SETTING UP/EDITING AN ARMYMAIL ACCOUNT ON AN iPHONE/iPAD/iMAC

Setting up an ArmyMail account successfully on an Apple iPhone seems to have been fraught with minor problems, largely because the official guide misses out sections that it assumes you know. Many users are still unable to correctly set up an account on their iPhone, leading to loss of communications when away from their desktop/laptop computer.

Note that this guide also applies to the setup of your ArmyMail account on an Apple iPad or any other Apple iMac or MacBook.

This guide aims to eliminate those omissions and make it easy for you to both receive emails, considered easy in the past, and send emails, considered more difficult due to the omissions noted above. This guide assumes that you have already begun the process by creating an account but that something has failed to work properly.

Before you start to create your new account you will need the following information to hand:

1. Your ArmyMail email address, typically 345blog@armymail.mod.uk or similar, uses the last 3-4 digits of your pay number and some/all of the letters from your surname, depending on its length. The part BEFORE the @ is your Username

2. Your email password

3. A basic understanding of your iPhone and how to alter the settings

4. A strong mobile or WiFi signal to allow the phone to connect with Defence Gateway and verify your settings.
1a. **MODIFY AN ACCOUNT**: Access SETTINGS on your iPhone/iPad...

- Click on **Passwords & Accounts**
1b. Access PASSWORDS & ACCOUNTS in Settings on your iPhone/iPad...

Click on ‘armymail.mod.uk’ or similar if you have already begun/completed the setup process.
1c. Access armymail.mod.uk in Accounts on your iPhone/iPad

Click on your IMAP account, ‘345blog’ and use ONLY the part before the @ as your user name.
1d. Access IMAP Account Information on your iPhone/iPad...

Click on Outgoing Mail Server and enter ‘mail.defencegateway.mod.uk’ if you have not already done so.
1e. Access the Primary Server on your iPhone/iPad...

Click on Primary Server, which should be 'mail.defencegateway.mod.uk'

If Mail is unsuccessful using the primary server, it will try the other SMTP servers in succession.
1f. Double-check your Outgoing Mail Server settings on your iPhone/iPad...

This is the key area where many users fail and are unable to send emails.

Check that the Host Name matches that on the left, that your correct Username and Password are entered, select ‘Use SSL’, that Authentication is set to ‘Password’ and make sure that

Server Port is set to ‘465’.
Setting up your iPhone/iPad from scratch will be almost the same as the foregoing.

You will need to make sure that you select an IMAP, rather than an SMTP type of account, and as you enter the (correct) settings/information the system will verify everything with the server as you go.

Sometimes, for no really obvious reasons, the setup process may falter. Don’t worry about it but when the system asks - eventually - if you would like to add and save the newly created account regardless of its usability, just answer Yes.

This will then give you the ability to subsequently modify the settings as outlined above.

You should not forget to set up your email signatures as well which you can associate with this account.

Setting up your ArmyMail from scratch follows below.
2a. CREATING AN ACCOUNT FROM SCRATCH: Access SETTINGS on your iPhone/iPad
2b. From Settings select Passwords & Accounts

Select ‘Add Account’
2c. From Add Account select Other
2d. From Other select Add Mail Account

<table>
<thead>
<tr>
<th>MAIL</th>
<th>CONTACTS</th>
<th>CALENDARS</th>
</tr>
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<tbody>
<tr>
<td>Add Mail Account</td>
<td>Add LDAP Account</td>
<td>Add CalDAV Account</td>
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<tr>
<td></td>
<td>Add CardDAV Account</td>
<td>Add Subscribed Calendar</td>
</tr>
</tbody>
</table>

Select ‘Add Mail Account’
In New Account add your details to populate the page

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<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Name</td>
<td>John Appleseed</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:user@example.com">user@example.com</a></td>
</tr>
<tr>
<td>Password</td>
<td>Required</td>
</tr>
<tr>
<td>Description</td>
<td>My Email Account</td>
</tr>
</tbody>
</table>

Create ‘New Account’
2f. Fill in your details accurately

Fill in all your details, making sure that you use the correct Name, for example ‘345blog’, your email address and your correct password.

Details may be modified later if there is a problem.
2g. Select IMAP as the type of New Account

Select ‘IMAP’

Add your details

Name: 345blog
Email: 345blog@armymail.mod.uk
Description: armymail.mod.uk

INCOMING MAIL SERVER
Host Name: mail.example.com
Username: Required
Password: **************

OUTGOING MAIL SERVER
Host Name: smtp.example.com
Username: Optional
2h. Enter your Incoming and Outgoing Mail Server details

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**New Account**

<table>
<thead>
<tr>
<th>Name</th>
<th>345blog</th>
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<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:345blog@armymail.mod.uk">345blog@armymail.mod.uk</a></td>
</tr>
<tr>
<td>Description</td>
<td>armymail.mod.uk</td>
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</table>

**INCOMING MAIL SERVER**

<table>
<thead>
<tr>
<th>Host Name</th>
<th>mail.defencegateway.mod.uk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Username</td>
<td>345blog</td>
</tr>
<tr>
<td>Password</td>
<td>••••••••••••••••</td>
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</tbody>
</table>

**OUTGOING MAIL SERVER**

<table>
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<th>Host Name</th>
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<tr>
<td>Username</td>
<td>345blog</td>
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<td>Password</td>
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2i. Verify and Save your New Account

Assuming that you have a good mobile or WiFi signal it will then try to establish that your settings are correct and enable your account.

This is the stage where things often appear to falter, but don’t worry.

Even it is appears to fail, respond by **Saving** the settings.
2j. If need be, override the verification failure so that you can edit later.

During the Verifying process, you may get a message that says you ‘Cannot Send Mail’, implying that either your username or password are incorrect — even when you are certain that they are not!

Click on ‘OK’.
If the previous steps to create a new ArmyMail account worked perfectly can now start to use your account on your iPhone/iPad.

However, as often seems to happen, if things went wrong you now need to return to Step 1a:

1a. **MODIFY AN ACCOUNT**: Access Settings on your iPhone/iPad

Following this through correctly, particularly ensuring that you enter the correct Server Port addresses and enabling SSL, should ensure that your ArmyMail account functions correctly.

3. **FINAL POINTS OF NOTE**: Things that can confuse you

Sometimes, for no apparent reason, your ArmyMail account may fail soon after your six-monthly Defence gateway password update. You may be able to receive mail but not send any.

As your Defence Gateway and your ArmyMail passwords are not, allegedly, interlinked this should not happen, yet this is what regularly happens on my account.

Quite how ArmyMail (on iMac, MacBookPro, iPad or iPhone devices) accesses SoGo under your Defence Gateway password without using the DG password, but merely its own password is unknown. Accessing SoGo via Defence Gateway is only a single password step, whereas, in theory, accessing SoGo from your Mail account using your mail password should entail a double handshake - DG first followed by Mail - but that is not the case.

Every time this occurs no amount of entering what you know to be the correct password will make any difference. The answer is the completely delete the account and start from scratch.

It is also **VITAL** to use your correct Username, which is **NOT** your name but the first part of your ArmyMail address, the section before the @.