

## **How do I set up a mailbox using IMAP on my device or mail client?**

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In August 2021, we announced that we are disabling legacy authentication on our mail servers and you should check your settings. This change does not mean you need to change your IMAP/SMTP server, only that you review the authentication method used. Our standard and premium mailboxes can be loaded onto your device or through your mail client either with a POP3 connection or an IMAP connection.

By using an IMAP connection, you can have multiple clients simultaneously connected to the same mailbox. For example, you can have email on your phone, your tablet, and your computer, and when you delete a message from your phone, it will also be deleted on your other devices, for this reason **we recommend using IMAP** over POP3.

The way your device or mail client is designed may be different than how other programs or devices work, with different names for the same steps.

Your device or program should have detailed information on how to add and set up mailboxes onto the system, but there are general pieces of information you need to complete the process.

When selecting the account type, select **IMAP** .

Your User Name is your **full email address** .

Your Password is your **mailbox password** .

#### **If you use IMAP:**

**User Name:** *bob@thisismydomain.com*

**Password:** *password123* Outgoing Mail Server: **mta.extendcp.co.uk**

Outgoing Mail Server Port: **587**

Outgoing Mail Server SSL: **STARTTLS**

Outgoing Authentication Type: **Password** Incoming IMAP Server: **imap.extendcp.co.uk**

Incoming IMAP Server Port: **993**

**Incoming IMAP SSL: SSL/TLS**

Incoming IMAP Authentication Type: **Password** **If you use POP3:**

**User Name:** *bob@thisismydomain.com*

**Password:** *password123* Outgoing Mail Server: **mta.extendcp.co.uk**

Outgoing Mail Server Port: **587**

Outgoing Mail Server SSL: **STARTTLS**

Outgoing Authentication Type: **Password** Incoming POP3 Server: **pop3.extendcp.co.uk**

Incoming POP3 Server Port: **995**

Incoming POP3 SSL: **SSL/TLS**

Incoming POP3 Authentication Type: **Password** **Note:** Older setups with your mail servers set to

**mail.yourdomain.com** or **mailXX.extendcp.co.uk** (**mailXX** being the server your package is assigned to) are still valid. However, we would recommend using the settings above for all new setups or if you are having trouble connecting.

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Online URL:

<https://www.heartinternet.uk/support/article/how-do-i-set-up-a-mailbox-using-imap-on-my-device-or-mail-client.html>