Email Setup on Gmail

Limitations of this method

Before starting the configuration, you should be aware of the limitations of checking your email through the Gmail client.

Unlike other POP3 clients, Gmail does not allow you to control how often it checks our server for emails. This happens automatically and can vary widely – as often as every 15 minutes and as rarely as once in 24 hours.

This depends on how often you receive email; if you only rarely get email, and you need to respond to them quickly, using Gmail might not be the right solution for you.

If you have questions about how this might affect your business and what other options you have, don't hesitate to contact us for advice.

Configure POP3 to accept incoming emails

1. Login to your Gmail account.
2. Click the "gear" icon in the upper-right of the page, next to your profile picture. Click the "See All Settings" button to open the full settings page.
3. Go to the "Accounts and Import" tab.
4. Scroll down to the "Check mail from other accounts" section and click the "Add a mail account" link. A yellow pop-up window will appear. (If your browser blocks the pop up, please set it to allow pop-ups temporarily for this to work.)
5. In the yellow pop-up, enter the email address you would like to connect (i.e. your business email being hosted by us), then click "Next."
6. In the next screen, there should only be 1 option available: "Import emails from my other account (POP3)." Make sure that is selected, then click "Next."
7. Provide the following credentials on the next screen:
   - **Username:** Use your email address, including the @ symbol and domain.
   - **Password:** You should have received this from us. Copy and paste it to ensure there are no typos.
   - **POP Server:** Leave this at its default (e.g. "mail.yourwebsite.com").
   - **Port:** 995
8. **Enable** "Leave a copy of retrieved message on the server". This way there is a backup in case something gets lost in transit.

9. **Enable** "Always use a secure connection (SSL) when retrieving mail" to ensure your security and privacy.

10. You are welcome to automatically add a label of your choice to incoming emails if you wish to filter them out of your other Gmail messages.

11. **Disable** "Archive incoming messages (Skip the Inbox)."

12. Click "Add Account" to test your connection and complete the setup process. If you receive an error message, double-check the credentials you provided in step 7 above. Otherwise, you can close the pop-up window.

Configure SMTP to send outgoing emails

13. Still in the "Accounts and Import" tab of your Gmail settings page, find the "Send mail as" section and click the "Add another email address" link. A yellow pop-up window will appear. (If your browser blocks the pop up, please set it to allow pop-ups temporarily for this to work.)

14. Enter your desired display name in the "Name" field.

15. In the "Email address" field, enter the email address you would like to connect (i.e. your business email being hosted by us).

16. **Enable** "Treat as an alias" to ensure recipients of your emails see the correct information on their end, then click "Next step."

17. Provide the following credentials on the next screen:
    - **SMTP Server**: add "mail" to the beginning of your domain (e.g. "mail.yourwebsite.com"). This server should be identical to the POP3 server you configured in step 7.
    - **Port**: 465
    - **Username:** Use your email address, including the @ symbol and domain.
    - **Password:** You should have received this from us. Copy and paste it to ensure there are no typos.

18. Select "Secured connection using TLS (recommended)," then click "Add Account" to test your connection. If you receive an error message, double-check the credentials you provided in step 17 above.

19. If your credentials are correct, you will need to confirm your email address using a verification code. Login to your email address through our webmail system (https://yourwebsite.com/webmail) to temporarily check your email directly through our server.

20. When you receive the email from Google–you may need to check your spam folder–you can either click the link or enter the provided code into the text field in the yellow pop-up. Copy and paste it to ensure there are no typos. (If you have not received the email within 15 minutes, contact us for assistance.)

21. Click "Verify" to complete the setup process and close the pop-up.