

Email & online accounts | Easy | 2 min read

How to set up your email on an iPhone

Adding your email to an iPhone only takes a few minutes. Most common providers, such as Gmail, Outlook.com and iCloud, set themselves up with just your address and password.

Menu names change between iOS versions, so if something looks different on your phone, look for the closest wording.

Before you start

- Make sure you know your email address and password.
- If you use two-step sign-in, have your phone or authenticator app ready.
- Connect to Wi-Fi or mobile data.

Adding a common account

1. Open **Settings** and look for **Mail** (on some versions it sits under **Apps**).
2. Tap **Accounts**, then **Add Account**.
3. Choose your provider, for example **Google** or **Microsoft Exchange / Outlook**.
4. Enter your email address and tap **Next**.
5. Sign in on the page that appears. This is the real provider sign-in page, so it is safe to type your password there.
6. Choose what to sync, such as **Mail**, **Contacts** and **Calendars**, then tap **Save**.

Adding an account from another provider

Choose **Other** and then **Add Mail Account**. Enter your name, email address, password and a short description. If the phone cannot find the settings itself, your email provider will have a page listing the "incoming" and "outgoing" server details. Only type in details from your provider's own website.

Checking it works

Open the **Mail** app and look for your inbox. Send yourself a test message and check it arrives.

If it will not connect

- Check you typed the address and password correctly.
- Some providers need an "app password" instead of your normal one. Your provider's help pages explain this.
- Restart the phone and try again.
- Never share your password with anyone who contacts you out of the blue.

When to get more help

Contact us if the phone keeps saying the password is wrong when you know it is right, if you see messages about the server or certificate that you do not understand, or if you are not sure what your provider is.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.