

Document Objective

This document describes the steps required to change the Inbound and Outbound Server details on an iPad or iPhone as a result of the email server certificate having been renewed.

It applies to everyone that has had a message that their server cannot be verified.

Summary

It takes approximately 5 minutes to follow these instructions to make a change to the settings on the iPad or iPhone.

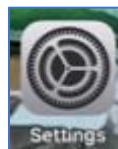
You will need one piece of information specific to your email (the specific mail server name), and this will be sent to you if you email helpdesk@rjs-consultants.com asking for it. It will look like mailzzz.extendcp.co.uk

If you have inadvertently tried to re-enter your password and you have mis-remembered it, then we can also text or WhatsApp your password to you (we prefer to do that to maintain the security of your email password).

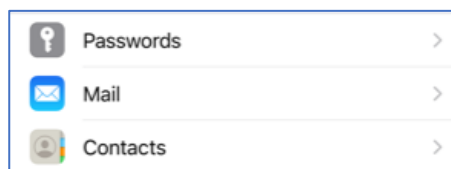
Detail

On the iPad/iPhone, please do the following:

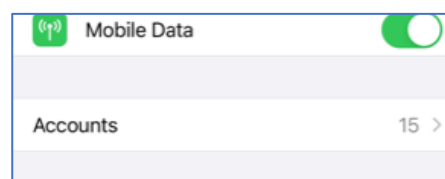
1. Click on Settings



2. Click on "mail"

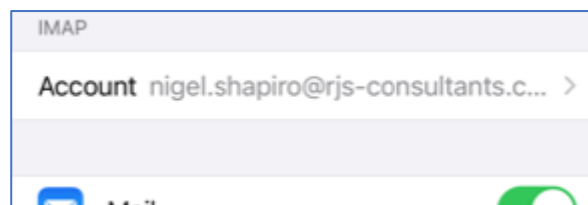


3. Click on "Accounts"



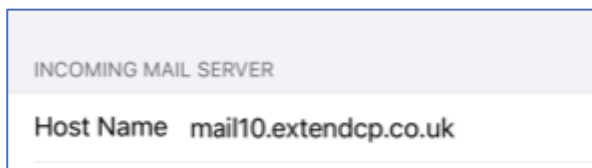
4. Click on the email account that needs checking/updating

5. Click again on the ">" symbol to the right of "Account"

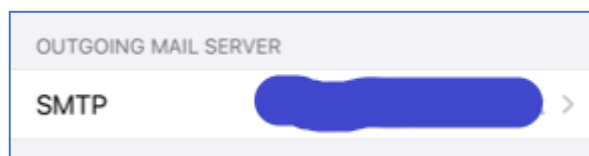


6. On this screen, in the "Incoming Mail Server" block:

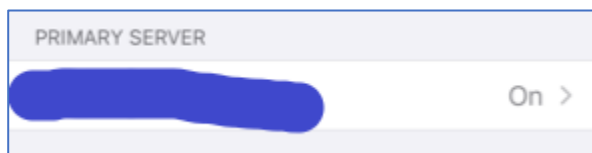
- a. CHANGE the **Host Name** value to the value sent to you separately. It will look like "mailnnn.extendcp.co.uk"



7. In the "Outgoing Mail Server" block click on the SMTP value to get to the start of the settings for the outbound server details

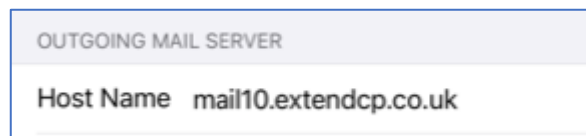


8. Click on the Primary Server value to get the actual settings.



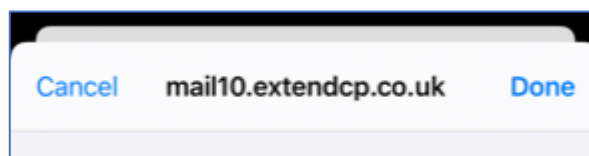
9. On this screen, in the "Outgoing Mail Server" block:

- a. CHANGE the **Host Name** value to the value sent to you separately. It will look like "mailnnn.extendcp.co.uk"



- You do NOT need to change any other setting. (If you have previously tried to change the password, you might have mis-remembered it..... please call our office 01923-254302) and they can text your email password to you.

10. Click on "Done" at the top of the screen, which returns you to the previous screen



11. It might ask to set up without using SSL. Answer "Yes".

12. It might then say it can't verify, but click on "Continue" or "Done" anyway, until you get blue ticks on the right-hand side of the screen.

13. Mail should now be working.

If you have any questions, please contact us on 01923-254302