do I set up my new business mailbox in Microsoft Outlook?

We make use of 'autodiscover' technology, so that in the majority of cases, Microsoft Outlook can set up your account for you with only an email address and a password.

Automatic Outlook Setup

In Outlook, choose the File tab

Under Account Information, choose Add Account

On the Auto Account Setup page, enter your name, email address, and password, and then choose Next

Choose Finish

Manual Outlook Setup for your mailbox

If automatic setup failed, you can choose Manual setup or additional server types to enter your settings manually. Use these settings:

Account type: IMAP

Incoming mail server: *imap.your-domain-name*

Outgoing mail server: *smtp.your-domain-name*

Incoming server port (IMAP): 993

Use the following type of encrypted connection: SSL

Outgoing server port (SMTP): 465

Use the following type of encrypted connection: SSL/TLS

When setting up your account, please choose More Settings > Outgoing Server and check the box for 'My outgoing server (SMTP) requires authentication'.

You can also set up the account using POP3, however this is not recommended in general as emails will be downloaded to the mail client you connect to the mail server.

Account type: POP3

Incoming mail server: *pop3.your-domain-name*

Outgoing mail server: *smtp.your-domain-name*

Incoming server port (POP3): 995

Use the following type of encrypted connection: SSL

Outgoing server port (SMTP): 465

Use the following type of encrypted connection: SSL/TLS

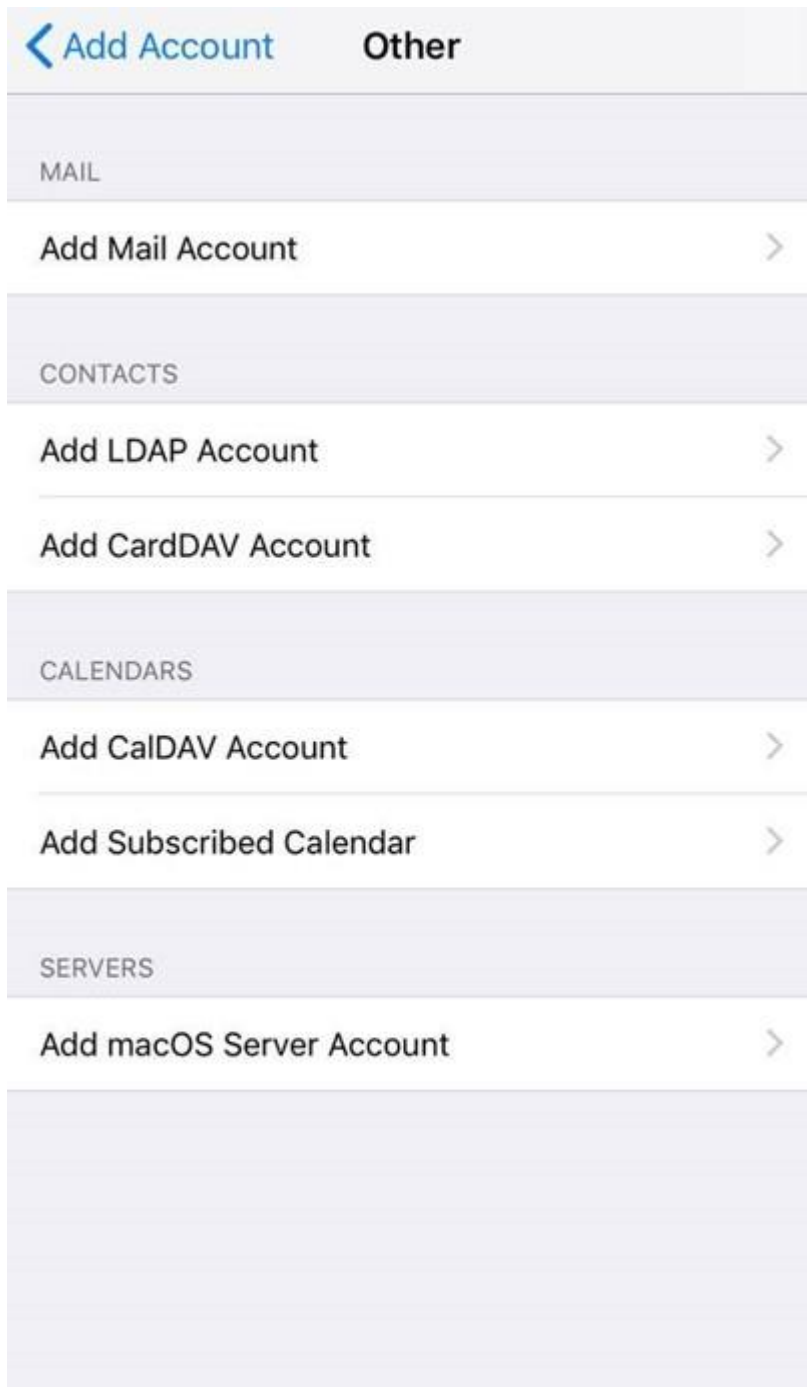
Manual Setup for your mailbox on iPhone

To set up your business email address on an Apple iPhone or iPad, you need to:

- Head to the **Settings** icon and locate the **Accounts & Passwords** option.
- Then select '**Add Account**'.
- Select **Other** from this list.



- Select **Add Mail Account.**



- Input the information requested:

Name: Anything

Email: example@your-domain-name

Password: Mailbox Password (as sent to you via text or WhatsApp)

Description: Work, Business...etc

Cancel	New Account	Next
Name	John Appleseed	
Email	user@example.com	
Password	Required	
Description	My Email Account	

IMAP:

Incoming Mail Server

Host Name: *imap.your-domain-name*

Username: *example@your-domain-name*

Password: Mailbox Password

Outgoing Mail Server

Host Name: *smtp.your-domain-name*

Username: *example@your-domain-name*

Password: Mailbox Password

[Cancel](#) **New Account** [Next](#)

IMAP

POP

Name

John Smith

Email

example@yourdomain.com

Description

My Email Account

INCOMING MAIL SERVER

Host Name

imap.stackmail.com

Username

example@yourdomain.com

Password

●●●●●●●●

OUTGOING MAIL SERVER

Host Name

smtp.stackmail.com

Username

example@yourdomain.com

Password

●●●●●●●●

- Finally, select the mail account and go into the **Outgoing Mail Server** settings. Select **Primary Server**, make sure **SSL is switched on** and the port is set to **587**.