

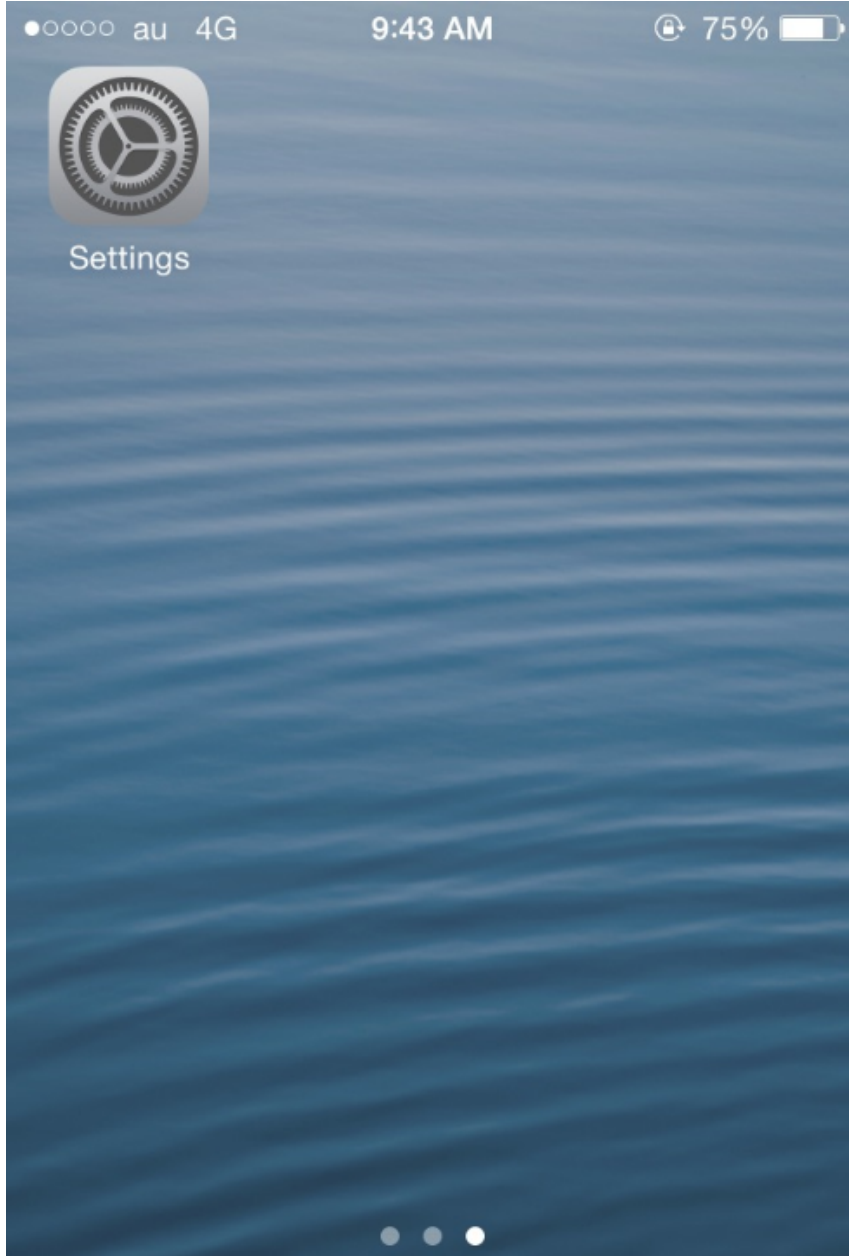
# iPhone/iPad

## 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

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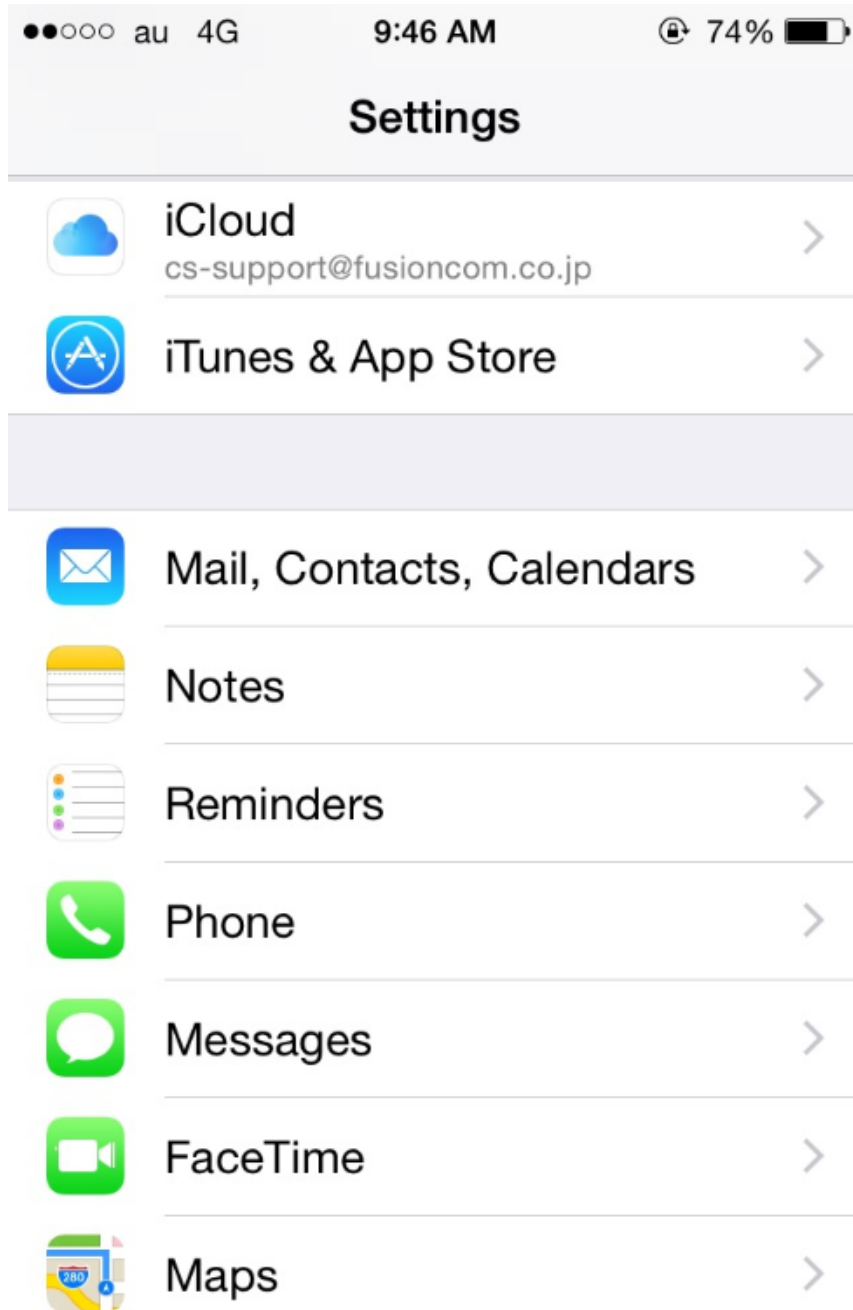
1. Open the Apple iPhone menu and tap "Settings"



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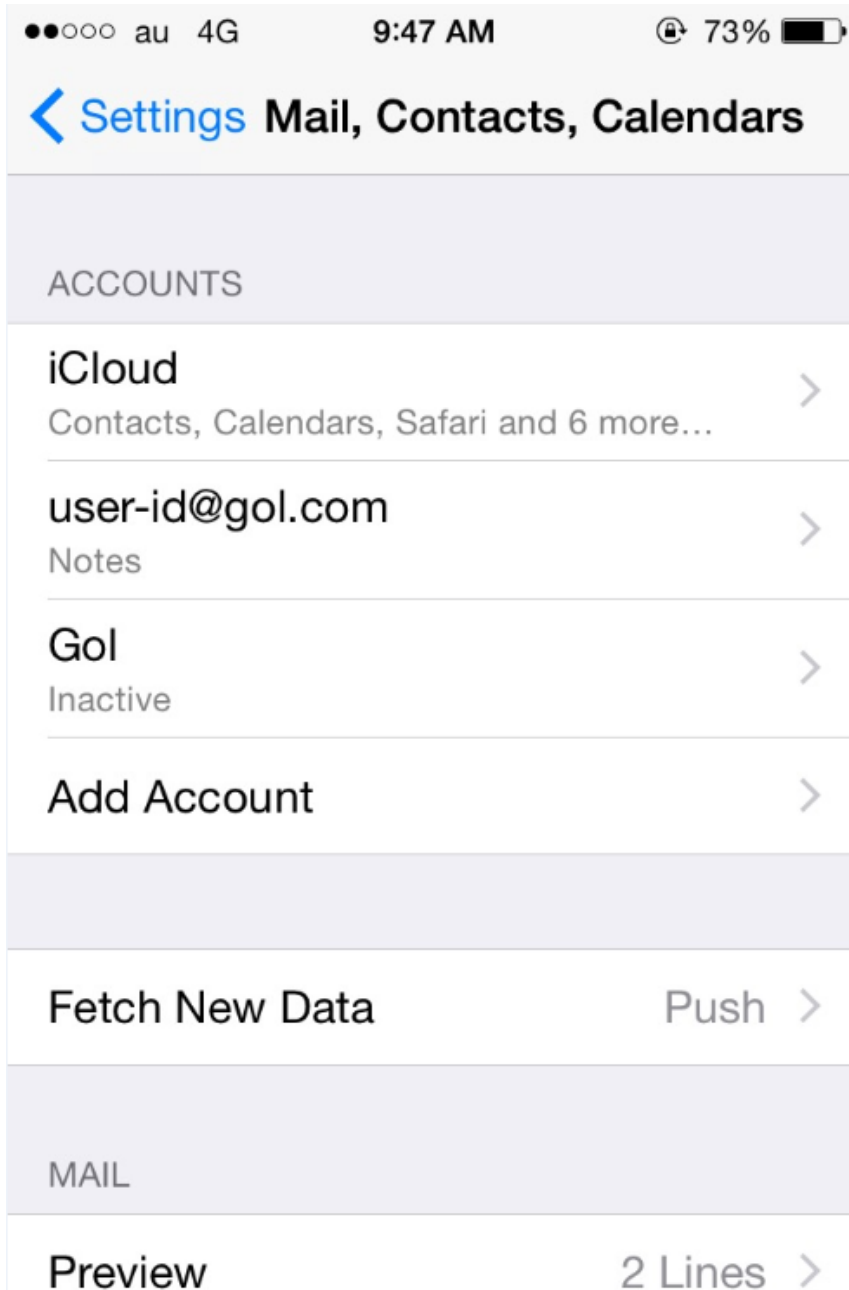
2. Tap the "Mail, Contacts, Calendars" option

# iPhone/iPad



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

# iPhone/iPad



4. Tap the "Other" option

## iPhone/iPad

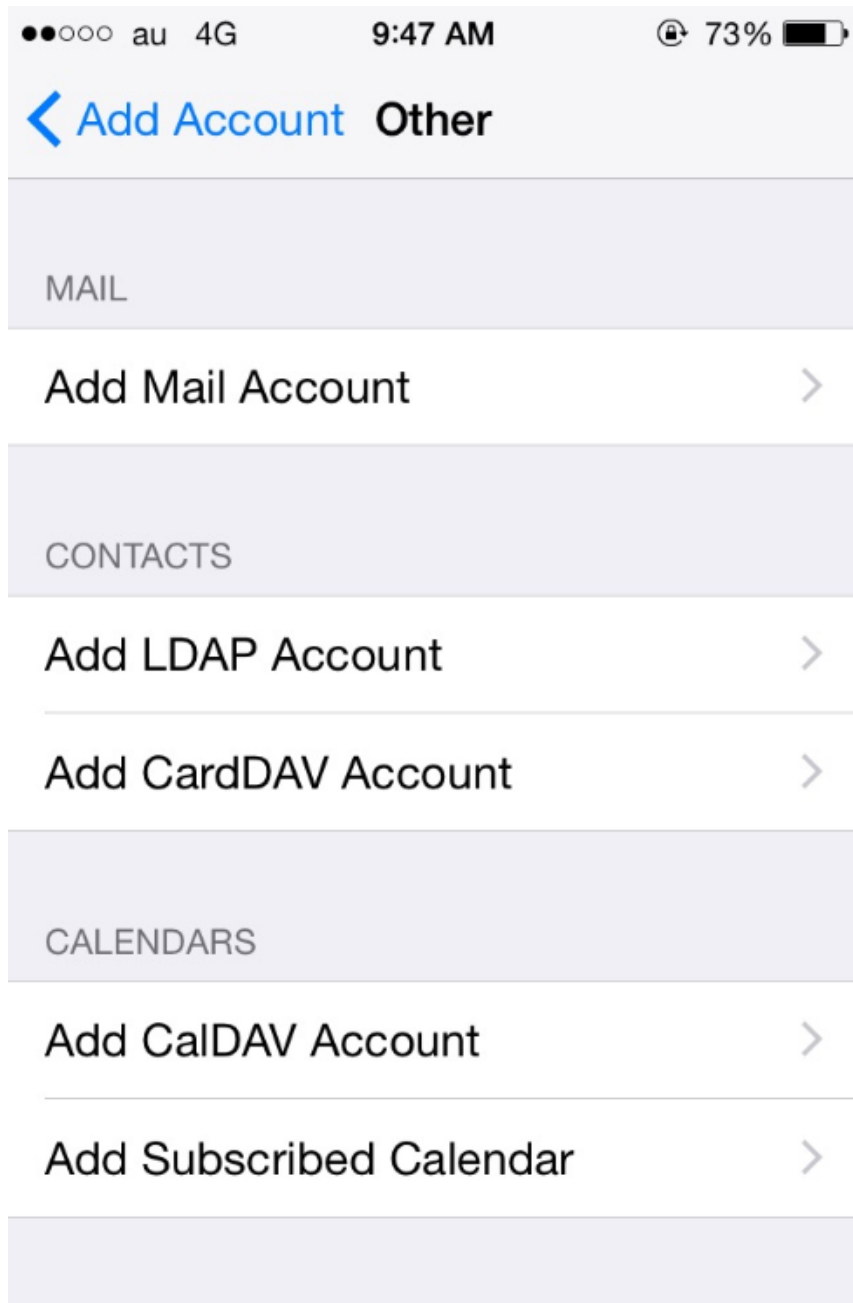


Other

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5. Tap the "Add Mail Account" option

# iPhone/iPad



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## 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

# iPhone/iPad

●●○○ au 4G 9:50 AM 73%

Cancel New Account Next

Name User Name

Email user-id@gol.com

Password ●●●●●●

Description user-id@gol.com

1 2 3 4 5 6 7 8 9 0

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

# iPhone/iPad

●●○○○ 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

# iPhone/iPad

●●○○ au 4G 9:53 AM 72%

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

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INCOMING MAIL SERVER

Host Name popmail.gol.com

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User Name user-id@gol.com


---

Password ●●●●●●

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OUTGOING MAIL SERVER

Host Name smtp.example.com



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



# iPhone/iPad

●●○○ 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 ●●●●●

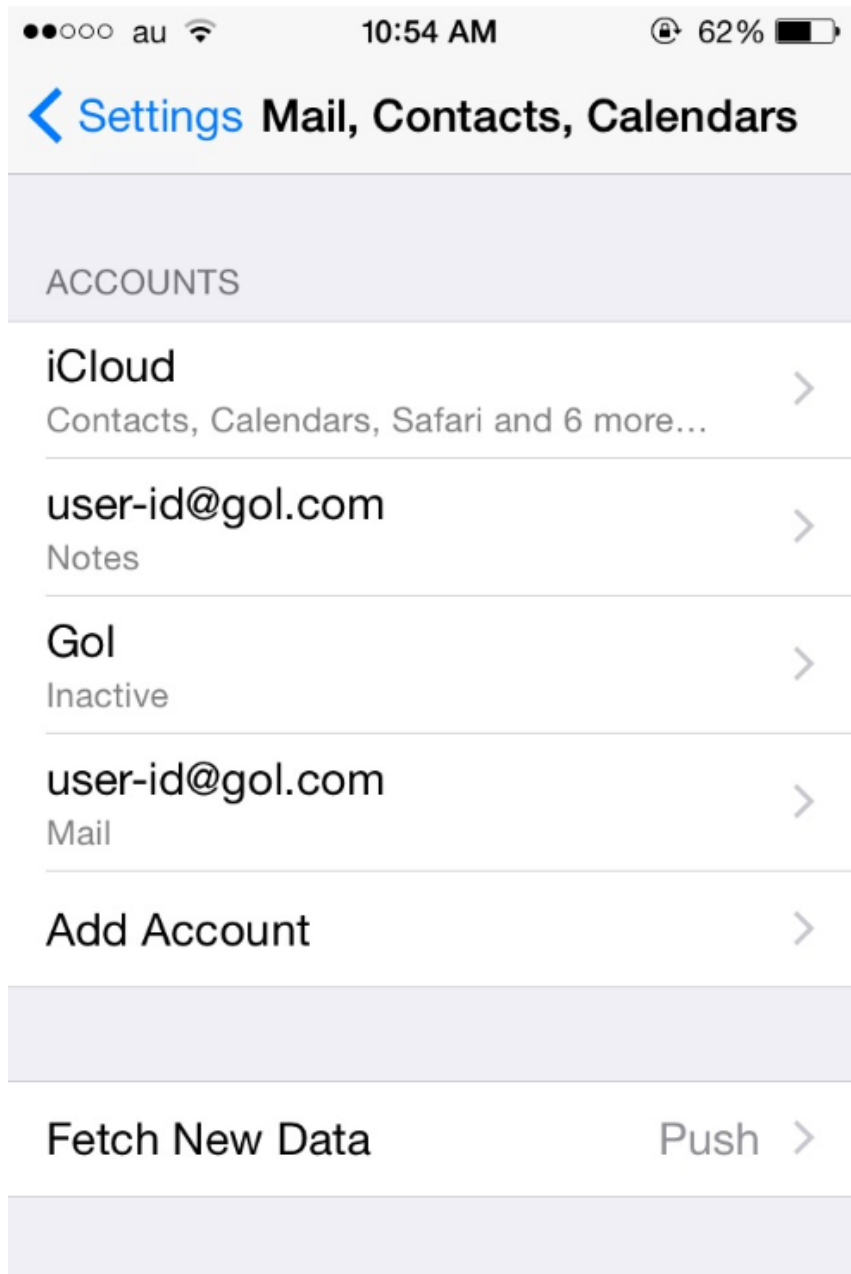
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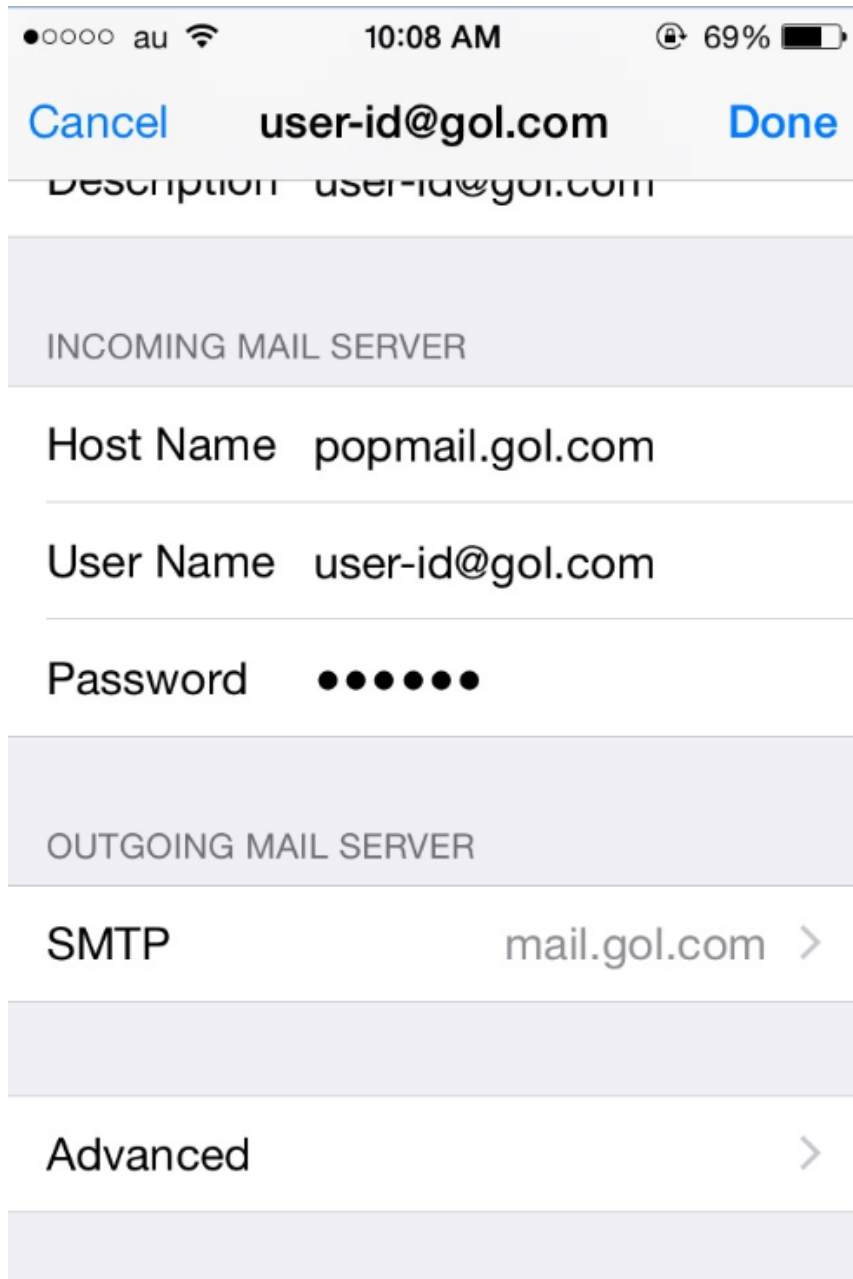
10. Tap the option for the GOL account you have created (e.g. user-id@gol.com)

# iPhone/iPad



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

# iPhone/iPad



The screenshot shows the mail settings for an account with email address user-id@gol.com. At the top, there are status icons for cellular service (au), signal strength, time (10:08 AM), and battery level (69%). Below the status bar, the account name 'user-id@gol.com' is displayed with 'Cancel' and 'Done' buttons. The 'Description' field also shows 'user-id@gol.com'. The settings are organized into sections: 'INCOMING MAIL SERVER' with fields for 'Host Name' (popmail.gol.com), 'User Name' (user-id@gol.com), and 'Password' (masked with dots). Below this is the 'OUTGOING MAIL SERVER' section, which includes an 'SMTP' field set to 'mail.gol.com' with a chevron icon. At the bottom, there is an 'Advanced' section with a chevron icon.

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.

# iPhone/iPad



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## 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

# iPhone/iPad

●●○○○ 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

# iPhone/iPad

The screenshot shows the 'Add Mail Account' screen for a gol.com account. At the top, the status bar shows 'au' carrier, signal strength, time '10:08 AM', and 69% battery. Below the status bar, there are three buttons: 'Cancel' on the left, 'user-id@gol.com' in the center, and 'Done' on the right. Underneath these buttons, the text 'Description user-id@gol.com' is visible. The screen is divided into two main sections: 'INCOMING MAIL SERVER' and 'OUTGOING MAIL SERVER'. Under 'INCOMING MAIL SERVER', there are three fields: 'Host Name' with the value 'popmail.gol.com', 'User Name' with the value 'user-id@gol.com', and 'Password' with six dots. Under 'OUTGOING MAIL SERVER', there is one field: 'SMTP' with the value 'mail.gol.com' and a right arrow. At the bottom, there is a section titled 'Advanced' with a right 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

# iPhone/iPad

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