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IPHONE: SETTING UP WORKSPACE EMAIL

This article is specific to Workspace Email only. For Office 365 Email instructions, see [Outlook app on iPhone & iPad: Set up email](#)

We know you're excited to get your email set up on your iPhone®, iPad® or iPod® Touch. We should have your email working on your device in about 5 minutes.

Use these steps to set up the native mail app with your Workspace email account. You can also use the Outlook app to get your email. Here's how to [set up the Outlook app on your iPhone or iPad](#).

If you follow the steps below, and you can't receive or send email, please see [iPhone: Troubleshooting Email](#) for help. You might need to make some additional changes depending on where you live and which ISPs you use

BEFORE YOU START: To set up your iPhone, iPad, or iPod Touch with your email, you need to know your POP or IMAP Email Server Settings and ports. To find them, go to the [Email Setup Center](#) and write down the information that displays under Email Server Settings.

GoDaddy How-to - Setting up POP Email on an iPhone, iPad or iP...  

1. Disable WiFi before you begin this process.
2. Go to **Settings**.
3. On the Settings screen, tap **Mail, Contacts, Calendars**.
4. Tap **Add Account**.
5. Tap **Other**.
6. Tap **Add Mail Account**.
7. Enter your **Name**, email **Address**, **Password**, and a short **Description** for your email. Tap **Next**.
8. If you have IMAP, tap **IMAP**. If you're not sure, tap **POP**.
9. Use these settings for your Incoming Mail Server, depending on the type of email account you have:

POP	
Tap POP at the top.	
Host Name	pop.secureserver.net
User Name	Enter your full email address.
Password	Enter your email account password.

IMAP	
Tap IMAP at the top.	
Host Name	imap.secureserver.net
User Name	Enter your full email address.
Password	Enter your email account password.

10. Use these settings for your Outgoing Mail Server:

As a troubleshooting step, you must have enabled SMTP relays for your account. For more information, see [Managing Your Email Account SMTP Relays](#).

SMTP (Outgoing Mail Server)	
Host Name	smtpout.secureserver.net
User Name	Enter your full email address.
Password	Enter your email account password.

Even though iOS labels these fields as Optional, our email servers *require* them to send email.

11. If you have IMAP, tap **Next**, and then tap **Save**. Otherwise, just tap **Save**.

That's it. On your device, go to **Mail** (it's usually in the row at the bottom of your screen). If everything is working OK, you should see some email messages. To make sure you can send messages, go ahead and compose an email and send it to yourself.

If you're not receiving email messages or you can't send messages, see [iPhone: Troubleshooting Email](#). Don't worry. There are a few things that can happen during the setup process. We'll help you investigate and fix them.

Once you've created a new IMAP email account for your iPhone 5, you may receive the following message: "Unable to move message. The message could not be moved to the mailbox trash." To delete or move emails without this message appearing, follow the instructions listed below.

To Delete or Move IMAP Emails on iPhone

1. Press the **Home** button on your iPhone and choose **Settings**.
2. On the Settings screen, tap **Mail, Contacts, Calendars**.
3. Click on your email account (it should display an arrow to the right of the email address.)
4. Scroll down and click **Advanced**.
5. Tap the empty **IMAP Path Prefix**.
6. Enter **INBOX** (in capital letters), then click **Accounts** (top left) and click **Done** (top right) TWICE to close settings.
7. Tap the **Home** button and then reopen email.

You will now be able to delete or move emails without an error message appearing!

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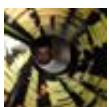
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