

Fun with your new toys

Configuring Email for iPhones and iPads

By Jay Nelson, editor

If you are lucky or good enough to get one of Apple's extremely popular smartphones or tablets this holiday, congratulations! Your new top of the line gizmo should give you endless hours of enjoyment. But to use the device most effectively, you're going to want to set it to be able to access your SWCP email account.

Access mail anywhere with IMAP

Before you begin, you must realize that your email can be handled in several different ways. If you're used to getting your email at just one location, your computer's email account is likely set to use **POP** (*Post Office Protocol*). This means that the email collects on the server *only* until you download it. Then it's all dumped into your system and wiped off the server.

The advantage of this is that you get all your email where you can deal with it at your leisure, saving space on the server, too. The disadvantage is that once your mail downloads into that one computer, it becomes unreachable from any other.

POP, however, is not the only way to deal with email. Also widely used is **IMAP** (*Internet Mail Access Protocol*), which unlike POP, retains email on the server, downloading copies of messages when you want to read them. This allows you to access mail from anywhere – as long as you are connected online. It's also easier to completely fill up your mailbox with undeleted old mail, too.

But if you want to check your email while traveling, whether during a quick trip to the store or a cross-country journey, IMAP is the way to go. You can easily set up your email app on your cell phone to use it. Since IMAP is also the basis for our suite of webmail clients, Roundcube, Horde, and Twig, you can also use them to reach your messages by means of the Web if you prefer. And your email will still be there waiting when you get back to your desk.

Note that if you leave your POP mail client set to check for new mail on your desktop while you're out and about with your phone, new mail will be downloaded to your desktop and removed from our servers. Don't use POP on two devices for the same email

account, as it will cause long delays and possibly corrupt your mailbox.

So for any trips longer than a day, you may want to turn off your home computer's email client.

Procedures and settings

IPhones, the iPod Touch and iPads all utilize a very similar interface. Here is a simple setup to access your SWCP email account that should work with all three devices:

1. If this is the first account you're setting up on your new device, tap **Mail**. Otherwise, from the Home screen choose **Settings** or **Mail**
2. Then tap **Add Account**.
3. Choose your email account: for SWCP, tap **Other**.
4. Under **Mail**, select **Add Mail Account**.
5. Enter your account information:
 - First, select a server type – **IMAP**.
 - Then enter your screen **Name**.
 - Your full SWCP email **Address**
 - **Description**: whatever you want.
 - **Incoming Mail Server: Host Name**: **mail.swcp.com**
 - Under **User Name** and **Password**, enter those from your *User Account Data Sheet*.
 - **Outgoing Mail Server**: **mail.swcp.com**
 - **Use SSL**: **On**
 - **Authentication**: **Password**
 - **Server Port**: **587**
 - When done, press **Save**.



Advanced Settings

1. Choose your SWCP account, then hit **Advanced** to customize your settings for additional security.
Under **Incoming Settings**:
 - **Use SSL: On**
 - **Authentication: Password**
 - **Server Port: 993**
 - **IMAP Path Prefix: <leave this empty>**While using IMAP, you won't have your sent emails to refer to when you get back to your main machine unless you manually send a copy of each one to yourself – or set up your phone to do so automatically for all.
2. To set your iPhone to send you a copy of every message you email, on the **Home** screen choose **Settings > Mail**, and select **Always Cc Myself**.
Deleting messages can be a little tricky, as the iPhone can be set to delete just from the phone, or from the server too. With IMAP, you'll want the latter.
3. Under **Advanced > Deleted Mailbox**, do not choose **On My iPhone only**, but set it to a folder in your directory on the server. Then, when you download your email to your desktop, the deleted email will still be there, but marked.

The trick is that the folder you will use to dump the trash in *cannot* be created on the iPhone. It has to be made previously either through your desktop mail application or one of our webmail interfaces.

The email app may not distinguish between folders in your home directory when getting your mail either, so you may be surprised to see a list of *all* the files there, including all those that make up any website SWCP hosts for you. If this happens, it can be most inconvenient as well as disconcerting.

4. The work around is to enter under **Advanced > Incoming Settings > IMAP Path Prefix** the word **INBOX** (all capitals, no punctuation).

When you access mail, you will then only see your INBOX, but no other folders on the server. However, you can't file messages into folders or access old messages previously filed until you get back to your desk.

But you can also set how long deleted messages should remain on your phone from a day up to a month. A week is a good compromise for most people, but if you use your phone a lot for email and receive a large number of attachments, a shorter time might be required to keep it from filling up.

There are a lot of other settings for your convenience, everything from alert sounds, to font sizes, the numbers of messages and lines from each displayed, even adding signatures to your own messages.

And of course, the iPhone is not the only smart-phone around. If you have any questions or problems with your SWCP account from any computer or smart-phone, please do not hesitate to give SWCP Tech Support a call at (505) 232-7992.



Helpful tips

Going out of town?

Don't forget to set up an **Autoresponse Message** to let all your email correspondents know you're away before you head off for the holidays. An autoreply widget is built into our anti-spam filter.

To utilize, just log in to our **Spam Filter** page at <https://members.swcp.com/mailfilter> and select the **Automatic Reply** feature from bottom of the left sidebar. You can set up your autoreply message, specify the start and end dates, and even block messages while you're gone. You can also reach the spam filter from the sidebar on our homepage.

To stay connected while far from home, you may want to download the **IPass Client** or check out our **National Roaming Service** on the **Members Tool** page instead. You can also use one of three different programs to manage your email from anywhere around the globe. Click on **Web Mail** on our homepage for more information.

Also on our **Members** page, along with other helpful tools, is a **Temporary Email Address** option. There you can set up an alias for your email that lasts up to a month. This allows you to order items or comment in a public forum without exposing your "real" email address to spam harvesters.

And don't forget our **Long Distance Tech Support** number: (888) 792-7266. It's free!

Account Contacts

Another handy tool reachable from the **Members Page** is the **Account Contacts** link. This permits you to manage who can make changes to your SWCP accounts. This is quite useful for companies as it allows us to interact directly with your IT personnel, but it is also very convenient for those families where a younger member often serves as tech support for the older folks.

SWCP highly encourages Account Contacts, and that they be kept current, with those no longer responsible promptly removed.

Net Notes

Peace on
Earth &
Happy
Holidays



From your friends and neighbors at
SOUTHWEST CYBERPORT
Office closed Christmas and New Years Day