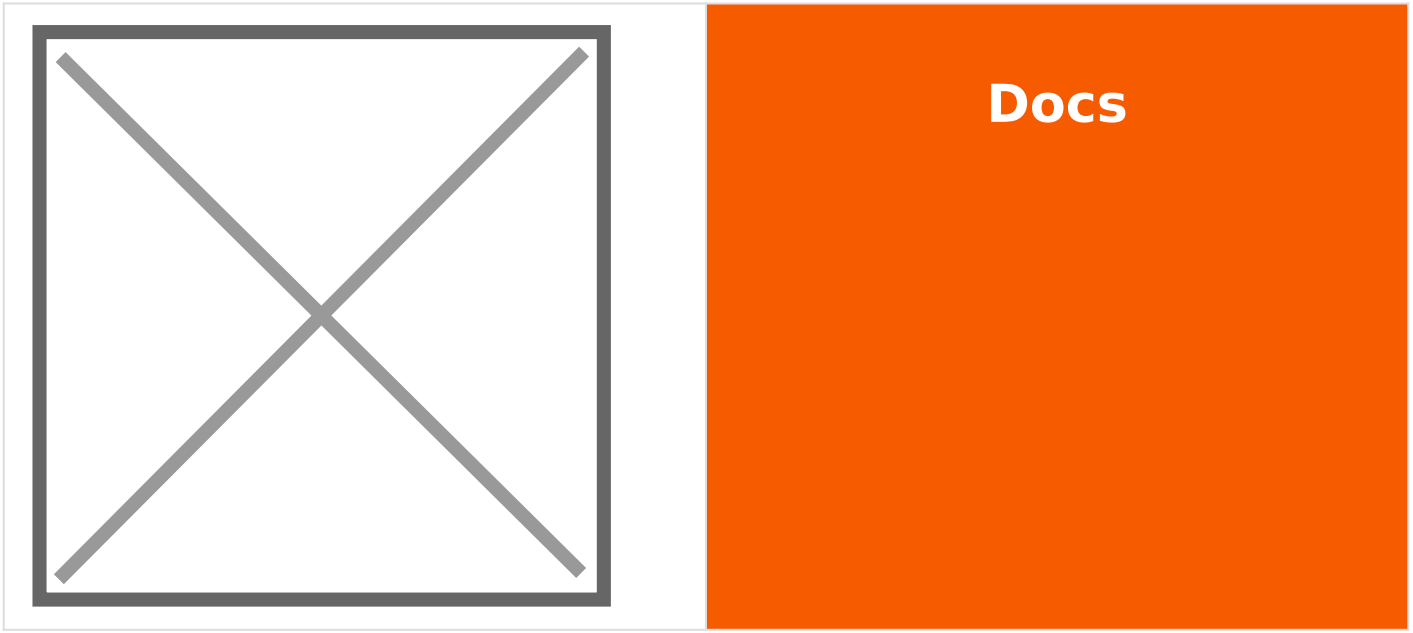
65.027 How to configure SmarterMail on Android Mail app using IMAP



Document Control

Document Name	65.027 How to configure SmarterMail on Android using IMAP		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), neil@safeharboursupport.com		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	**Review date**	31-DEC-2027
Absract	SmarterMail users can sync their email to their Android Mail app by configuring an IMAP account. With an IMAP account, you will create a two-way sync between SmarterMail and the device, where all emails folders are synced. This means that when you log into the SmarterMail Web interface, actions you performed within the Mail app on your iPhone or iPad will automatically appear in the Web interface, and vice versa.		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

----------<START OF DOCUMENT> ----------

Follow these steps to configure a SmarterMail IMAP connection on an Andriod device
Note: We will have sent you your email hostname, username and password in a welcome email. Please have that to hand before starting this procedure. If you don't have it please contact us and we will re-send it to you.

1. Open your Android E-Mail applications
2. Select My Accounts
3. Select Add account
4. Select Email
5. Select OK
6. Enter an account name (can be anything)
7. Enter your name and e-mail address.
8. Click OK
9. If you see an option at the bottom for Manual Setup then click on it.
10. For incoming Mail Server Select **IMAP** mail server.
11. Server: **Your mail server hostname**
12. Port: **993**
13. Username: **Enter your FULL email address** (i.e. myname@mydomain.com)
14. Password: Enter your **e-mail account password**
15. Make certain you leave **SSL checked**
16. Click **OK**.
17. **For outgoing Mail Server** SMTP server set **Your mail server hostname**
18. Port: **465**
19. Username: Enter your **FULL email address** (IE:: myname@mydomain.com)
20. Password: Enter your **e-mail account password**
21. Make certain you leave **SSL checked**
22. Make certain **LOGIN REQUIRED is selected**
23. Click **OK**
24. Your IMAP Android e-mail account is now complete

----------<END OF DOCUMENT> ----------

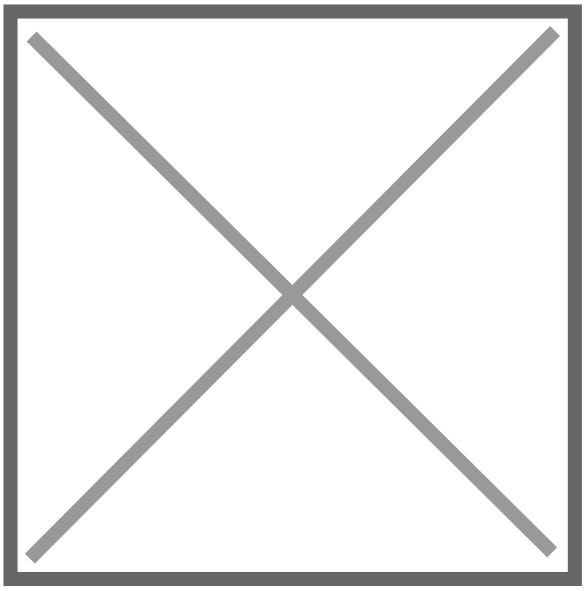
Need help? Get in touch!

You can call us on 01752 373000, option 2 or, if you are on Number Club, just call extension 3001

You can email us at hub@safeharboursupport.com

You can chat & Collaborate with us at https://kite.wildix.com/nc-a12/3001

You can Whatsapp us right here: https://wa.me/441752373000



Created 2025-02-20 21:01:09 UTC by Neil Tancock
Updated 2025-03-25 17:20:21 UTC by Neil Tancock