GMS

Accessing your E-Mail via a mobile device

GMS Cloudline

Welcome

Thank you for choosing the Cloudline email messaging service for your organisation.

If you follow these guidelines you should have your account functioning in very little time, ready to enjoy the powerful messaging and collaboration features on offer.

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Accessing your E-Mail via a mobile device

How do I access email on the Cloudline account?

Using a mobile device:

Question Detail:

There are many different types of mobile device mail clients. Mobile devices also allow you to install third-party mail clients via the relevant app store (e.g.: K-9 Mail). For the purposes of this user guide we will outline how to set up the default mail client included with Android 4.0 (Ice Cream Sandwich).

Answer:

To begin configuring the mail client open Apps and then select the Email app. The first time you open the App you will be presented with a screen allowing you to configure the required account (your Cloudline account).
Enter the full account name (user@domain.com) and the password for that account. This will normally be the same information you enter in your normal desktop client, or Cloudline webmail login. Once entered click on Next at the bottom of the screen and then select "IMAP account" from the following screen.

If you will also access this account from another device or client be sure to NOT select "POP3 account" as the POP protocol will remove the messages from the server and will therefore not be available to the other client (Outlook or Cloudline webmail).

This will open a further screen allowing you to continue configuring the IMAP settings as follows:

- **Username** - the domain portion of the account you entered previously will have been removed. Please re-instate it so the entry looks like: user@domain.com.
- **Password** – enter your password here.
- **IMAP Server** - this will have probably changed to imap. domain.com. If this is not correct you will need to change

it, your local administrator or Support representative will be able to advise you, or copy the settings in your desktop client.
- **Security type** - Select the option "SSL (Accept all certificates)".
- **Port** – If using SSL (as suggested above), use port 993. If not using SSL, use port 143.
- **IMAP path prefix** - please leave this blank unless you are advised otherwise by your administrator.

When complete click on Next to continue setting up the account by configuring the SMTP settings as follows:
- **SMTP server** - this will have defaulted to mail.domain. com. If this is not correct you will need to change it, your System Administrator will be able to advise you, or copy the settings in your desktop client.
- **Security type** - We recommend using SSL security. Select the option "SSL (Accept all certificates)".
- **Port** - If using SSL (as suggested above), use port 993. If not using SSL, use port 143.
- **Require sign-in** - as you are using a mobile device it is highly unlikely you will be connecting from a known IP address, therefore you will likely fail a lot of the security checks on the mail server. Selecting this option allows authentication to the server allowing you to be treated as if you were on a local client
  - **Username** - this will be your full Cloudline email address
  - **Password** - your password

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When complete click **Next** to continue setting up the account options as follows:

- **Email check frequency** - select the desired frequency from the drop down. The more frequent the check the greater the impact on your battery life.
- **Sync Email** - selecting this option will ensure that your mobile device and the account on the server are kept synchronised with each other.
- **Notify me when email arrives** - if selected your mobile device will notify you when a new email is available, so there is no need to keep checking your device.
- **Automatically download attachments when connected to Wi-Fi** - some attachments can be very large, and some Wi-Fi connections very slow. lWe recommend that you leave this option unchecked. Attachments will then only be downloaded when you need to request them.

When complete click Next to open the final screen where you can name the account and provide your personal details.

- **Give this account a name (Optional)** - if you are setting up multiple accounts on the mobile device it is important to give them names allowing you to distinguish between them. You may choose any name.
- **Your name** (displayed on outgoing messages) - This is the name that will appear in the 'From' field of any messages you send from the device. If you also use a desktop mail client then it would normally be the same name as you have set there.

Finally click on **Done**. The email account is now set up and ready for use. It will automatically connect to your server and obtain an up-to-date copy of all email in your inbox. Further connections will depend on the email check frequency you set above.

If you use a third party mail client the process for setting it up will be very similar to the above. If this client supports the IMAP IDLE command we would recommend using this method to check for new email as you will get immediate notification on the arrival of new email.