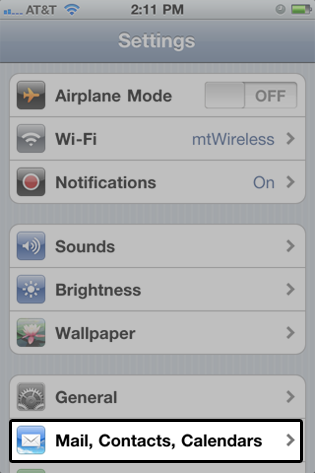
**Configure iOS 5, 4.3.5, and 4**

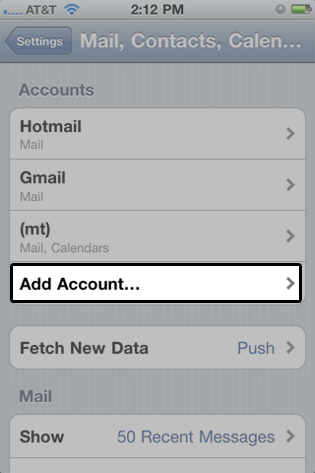
1. From the Home screen, choose Settings, see Figure 1:

  
Figure 1: Click "Settings" to begin.

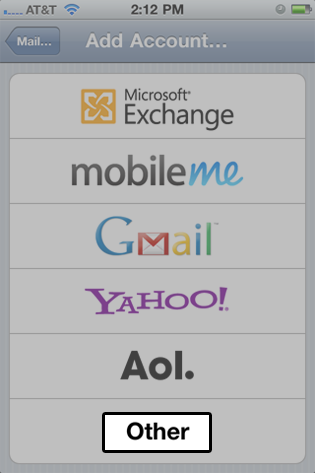
Next, tap Mail, Contacts, Calendars, see Figure 2:

  
Figure 2

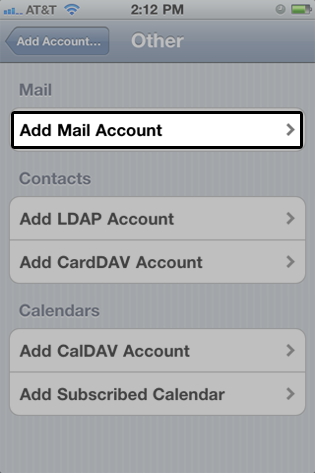
In the Accounts section, tap Add Account..... See Figure 3:

  
Figure 3

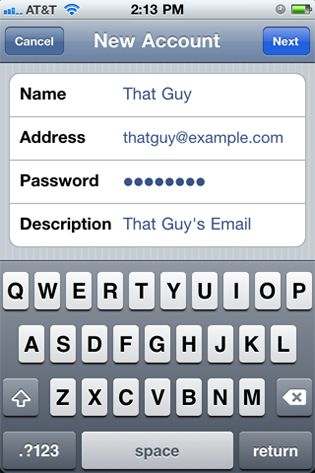
1. Choose your email account type. For setting up email to work with your (mt) Media Temple service, choose Other. Figure 4 is shown below:

  
Figure 4

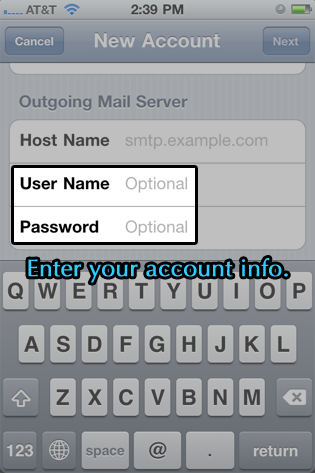
1. Select Add Mail Account under the Mail section, see Figure 5:

  
Figure 5

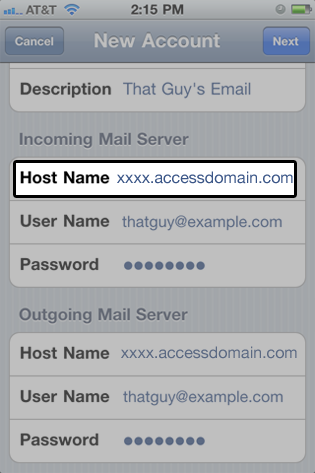
Enter your name and email address. Then tap Next, see Figure 6:

  
Figure 6

Make sure to enter your information, see Figure 7 below. The iPhone indicates these fields as *optional* but they are not.

  
Figure 7

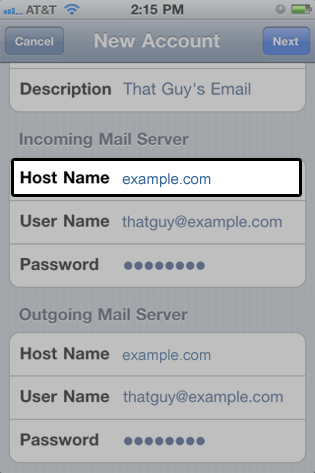
On the next screen, enter your (gs) Grid-Service account details. We strongly suggest using your access domain which will work properly with SSL enabled. This is the default setting on the iPhone.

  
Figure 8: (mt) recommends using your mail [access domain](http://kb.mediatemple.net/questions/130/).

* + Incoming Mail Server   
    Host Name: XXXX-XXXX.accessdomain.com   
    User Name:thatguy@example.com   
    Password: If you do not know your password, you can reset it from the [AccountCenter](https://ac.mediatemple.net/). Please read [this article](http://kb.mediatemple.net/questions/443/#gs) for detailed instructions.
  + Outgoing Mail Server (SMTP)   
    Host Name XXXX-XXXX.accessdomain.com   
    User Name: thatguy@example.com   
    Password: If you do not know your password, you can reset it from the [AccountCenter](https://ac.mediatemple.net/). Please [this article](http://kb.mediatemple.net/questions/443/#gs) for detailed instructions.

Tap Save to save the entered information. Your iPhone will then verify your account information.

On the next screen, enter your (dv) account details.

  
Figure 8

* + Incoming Mail Server   
    Host Name: example.com   
    User Name:thatguy@example.com   
    Password: If you do not know your password, you can reset it from the Plesk control panel. Please read [this article](http://kb.mediatemple.net/questions/443/#dv_40) for detailed instructions.
  + Outgoing Mail Server (SMTP)   
    Host Name example.com   
    User Name: thatguy@example.com   
    Password: If you do not know your password, you can reset it from the Pleask control panel. Please [this article](http://kb.mediatemple.net/questions/443/#dv_40) for detailed instructions.

Tap Save to save the entered information. Your iPhone will then verify your account information.

1. Upon successful completion, you will be taken back to the Mail screen. Your account will now be listed. For this example, note That Guy's Email is listed under Accounts. See Figure 9:

  
Figure 9

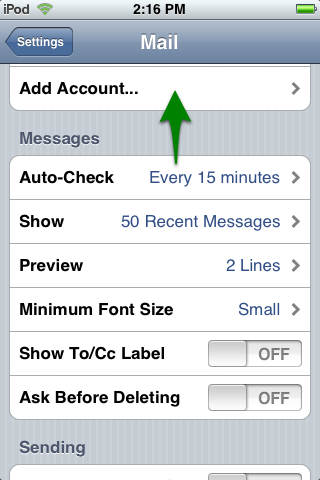
**TIP:**

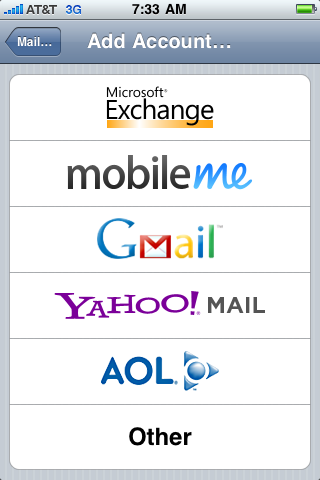
If you are experiencing any difficulty with syncing your messages, you can manually configure the folders. Here's how:

1. Select your newly created account and enter the Advanced section.
2. Change your IMAP Path Prefix from / to "INBOX:".

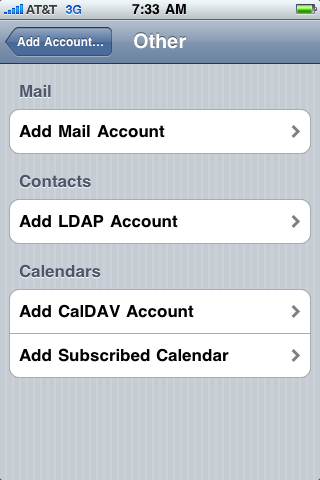
In this screen, you can also choose the Drafts, Sent, and Deleted folders on the server. This way your folders will be in sync no matter where or how you access your email. Just choose each Mailbox on the same Advanced screen and select the matching folder on the server.

**Configure iPhone 3G/GS or the iPod touch**

1. If this is the first account you're setting up on the iPhone or the iPod Touch, tap Mail. Otherwise, from the Home screen choose Settings > Mail, Contacts, Calendars > Accounts and choose Add Account....   
OR 

2. Choose your email account type. For setting up email to work with your (mt) Media Temple service, choose Other.   


3. Select Add Mail Account under the Mail section and enter account information.



Fill in your name and email address. Then click Save.



On the next screen enter your (gs) Grid-Service account details, including the following. We strongly suggest using your access domain which will work properly with SSL enabled. This is the default setting on the iPhone.

For your (dv) Dedicated-Virtual Server, you can use mail.example.com as your incoming and outgoing mail server. (dv) users may also use the IP address as well.

* Incoming Mail Server   
  Host Name: XXXX-XXXX.accessdomain.com   
  User Name:thatguy@example.com   
  Password: If you do not know your password, you can reset it from the [AccountCenter](https://ac.mediatemple.net/). Please read [this article](http://kb.mediatemple.net/questions/443/#gs) for detailed instructions.
* Outgoing Mail Server (SMTP)   
  Host Name XXXX-XXXX.accessdomain.com    
  User Name: thatguy@example.com   
  Password: If you do not know your password, you can reset it from the [AccountCenter](https://ac.mediatemple.net/). Please [this article](http://kb.mediatemple.net/questions/443/#gs) for detailed instructions.
* Incoming Mail Server   
  Host Name: example.com   
  User Name:thatguy@example.com   
  Password: If you do not know your password, you can reset it from the Plesk control panel. Please read [this article](http://kb.mediatemple.net/questions/443/#dv_40) for detailed instructions.
* Outgoing Mail Server (SMTP)   
  Host Name example.com   
  User Name: thatguy@example.com   
  Password: If you do not know your password, you can reset it from the Pleask control panel. Please [this article](http://kb.mediatemple.net/questions/443/#dv_40) for detailed instructions.

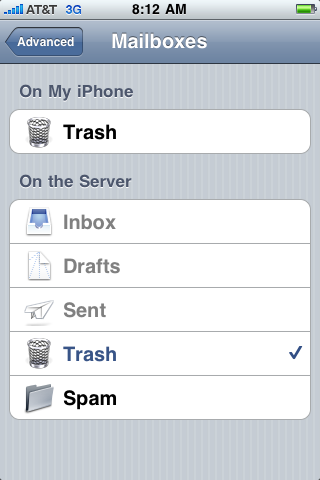
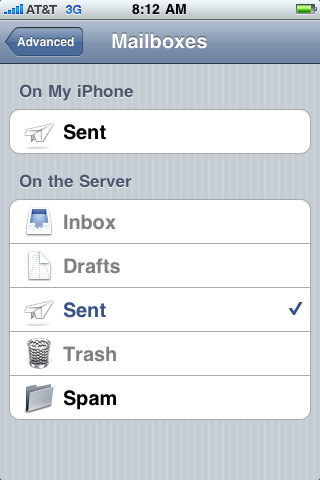
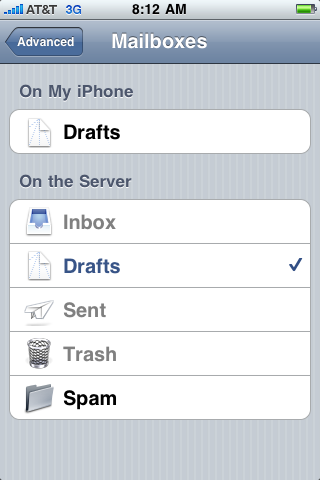
Tap Save to save the entered information. Your iPhone will then verify your account information.

5. Upon successful completion, you will be taken back to the Mail Settings screen. You will still need to configure your folders since you are using IMAP. Select your newly created account and enter the Advanced section:



Change your IMAP Path Prefix from / to INBOX:



6. Now you will be able to choose the Drafts, Sent, and Deleted folders on the server. This way your folders will be in sync no matter where or how you access your email. Just choose each Mailbox on the same Advanced screen and select the matching folder on the server:   
  
  
You should now have a fully configured account on your Apple iPhone.

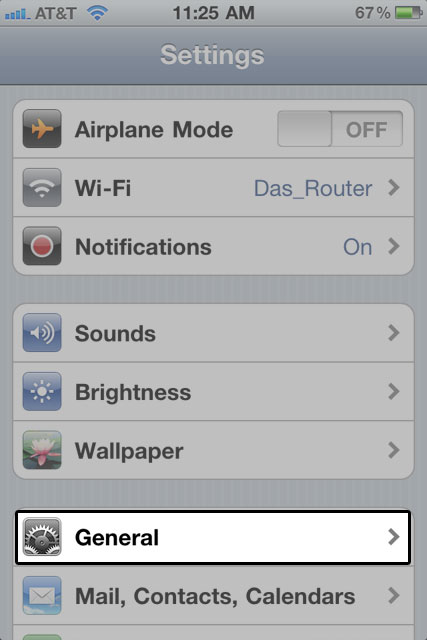
**FAQs**

Q: How can I change the outging mail (SMTP) password?   
A: In the iPhone mail client, there are two locations for passwords. The incoming mail password is on the main configuration screen, but the outgoing mail password may be considered somewhat hidden. Please follow these steps:

1. From the "Home" screen, tap the "Settings" icon.
2. Tap "Mail, Contacts, Calendars".
3. Select the account you wish to modify.
4. Tap "SMTP" under "Outgoing Mail Server".
5. Tap the primary server.
6. Enter your new password in the "Password" field.

Q: How do I check which version iPhone I have?   
A: The version of iPhone Operating System, iOS, can be found by:

1. From the "Home" screen, tap the "Settings" icon.
2. Tap General. See Figure 22 below:

  
Figure 22: Tap to continue.

1. Tap About. See Figure 23.

  
Figure 23: Tap "About" to continue to the next screen.

1. Your iOS version is listed at Version. See Figure 24.

  
Figure 24: The version for this example is 4.2.1.

Q: How do I check my email settings on an account on my iPhone?   
A:

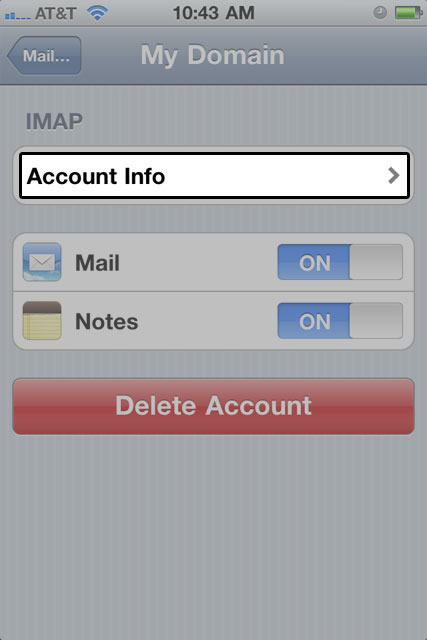
1. From the "Home" screen, tap the "Settings" icon.
2. Tap Mail, Contacts, Calendars. See Figure 25 below:

  
Figure 25: Tap to continue.

1. Tap your email account. See Figure 26.

  
Figure 26: Tap "My Domain" to view email settings.

1. Tap Account Info. See Figure 27.

  
Figure 27: Tap "My Domain" to view email settings.

1. Your Account Info is displayed. See Figure 28.

