Cooptel

COOPTEL EMAIL CONFIGURATION
on iPhone and/or iPad

This document is intended for Cooptel members

For any question or comment regarding this document, please contact our Technical Support by email or phone: support@cooptel.qc.ca or 1-866-532-2252.

Please note that this document can be modified with no advance notice.

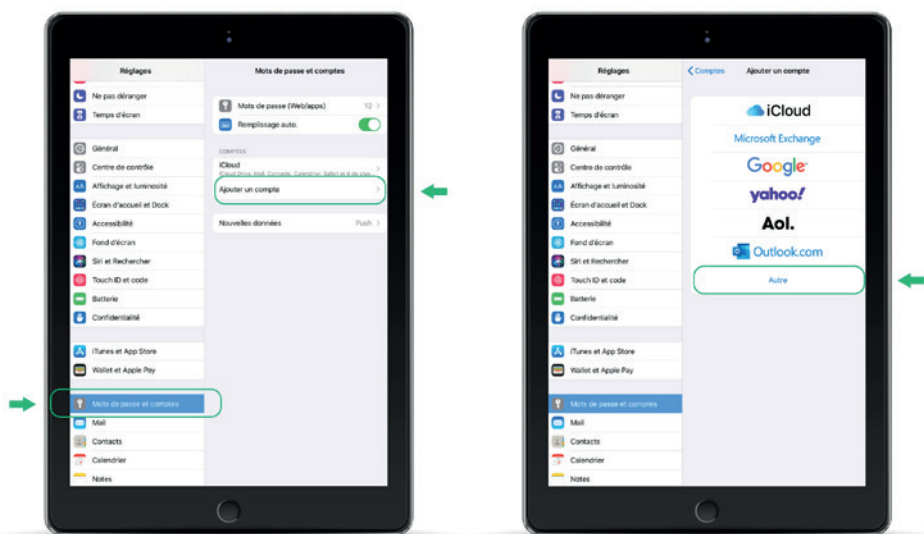# COOPTEL EMAIL CONFIGURATION PROCEDURES FOR iPHONE AND iPAD

To configure Cooptel emails on your iPhone or your iPad, follow these steps:

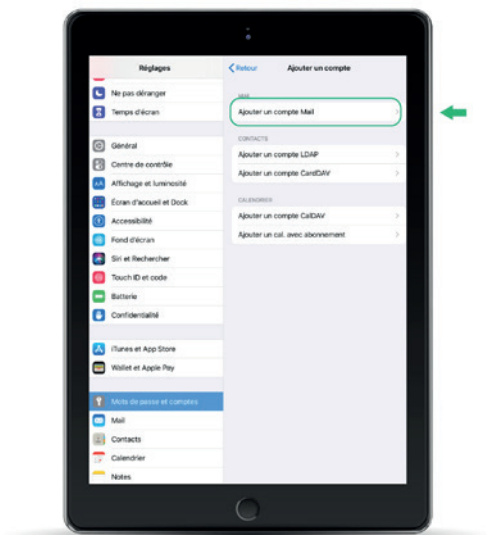**1.** Click on the **Settings** icon on your iPhone or your iPad.

Settings

2. Click on **Passwords and accounts**, then on **Add an account**. A window will open with the different accounts. Select **Other**.

3. When the window with the different accounts opens (Mail, Contacts, Calendar), select **Add a Mail account**.

4. Enter the required information, that is, your name and your Cooptel email address (@cooptel.qc.ca). Click on **Next** at the upper right of your screen.
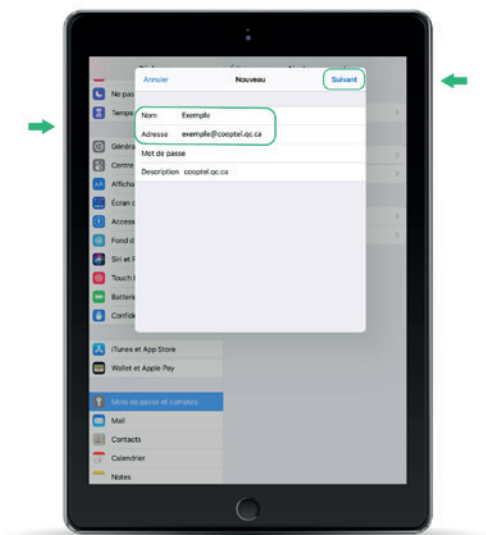
5. At this step, you need to select your type of receiving server. You will see **IMAP*** or **POP**** at the top of the window (in this example, we selected POP). Next, enter your name and email address.

5.1 Receiving server

As we previously chose **POP,** the **Host name** will be *pop.cooptel.qc.ca*. Enter your Cooptel email address and your password.

*Note: If you chose **IMAP** in the previous step, you will enter **imap.cooptel.qc.ca.***

5.2 Sending server

The **Host name** for the sending server is *smtps.cooptel.qc.ca*. Enter your Cooptel email address and password again, then click on **Next** at the upper right.

A window will open. Make sure that all of the information is entered correctly then click on **Save** at the upper right.
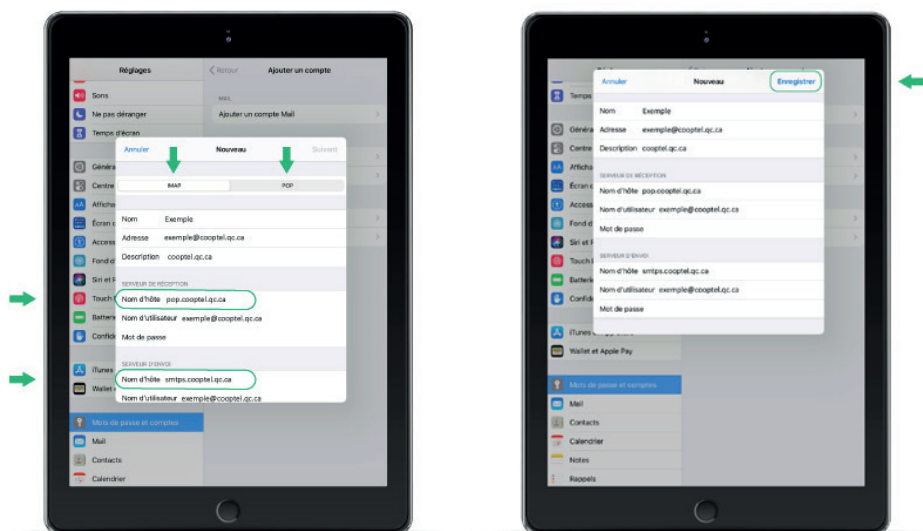

*IMAP copies your email from a remote server to your email software while keeping the original copy of the email on the remote server. Modifications made to these electronic messages will be duplicated on the remote server. This is useful if you use several devices to read your emails; all of the devices must obviously be configured as IMAP. This means that if you delete an email, none of the other devices will see it.

**POP lets you download your emails from a remote server. If you use several devices to read your emails, deleting an email on one device will not delete it from the other devices.

6. Your device will automatically come back to the original **Passwords and Accounts** window. Click on the small arrow to the right of your Cooptel Mail account.

Next, click on the small arrow on *smtps.cooptel.qc.ca* to configure the sending server settings.
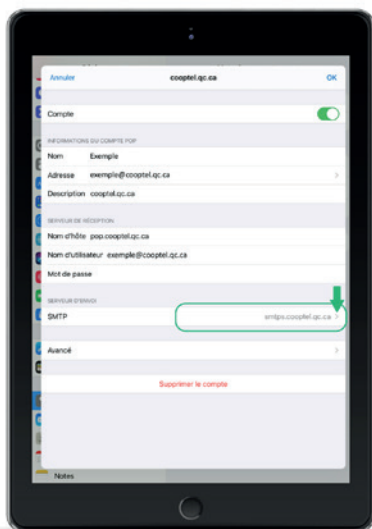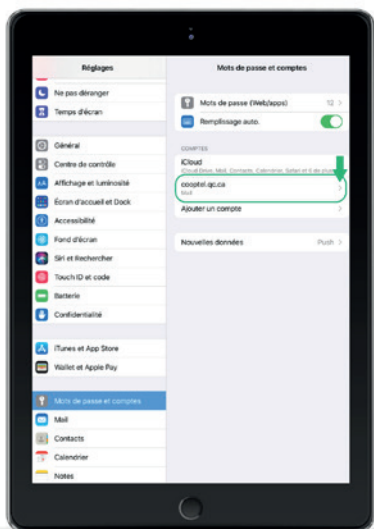
7. Click on **Yes** next to *smtps.cooptel.qc.ca* to confirm that you want to configure the settings for this sending server.
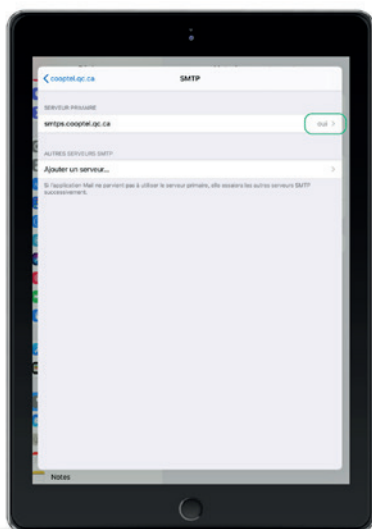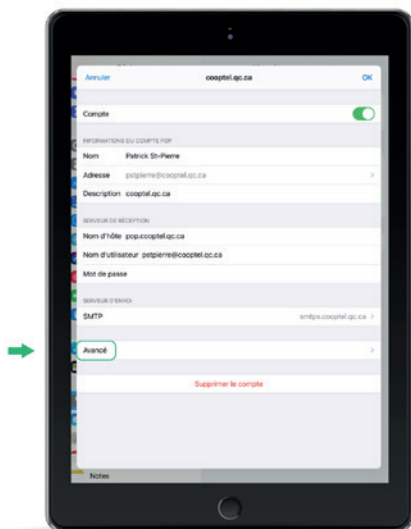
8. Start by toggling the **Use SSL** button to turn it **green**. Select **Password** as the **Authentication** system then change the **server's Port** number to **465**.

When all the changes have been made, click on **OK** at the upper right.
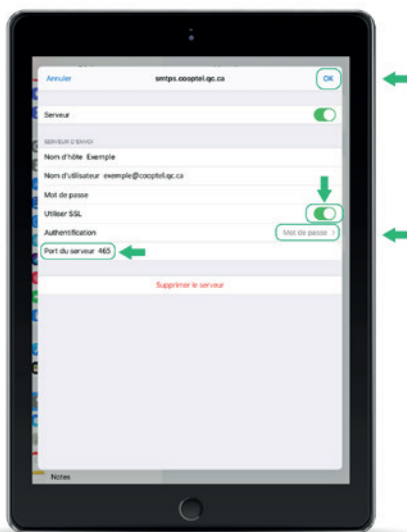
9. Go back twice by clicking on the top left until you see this window. Click on **Advanced** to see the receiving server configuration.

10. While taking into consideration that we chose the **POP** receiving server as an example; this is what you should see. You need to **disable** the **Use SSL** button, then change the **server Port** to **110** (or **143** for **IMAP**).
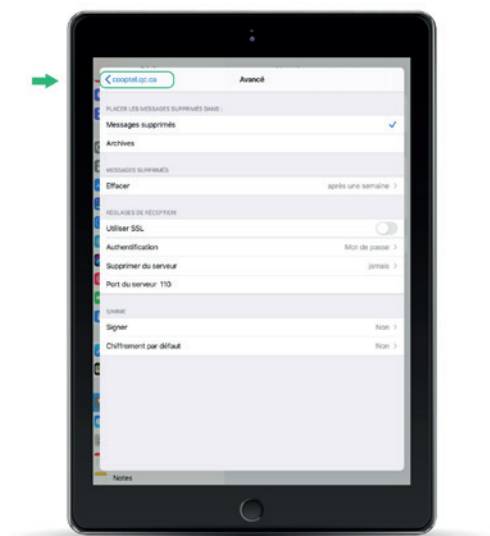

11. For those who are on POP only: Click on **Never** for the **Delete from server** option and change it to **7 days** or **when deleted from the inbox**.
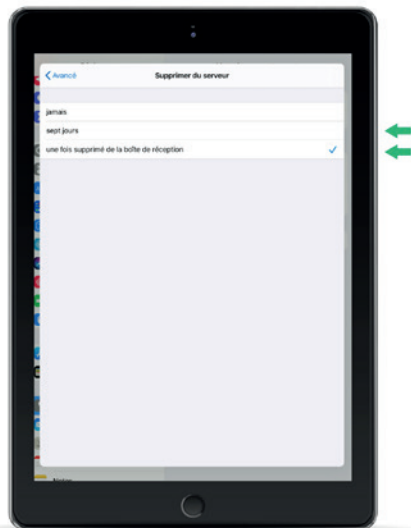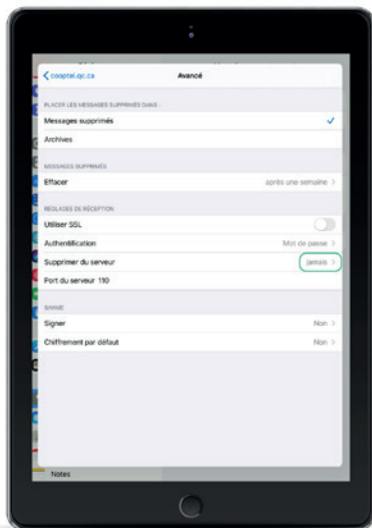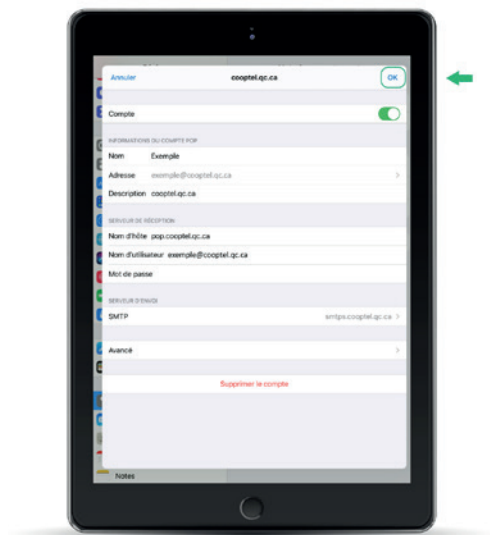

If you leave it on **Never**, your emails will accumulate on the server until you reach your 1 gigabyte limit. When this happens, you will no longer be able to receive emails.

12. Once the changes are made, click on the top left to go back.

13. Click on **OK** to finish.

CONTACT US

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