Setting Up Your Business Email

Your new email address is ready. This guide shows you how to read and send it on your phone, your computer, or any web browser. Start by setting your password (page 2), then set up the devices you use.

BEFORE YOU START, HAVE THESE READY

Your email address
For example `jane@yourbusiness.com`

Your email password
The password you chose from the welcome email (see page 2).

YOUR EMAIL SETTINGS

SETTING	WHAT TO ENTER
Account type	`IMAP` (recommended, keeps every device in sync)
Username	Your **full** email address, e.g. `jane@yourbusiness.com`
Password	Your email password
Incoming mail server	`mail.yourdomain.com` Port `993` Security `SSL/TLS`
Outgoing mail server (SMTP)	`mail.yourdomain.com` Port `465` Security `SSL/TLS`
Outgoing sign-in	**Required.** Use the same username and password as incoming.

Important: replace **yourdomain.com** with the part of your email address after the @. If your email is `jane@acmeplumbing.com`, your server is `mail.acmeplumbing.com`. These match the settings shown for your account under **Connect Devices** in webmail.

CHECK EMAIL FROM ANY BROWSER: WEBMAIL

`https://yourdomain.com/webmail`

Replace **yourdomain.com** with your website address. If your email is `jane@acmeplumbing.com`, go to **acmeplumbing.com/webmail**. Sign in with your full email address and password.

Set your password DO THIS FIRST

When your new email address is created, a welcome email is sent to your **other** email address (your personal or current email). It contains a link to choose your password.

1. In your other email account, look for a message from **"cPanel on yourdomain.com"** with the subject **"[yourdomain.com] Welcome to your new account: `jane@yourbusiness.com`"**. If it hasn't arrived within a few minutes, check your **Spam** or **Junk** folder.
2. The email starts with **"Welcome to yourdomain.com!"** and **"Your new account username is …"**. That username is your new email address. You can ignore the technical details below it.
3. Click the long link after **"Note: You can set the password for this account at the following URL"**. This one-time link contains your email address and the word **invitation**. Click it from the email; a secure page opens.
4. Type a password in **New Password**, then type it again in **Confirm Password**.
   - The strength meter must show the password is strong enough. Use 12 or more characters mixing upper and lower case letters, numbers and a symbol.
   - Or click **Generate** to create a strong password. Save it somewhere safe before you continue.
5. Click **Set Password**. You can now sign in to webmail and set up your devices.

> **Link expired or not working?** The link works once and expires after 48 hours. Use **Reset Password** below instead. It sets your first password the same way.

Reset Password (or set it if the link expired)

A security code is sent to the other email address on file for your account (the one that received the welcome email).

1. Go to **https://yourdomain.com/webmail**, click **Reset Password** below the sign-in box, enter your **full email address** and submit.
2. Under **Contact Email Address**, type your other email address in full (the page shows a hint) and click **Send Security Code**.
3. In your other email account, open **"Account password reset for …"** and copy the **security code**.
4. Enter the code **in the same browser window**, then choose and confirm your new password.

Change your password while signed in to webmail

1. Sign in at **yourdomain.com/webmail** and open **Password & Security** (on the webmail home page or in the account menu at the top right).
2. Enter and confirm the new password, then click **Change Password**.

> **After any password change:** enter the new password on every phone, computer and app where your email is set up, or they will stop receiving mail.

iPhone & iPad MAIL APP

These steps use the Mail app that comes with your iPhone or iPad.

1. Open **Settings** › **Apps** › **Mail** › **Mail Accounts** › **Add Account**.
   - On older iPhones (iOS 17 and earlier): **Settings** › **Mail** › **Accounts** › **Add Account**.
2. Tap **Other** (at the bottom of the list), then **Add Mail Account**.
3. Fill in the form and tap **Next**:
   - **Name:** the name people will see, e.g. Jane Smith
   - **Email:** your full email address
   - **Password:** your email password
   - **Description:** anything you like, e.g. Work Email
4. At the top, make sure **IMAP** is selected (it turns blue).
5. Under **Incoming Mail Server** enter:
   - **Host Name:** `mail.yourdomain.com`
   - **User Name:** your full email address
   - **Password:** your email password
6. Under **Outgoing Mail Server** enter the **same three things**: host name `mail.yourdomain.com`, your full email address and your password. (They may say "Optional." Fill them in anyway.)
7. Tap **Next**. Wait for the check marks, make sure **Mail** is turned on, then tap **Save**.

Done! Open the Mail app. Your new account appears under **Mailboxes**. Send yourself a test message to make sure everything works.

If it can't send or shows "Cannot Verify Server Identity"

1. Go back to **Mail Accounts**, tap your new account, then tap the account (email address) at the top.
2. Check that both host names are exactly `mail.yourdomain.com` (with your real domain).
3. Tap **Advanced**: **Use SSL** ON, **Server Port** `993`.
4. Go back, tap **SMTP** › **mail.yourdomain.com**: **Use SSL** ON, **Authentication** Password, **Server Port** `465`. Tap **Done**.

Android GMAIL APP

Every Android phone has the Gmail app, and it works with any email address, not only Gmail. Menu names can differ slightly between phone brands.

1. Open the **Gmail** app. Tap your **profile picture** (top right), then **Add another account**.
2. Choose **Other**.
3. Type your full email address and tap **Manual setup** (not "Next").
4. Choose **Personal (IMAP)**, enter your email password, and tap **Next**.
5. **Incoming server settings:**
   - **Username:** your full email address
   - **Server:** `mail.yourdomain.com`
   - **Port:** `993` **Security type:** `SSL/TLS`

   Tap **Next**.
6. **Outgoing server settings:**
   - **Require sign-in:** ON
   - **Username:** your full email address **Password:** your email password
   - **SMTP server:** `mail.yourdomain.com`
   - **Port:** `465` **Security type:** `SSL/TLS`

   Tap **Next**.
7. Choose how often to check for mail (every 15 minutes is fine) and tap **Next**.
8. Enter the name people will see on your emails and tap **Next**. You're done.

> **Switching accounts:** tap your profile picture in Gmail to move between your business email and any other accounts.

Using Samsung Email instead?

1. Open **Samsung Email**. Tap the **menu** (three lines) › **Settings** (gear) › **Add account** › **Other**.
2. Enter your full email address and password, then tap **Manual setup** and choose **IMAP account**.
3. Enter the same settings as above: `mail.yourdomain.com`, incoming port `993` SSL, outgoing port `465` SSL, with your full email address as the username. Tap **Sign in**.

Microsoft Outlook WINDOWS · MAC · MOBILE

Find the version you use below. In every version, the key is to choose **IMAP** and enter the settings yourself.

Outlook for Windows (new Outlook or classic Outlook)

1. **New Outlook:** click the **gear** (Settings) › **Accounts** › **Add account**.
   Classic Outlook: click **File** › **Add Account**.
2. Type your full email address. Classic Outlook: open **Advanced options** and tick **Let me set up my account manually**. Click **Continue** / **Connect**.
3. When asked to choose a provider or account type, choose **IMAP**.
4. Enter the settings (show more settings / sync settings if needed):
   - **Incoming server:** `mail.yourdomain.com`, port `993`, **SSL/TLS**
   - **Outgoing (SMTP) server:** `mail.yourdomain.com`, port `465`, **SSL/TLS**
   - **Username** (both): your full email address · **Password** (both): your email password
5. Click **Continue** / **Connect**, then **Done**.

Outlook for Mac

1. Click **Outlook** › **Settings** › **Accounts**, then the **+** button › **New Account**.
2. Enter your full email address and click **Continue**. If Outlook asks for a provider, choose **IMAP/POP**.
3. Type **IMAP**, fill in your full email address as the username and your password, then enter the incoming server `mail.yourdomain.com` port `993` and outgoing server `mail.yourdomain.com` port `465`, with **Use SSL to connect** ticked for both.
4. Click **Add Account**, then **Done**.

Outlook app on iPhone or Android

1. Open Outlook and tap **Add Account** (or your profile picture › **+** › **Add mail account**).
2. Enter your full email address and tap **Continue**. If it suggests an account type, tap **Change account provider** or **Setup account manually** and choose **IMAP**.
3. Turn on **Advanced settings** and enter the same servers and ports as above. Tap the check mark to finish.

Mail on Mac APPLE MAIL

These steps use the Mail app that comes with every Mac.

1. Open **Mail**. From the menu bar choose **Mail** › **Add Account**. (If Mail has never been set up, this window opens on its own.)
2. Choose **Other Mail Account…** and click **Continue**.
3. Enter your **Name**, full **Email Address** and **Password**, then click **Sign In**.
4. You'll likely see "Unable to verify account name or password." **That's normal.** More boxes appear. Fill them in:
   - **User Name:** your full email address
   - **Account Type:** `IMAP`
   - **Incoming Mail Server:** `mail.yourdomain.com`
   - **Outgoing Mail Server:** `mail.yourdomain.com`
5. Click **Sign In**. Leave **Mail** ticked and click **Done**.

If sending doesn't work: go to **Mail** › **Settings** › **Accounts**, pick your account, open **Server Settings**, untick **Automatically manage connection settings** for both servers, and set Incoming to port `993` and Outgoing to port `465`, each with **Use TLS/SSL** ticked. Click **Save**.

TROUBLESHOOTING

"Incorrect username or password"

Make sure the username is your **full** email address (with the @ and everything after it), not only the first part. Passwords are case-sensitive. Test it by signing in at **yourdomain.com/webmail**.

A certificate or "cannot verify server identity" warning

Check that both servers are `mail.yourdomain.com` (with your real domain) and that SSL/TLS is on. If the warning continues, enter `server.orangeskyhost.com` as both the incoming and outgoing server instead. It works for every account and has the same ports.

I can receive email but can't send

Turn on sign-in (authentication) for the outgoing server, with the same username and password. Use port `465` with SSL/TLS. If your network blocks that port, try port `587` with STARTTLS.

Should I choose IMAP or POP?

Choose **IMAP**. Your email stays on the server, so your phone, computer and webmail always match. POP downloads mail to one device only.

Still stuck? Every phone, computer and app version looks a little different. If your screens don't match these steps, share this guide with your IT person or your device's support. Everything they need is in the settings table on page 1.