



Zimbra for iPad - IMAP

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# **Configuration Guide**

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# Using this Configuration Guide

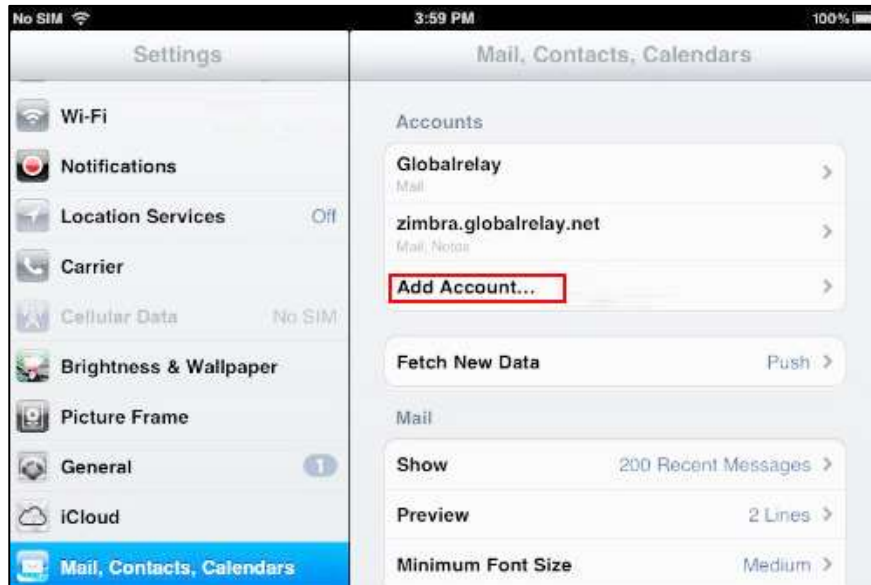
This guide provides step-by-step instructions for configuring a Zimbra account on your iPad with an IMAP connection. You will also be verifying the SSL and Port settings to ensure that you have set up the account properly.

**NOTE:** We recommend you configure your account with an IMAP connection.

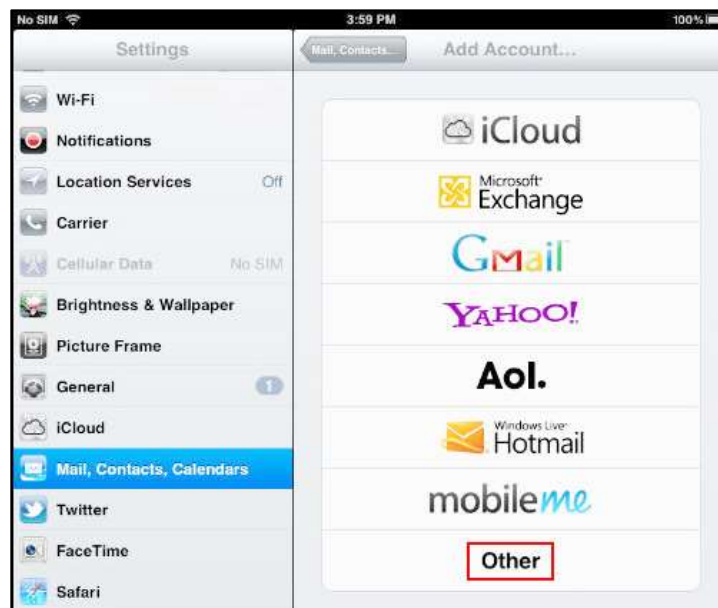
An IMAP connection syncs email data between devices, because all data is kept on the Zimbra server. When you read or delete an email, information is synced across all devices where you access your email account.

# Configuring a Zimbra Account on iPad with IMAP

1. On the home screen, tap **Settings**.
2. Tap **Mail, Contacts, Calendars**.
3. Tap **Add Account**.



4. Tap **Other**.



5. Under Mail, select **Add Mail Account**.



6. Under New Account, enter your information:

- **Name:** Displayed on all messages that you send
- **Address:** Your full Zimbra email address
- **Password:** Your Zimbra mailbox password

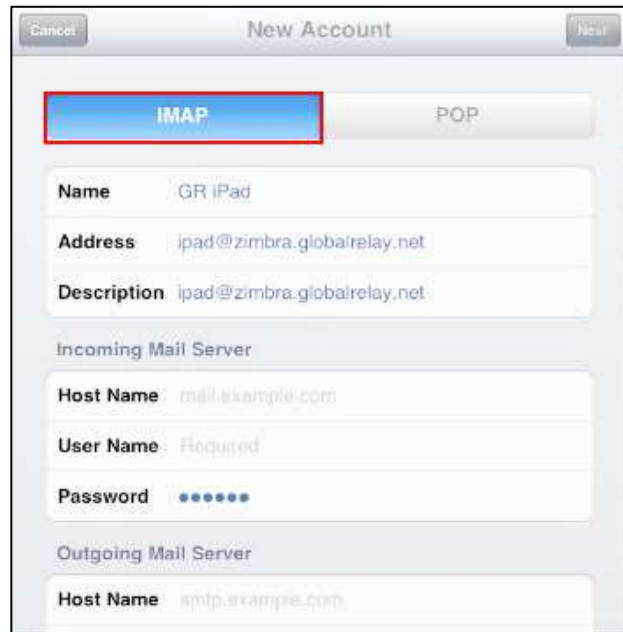
**NOTE:** You may need to reset your password via webmail before you can enter you can access your Zimbra account on your iPad. Contact your Zimbra administrator for more information.

- **Description:** This field will auto-populate.



7. Tap **Next**.

8. Under New Account, ensure **IMAP** is selected.



Cancel New Account Next

**IMAP** POP

Name GR iPad

Address ipad@zimbra.globalrelay.net

Description ipad@zimbra.globalrelay.net

Incoming Mail Server

Host Name mail.example.com

User Name Required

Password ••••••

Outgoing Mail Server

Host Name smtp.example.com

9. Under Incoming Mail Server, complete the following information:

- **Host Name:** Enter **mail3.globalrelay.com**.
- **User Name:** Enter your full Zimbra email address.
- **Password:** Enter your Zimbra mailbox password.



Cancel Account Done

Name GR iPad

Address ipad@zimbra.globalrelay.net

Description ipad@zimbra.globalrelay.net

Incoming Mail Server

Host Name mail3.globalrelay.com

User Name ipad@zimbra.globalrelay.net

Password ••••••

Outgoing Mail Server

SMTP mail2.globalrelay.com >

Advanced >

10. Under Outgoing Mail Server, complete the following information:

- **Host Name:** Enter **mail3.globalrelay.com**.
- **User Name:** Enter your full Zimbra email address
- **Password:** Enter your Zimbra mailbox password

**NOTE:** User Name and Password fields are listed as optional, but you **must enter your information**.

The screenshot shows the 'New Account' configuration window. The 'Outgoing Mail Server' section is highlighted with a red border. It contains the following fields:

Field	Value
Host Name	mail3.globalrelay.com
User Name	ipad@zimbra.globalrelay.net
Password	••••••

11. Tap **Next**.

12. In the IMAP window, ensure that Mail is **ON**.

The screenshot shows the 'IMAP' settings window. The 'Mail' toggle switch is turned ON, and the 'Notes' toggle switch is turned OFF.

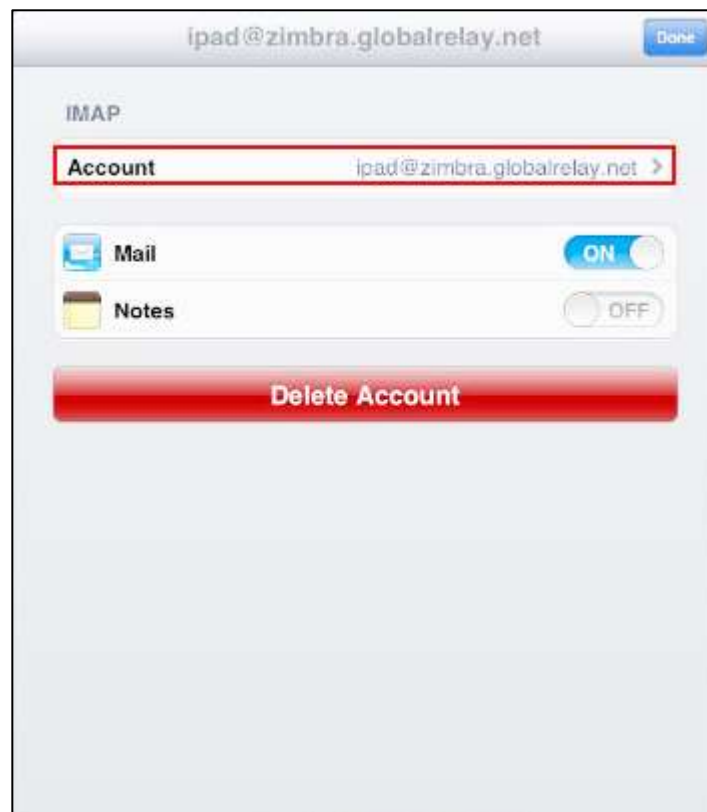
13. Tap **Save**.

## Verifying SSL and Port Settings

1. In Settings, tap **Mail, Contacts, Calendars**.
2. Tap the account you just added.



3. Under IMAP, tap **Account**.





4. Under Outgoing Mail Server, tap **SMTP mail3.globalrelay.com**.

Account

Cancel Done

Name GR iPad

Address ipad@zimbra.globalrelay.net

Description ipad@zimbra.globalrelay.net

Incoming Mail Server

Host Name mail3.globalrelay.com

User Name ipad@zimbra.globalrelay.net

Password .....

Outgoing Mail Server

SMTP mail3.globalrelay.com >

Advanced >

5. Under Primary Server, tap **mail3.globalrelay.com**.

Account SMTP

Primary Server

mail3.globalrelay.com On >

Other SMTP Servers

Add Server... >

If Mail is unsuccessful using the primary server, it will try the other SMTP servers in succession.

6. By default, the server should be turned ON. If it is not, tap the slider to turn the server **ON**.

7. Ensure that Use SSL is turned **ON** and that the Server Port is set to **465**, and then tap **Done**.

The screenshot shows the configuration screen for an outgoing mail server. The title bar at the top says "mail3.globalrelay.com" with "Cancel" and "Done" buttons. The "Server" toggle is turned "ON". Under "Outgoing Mail Server", the "Host Name" is "mail3.globalrelay.com", "User Name" is "ipad@zimbra.globalrelay.net", and "Password" is masked with dots. The "Use SSL" toggle is turned "ON" and is highlighted with a red rectangle. The "Authentication" is set to "Password" with a right arrow. The "Server Port" is "465" and is also highlighted with a red rectangle.

8. Tap **Account**.
9. Tap **Advanced**.

The screenshot shows the "Account" configuration screen. The title bar says "Account" with "Cancel" and "Done" buttons. The "Name" is "GR iPad", "Address" is "ipad@zimbra.globalrelay.net", and "Description" is "ipad@zimbra.globalrelay.net". Under "Incoming Mail Server", the "Host Name" is "mail3.globalrelay.com", "User Name" is "ipad@zimbra.globalrelay.net", and "Password" is masked with dots. Under "Outgoing Mail Server", the "SMTP" is "mail3.globalrelay.com" with a right arrow. The "Advanced" option is highlighted with a red rectangle and has a right arrow.

10. Ensure Use SSL is turned **ON** and Server Port is set to **993**.



11. Tap **Account** to return to the main Settings screen and then tap **Done** twice.  
Your Global Relay Zimbra account is now configured via an IMAP connection on your iPad.
12. If you encountered any issues, contact your local IT Support or Global Relay Support for further assistance.

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