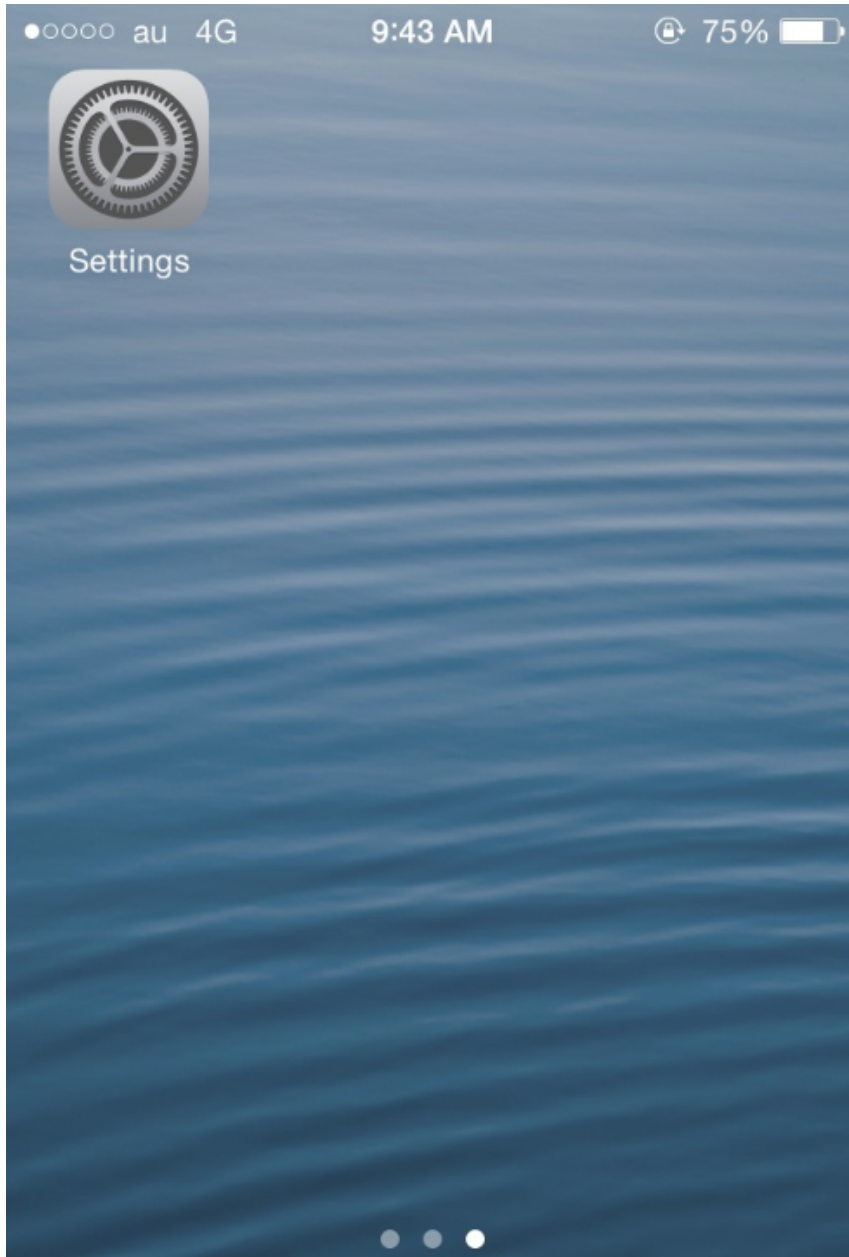


Thunderbird 3-24

Q. How do I setup my account in my iPhone/iPad?

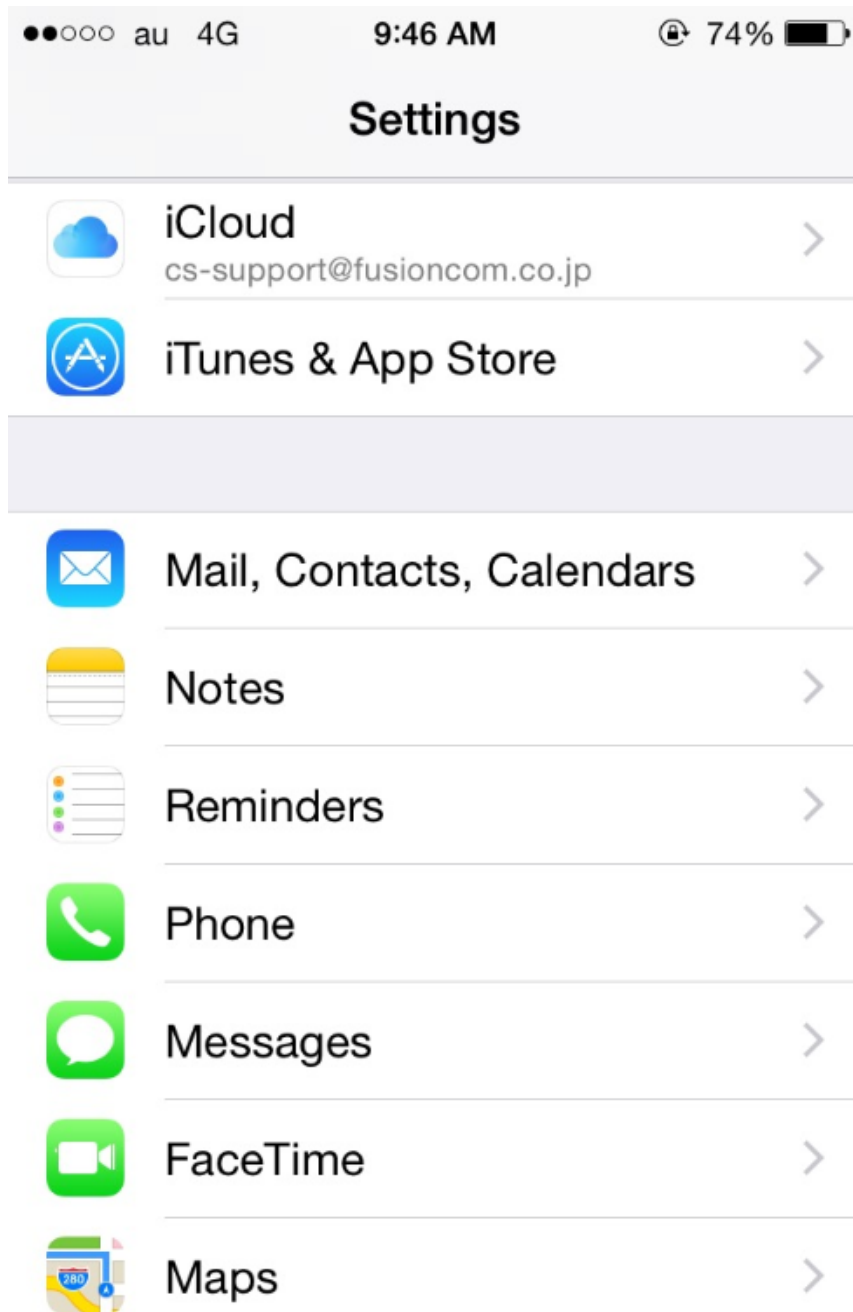
A. Please follow these instructions to setup your @gol.com account in your iPhone

1. Open the Apple iPhone menu and tap "Settings"



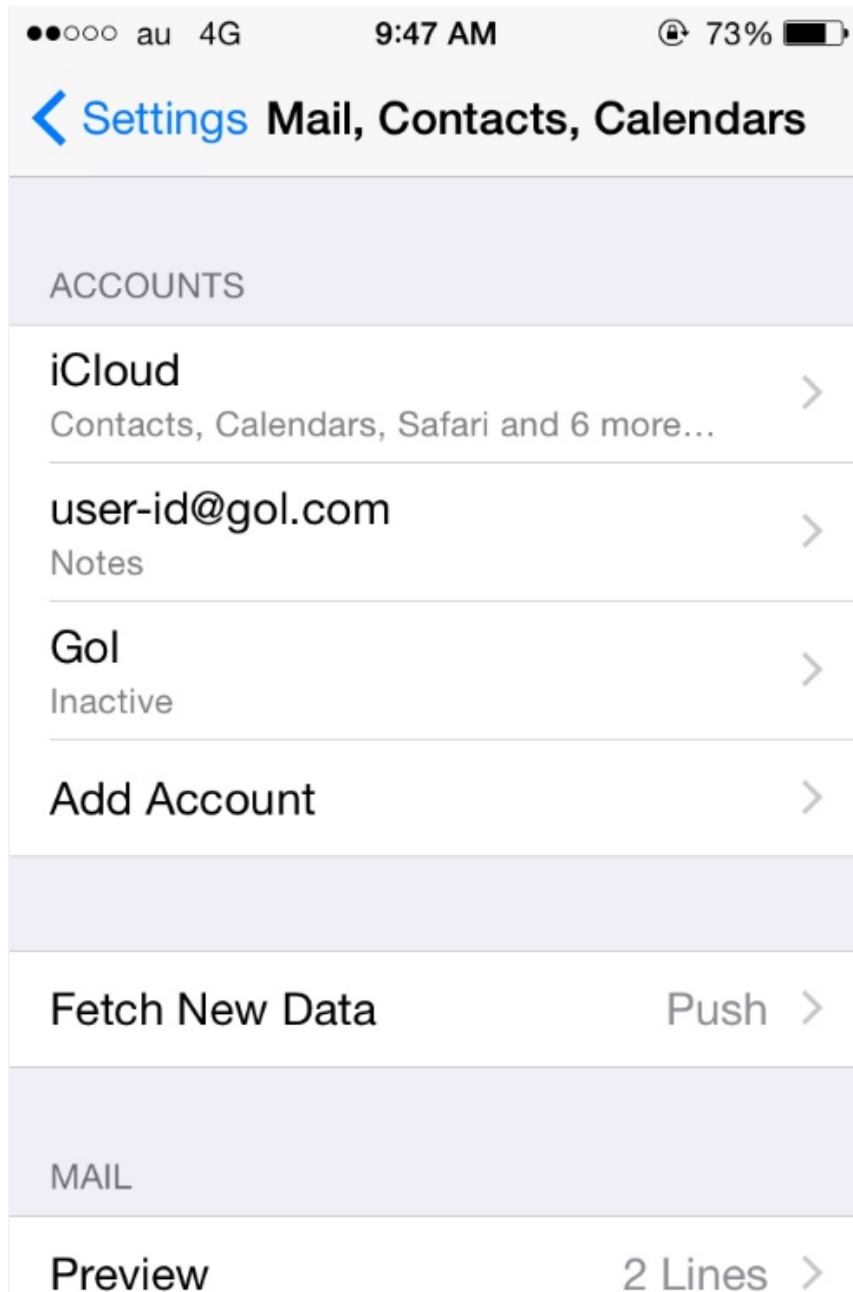
2. Tap the "Mail, Contacts, Calendars" option

Thunderbird 3-24



3. Tap the "Add Account..." option

Thunderbird 3-24



4. Tap the "Other" option

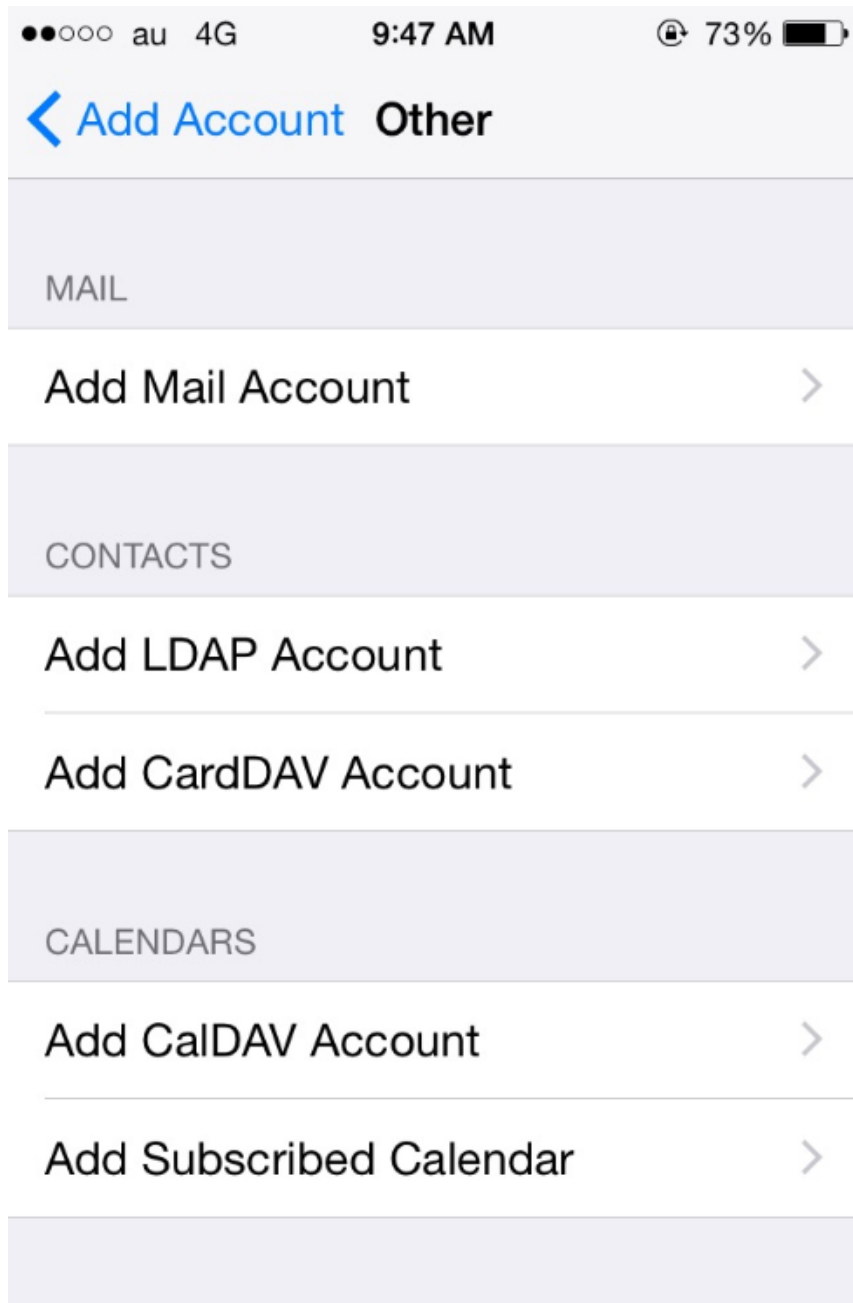
Thunderbird 3-24



Other

5. Tap the "Add Mail Account" option

Thunderbird 3-24



6. Enter your information here

Name - Enter your name here


Address - Enter your email address here (user-id@gol.com)

Password - Your Rakuten Broadband Premium account password

Description - Enter a name for the account (e.g. user-id@gol.com)

Click on the "Save" button to save the changes and go to the next screen

Thunderbird 3-24

●●○○ au 4G 9:50 AM 73% 

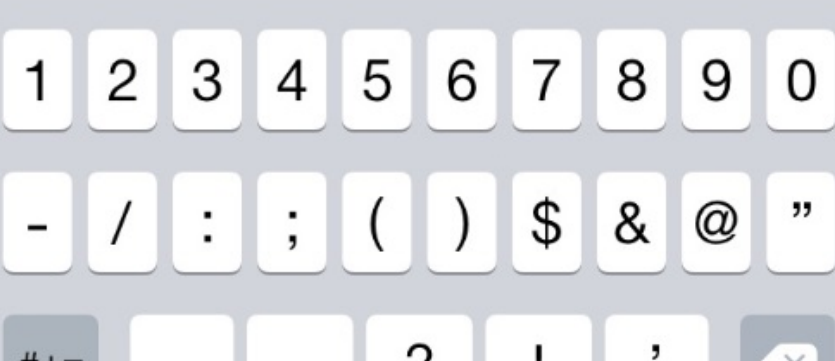
[Cancel](#) **New Account** [Next](#)

Name User Name

Email user-id@gol.com

Password ●●●●●●

Description user-id@gol.com



7. Select "POP" as the account type and then tap the "Host Name" option

Thunderbird 3-24

●●○○○ au 4G 9:51 AM 73%

Cancel New Account Save

IMAP POP

Name User Name

Email user-id@gol.com

Description user-id@gol.com

INCOMING MAIL SERVER

Host Name mail.example.com

User Name Required

Password ●●●●●

8. Enter the Incoming Mail Server information here


Host Name - Enter popmail.gol.com here

User Name - Enter your email address here (e.g. user-id@gol.com)

Password - Your Rakuten Broadband Premium account password

Click on the "Save" button to save the changes and go to the next screen

Thunderbird 3-24

●●○○ au 4G 9:53 AM 72% 

[Cancel](#) **New Account** [Save](#)

INCOMING MAIL SERVER

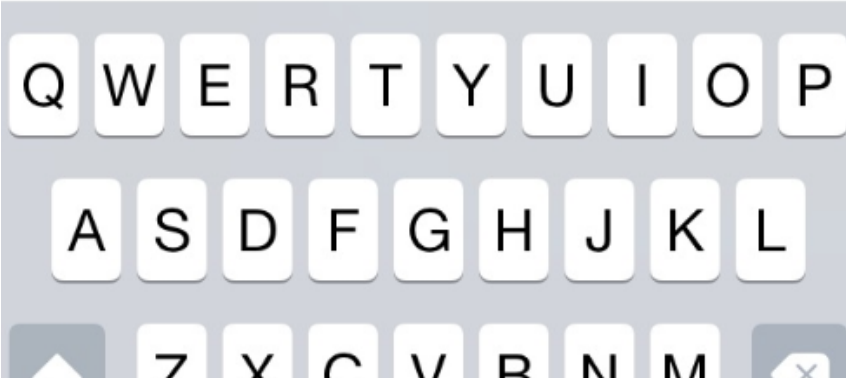
Host Name

User Name

Password

OUTGOING MAIL SERVER

Host Name



9. Enter the Outgoing Mail Server information here


Host Name - Enter mail.gol.com here

User Name - Enter your email address here (e.g. user-id@gol.com)

Password - Your Rakuten Broadband Premium account password

Click on the "Save" button to save the changes and go to the next screen

Thunderbird 3-24

●●○○ au 4G 9:55 AM 72% 

[Cancel](#) **New Account** [Save](#)

OUTGOING MAIL SERVER

Host Name mail.gol.com

User Name user-id@gol.com

Password ●●●●●●

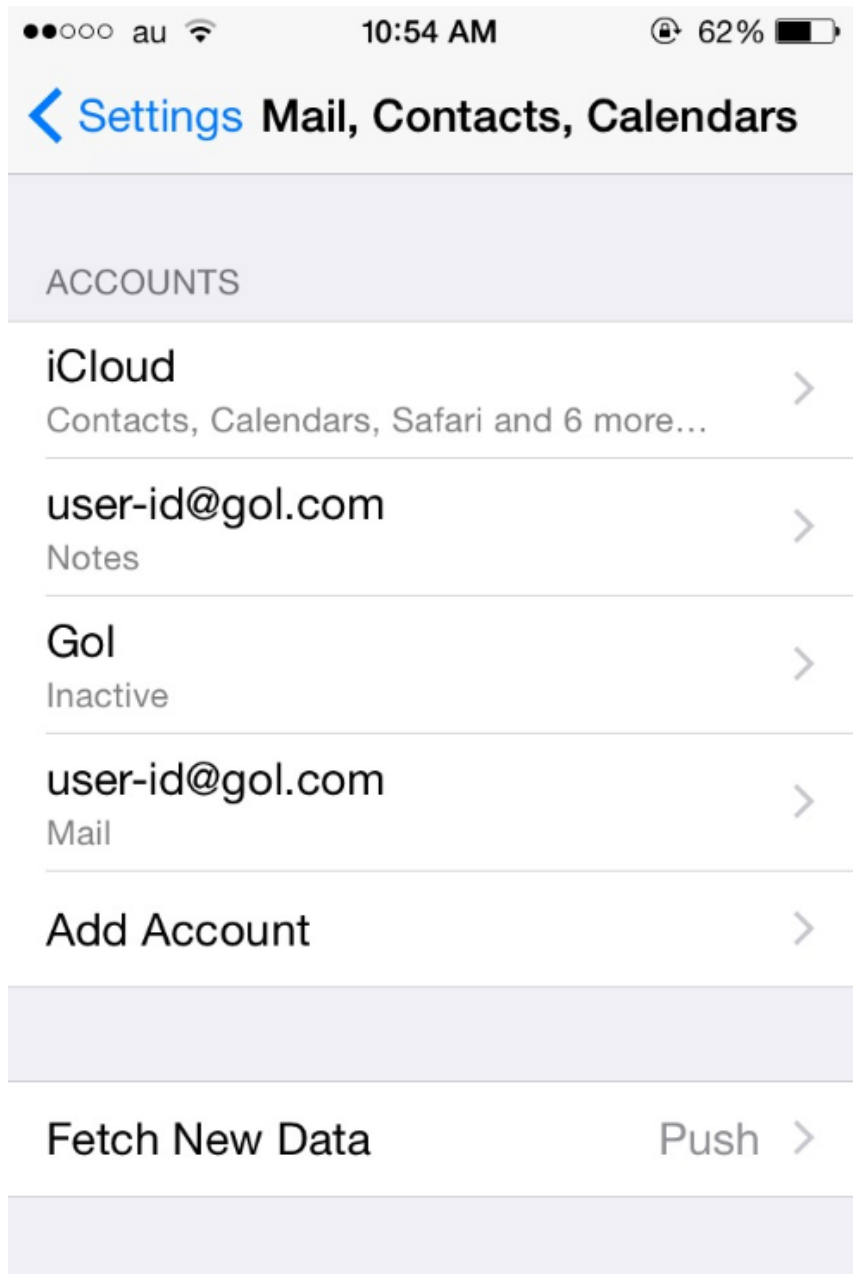
1 2 3 4 5 6 7 8 9 0

- / : ; () \$ & @ "

+ = , ' > < ? [\] ^ _ { | } ~ `

10. Tap the option for the GOL account you have created (e.g. user-id@gol.com)

Thunderbird 3-24



11. Tap the "SMTP mail.gol.com >" option

Thunderbird 3-24

The screenshot shows the account setup interface for Thunderbird 3-24. At the top, the status bar displays signal strength, carrier 'au', time '10:08 AM', and battery level '69%'. Below this is a header bar with 'Cancel' and 'Done' buttons, and the email address 'user-id@gol.com'. The 'Description' field also contains 'user-id@gol.com'. The interface is divided into sections for 'INCOMING MAIL SERVER' and 'OUTGOING MAIL SERVER'. Under the incoming section, 'Host Name' is 'popmail.gol.com', 'User Name' is 'user-id@gol.com', and 'Password' is masked with dots. The outgoing section shows 'SMTP' set to 'mail.gol.com' with a chevron icon. At the bottom, there is an 'Advanced' section with a chevron icon.

Cancel user-id@gol.com Done

Description user-id@gol.com

INCOMING MAIL SERVER

Host Name popmail.gol.com

User Name user-id@gol.com

Password ●●●●●●

OUTGOING MAIL SERVER

SMTP mail.gol.com >

Advanced >

12. Make sure that the mail.gol.com SMTP server is set to "On" and is the "Primary Server". Now tap the "mail.gol.com On >" button.

IMPORTANT: If you have several GOL SMTP SERVERS that are set to 'Off' as you can see below, please tap on each one of these separately to open and edit. You can now choose 'Delete' at the bottom of the page to delete these unused GOL SMTP SERVERS. Having multiple GOL SMTP SERVERS may disable your iPhone from sending email from your GOL account.

Thunderbird 3-24



13. Make sure that you have the following settings

Host Name - mail.gol.com

User Name - Your email address here (e.g. user-id@gol.com)

Password - Your Rakuten Broadband Premium account password

Use SSL - OFF

Authentication - Password

Server Port - 587

Click on the "SMTP" button to save the changes and go back to the main account screen

Thunderbird 3-24

●●○○○ au 10:10 AM 69%

Cancel mail.gol.com Done

Server ☒

OUTGOING MAIL SERVER

Host Name mail.gol.com

User Name user-id@gol.com

Password ●●●●●●●●

Use SSL ☐

Authentication Password >

Server Port 587

14. Once you have been returned to the main account screen, tap the "Advanced" button

Thunderbird 3-24

The screenshot shows the Thunderbird 3-24 account setup interface. At the top, there's a status bar with signal strength, carrier 'au', time '10:08 AM', and battery '69%'. Below this is a header bar with 'Cancel' on the left, 'user-id@gol.com' in the center, and 'Done' on the right. The main content area is divided into sections. The first section is 'Description' with the value 'user-id@gol.com'. Below this is a section titled 'INCOMING MAIL SERVER'. It contains three fields: 'Host Name' with the value 'popmail.gol.com', 'User Name' with the value 'user-id@gol.com', and 'Password' with six dots. Below this is a section titled 'OUTGOING MAIL SERVER'. It contains one field: 'SMTP' with the value 'mail.gol.com' and a right-pointing arrow. At the bottom is a section titled 'Advanced' with a right-pointing arrow.

15. Make sure that you have the following settings

Remove - After one week (You can choose your own option here but it should be noted that gol.com mailboxes only provide 100MB of storage space by default)

Use SSL - OFF

Authentication - Password

Delete from server - Never

Server Port - 110

Click on the "user-id@gol.com" button to save the changes and go back to the main account screen

Thunderbird 3-24

Back

Advanced

MOVE DISCARDED MESSAGES INTO:

Deleted Mailbox

Archive Mailbox

DELETED MESSAGES

Remove

After one week

INCOMING SETTINGS

Use SSL

Authentication

Password

Delete from server

Never

Server Port

110

16. You should now be able to send and receive email on your iPhone with your GOL account. If you have any problems, please feel free to contact us.

Unique solution ID: #1027

Author: Support

Last update: 2017-07-03 03:49