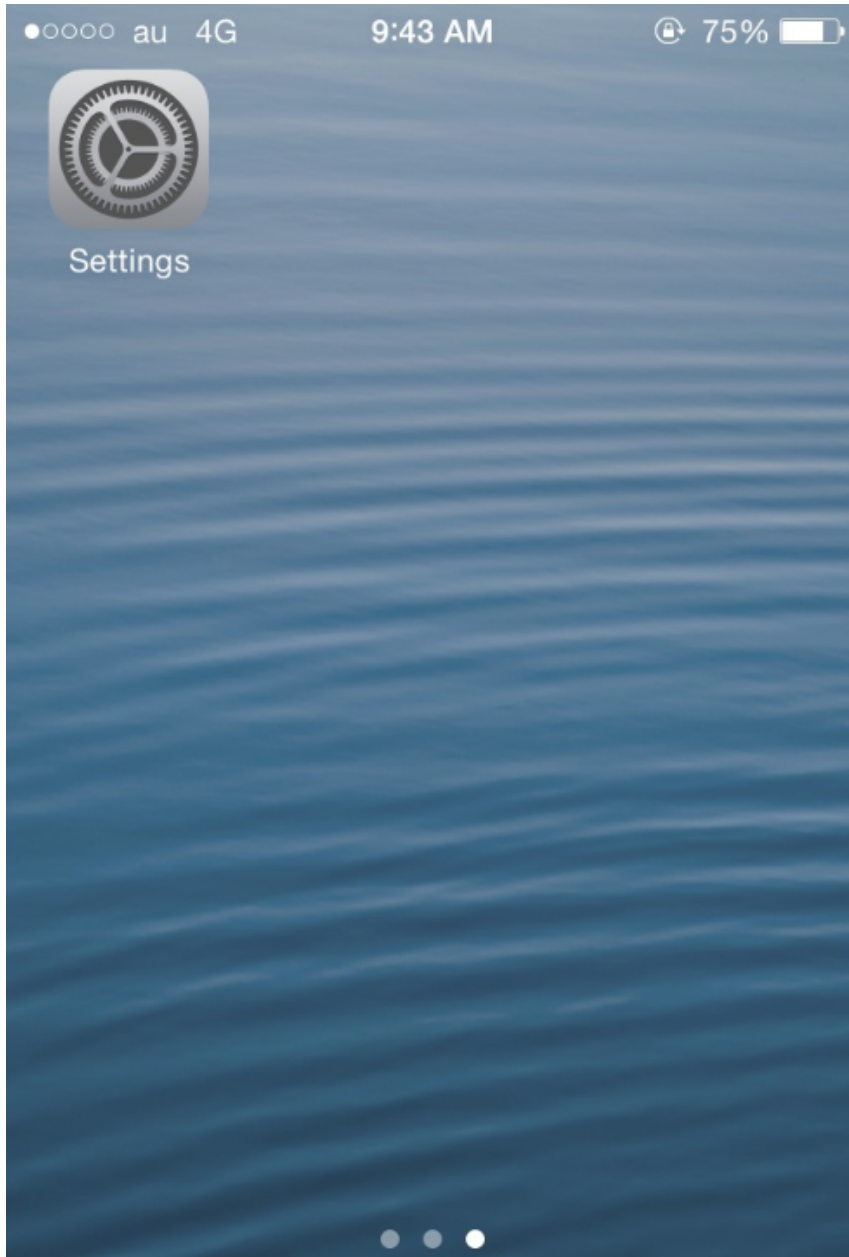


iPhone/iPad

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

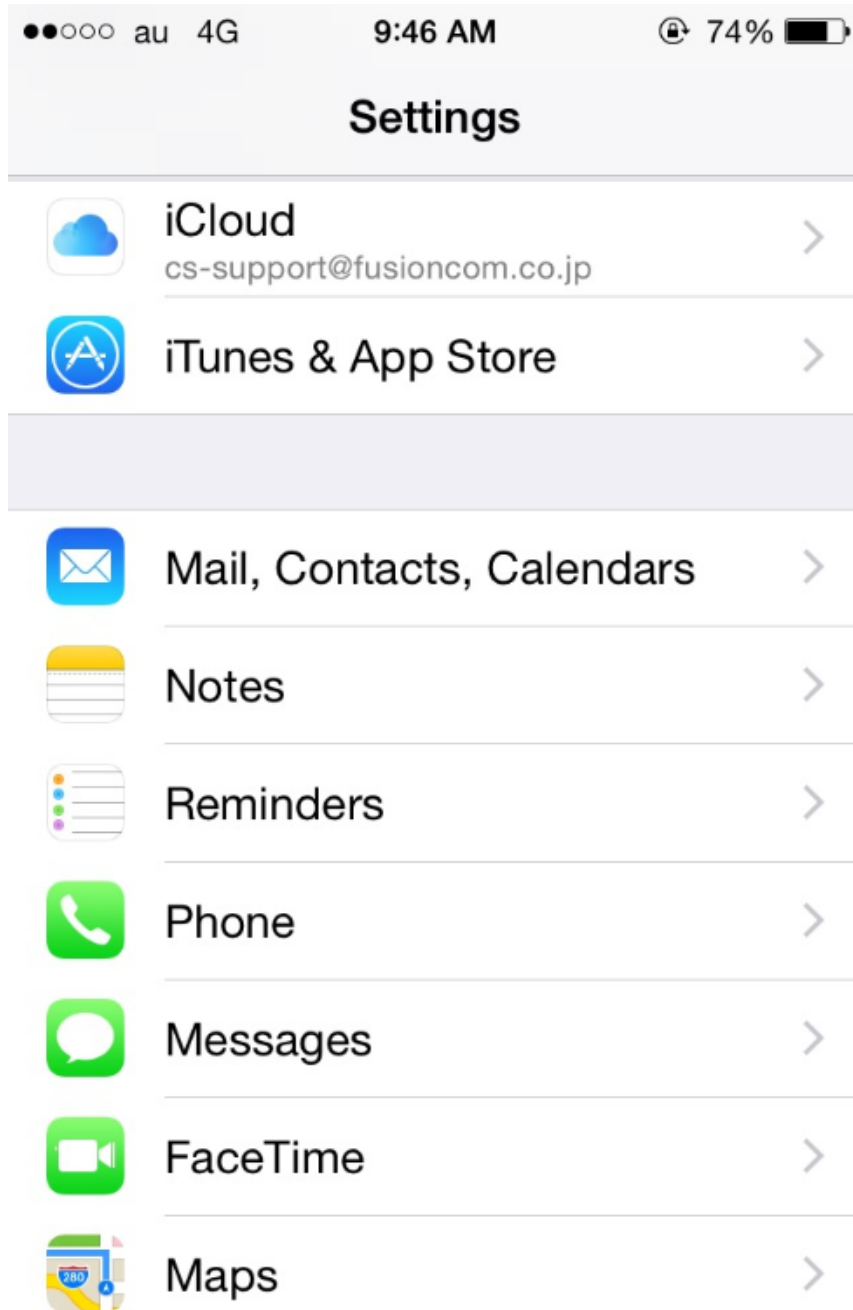
A. Please follow these instructions to setup your @gol.com account in your iPhone

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



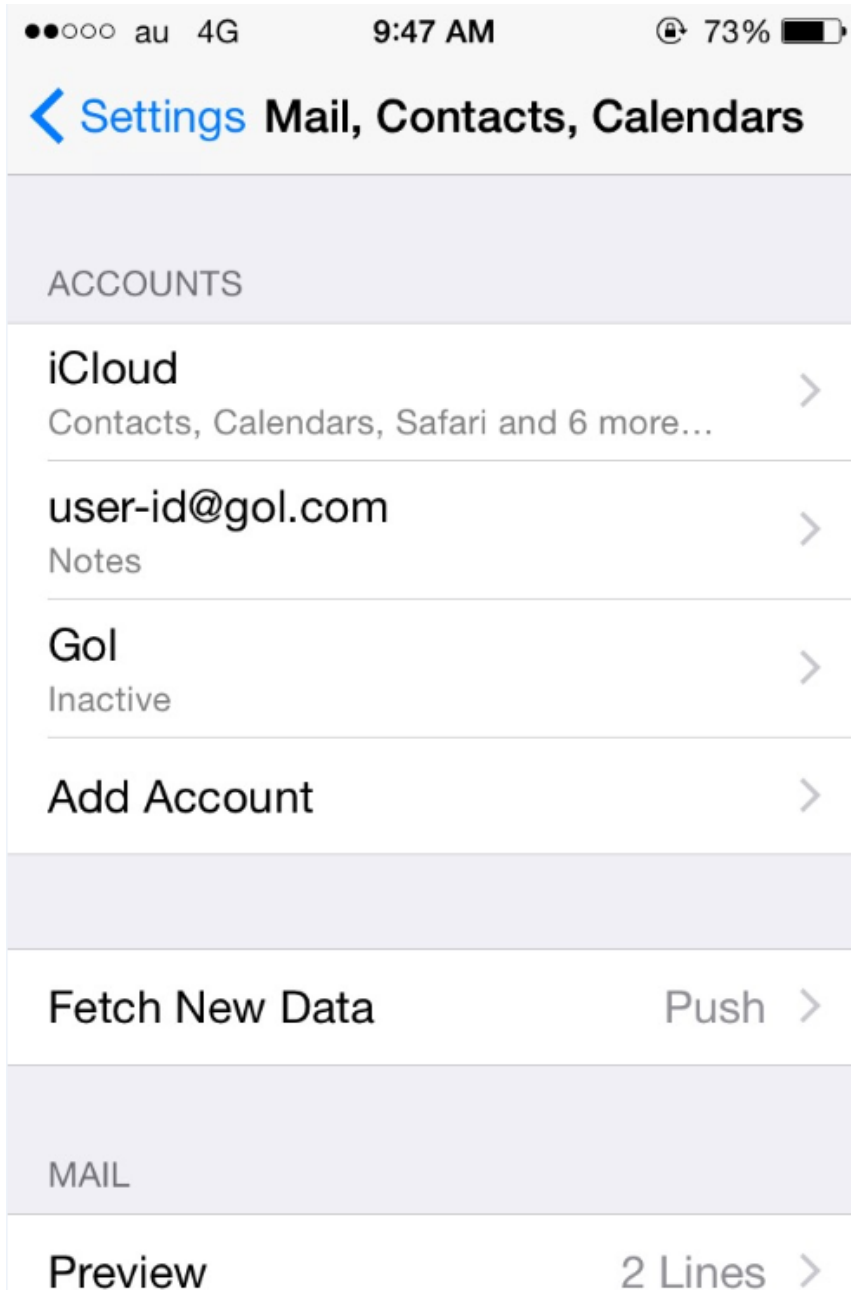
2. Tap the "Mail, Contacts, Calendars" option

iPhone/iPad



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

iPhone/iPad



4. Tap the "Other" option

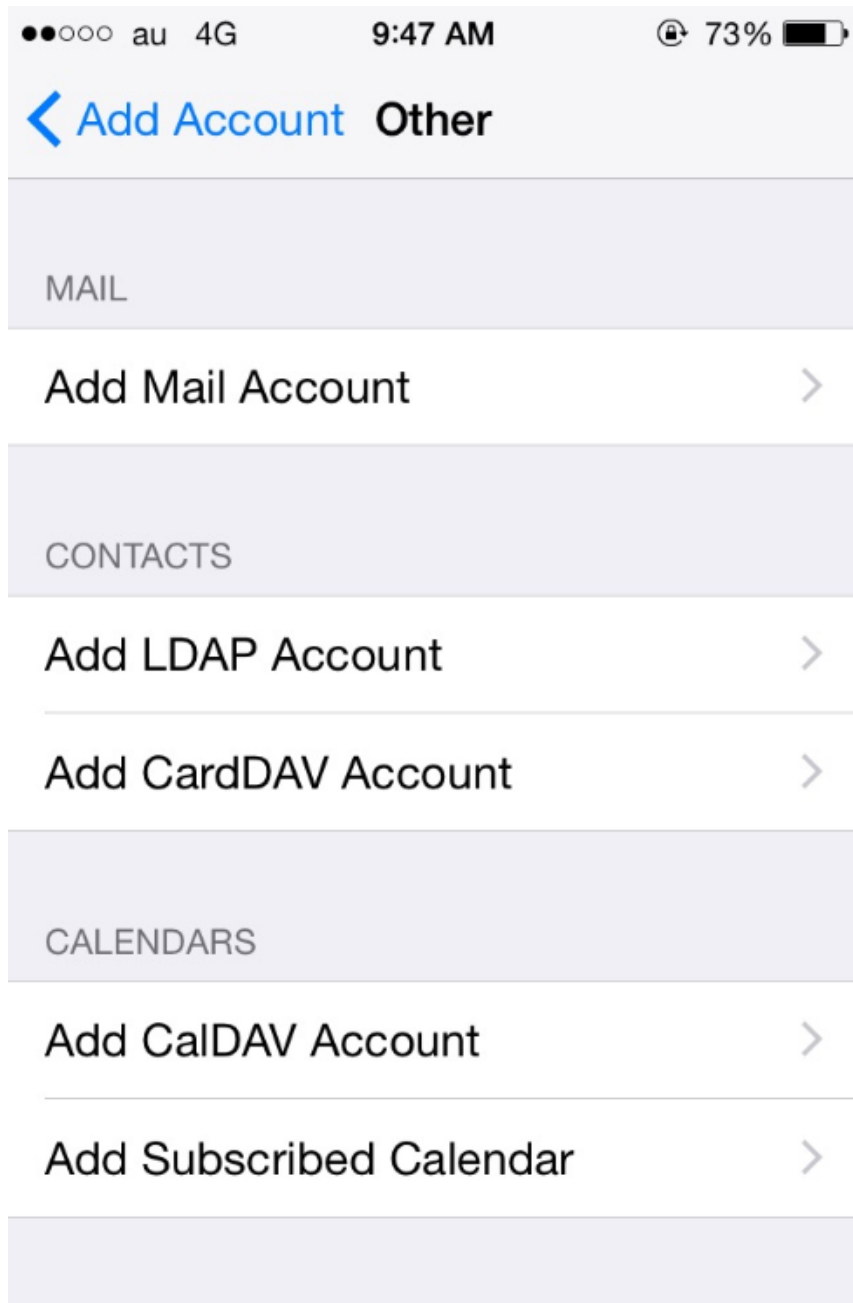
iPhone/iPad



Other

5. Tap the "Add Mail Account" option

iPhone/iPad



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

- / : ; () \$ & @ "

+= ? ! , ' x

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

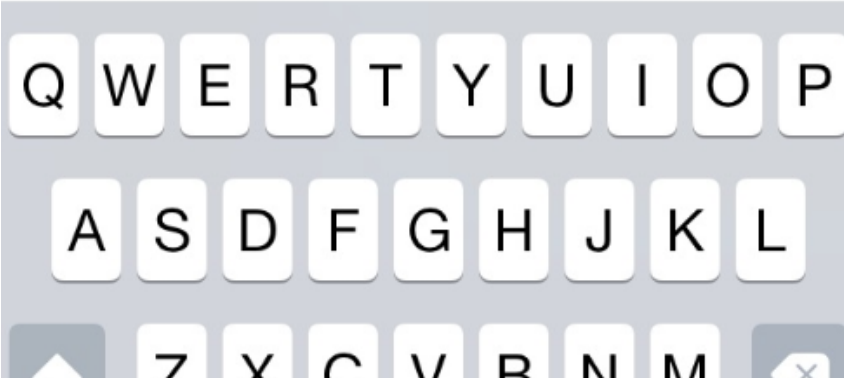
Host Name - Enter popmail.gol.com here

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](#)

INCOMING MAIL SERVER

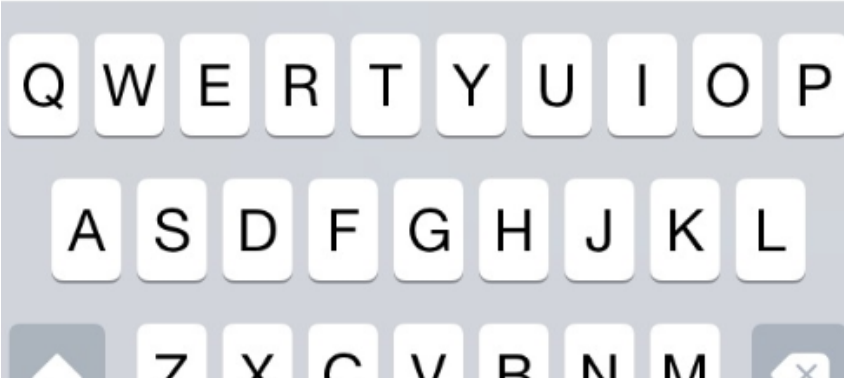
Host Name popmail.gol.com

User Name user-id@gol.com

Password ●●●●●●

OUTGOING MAIL SERVER

Host Name smtp.example.com



9. Enter the Outgoing Mail Server information here

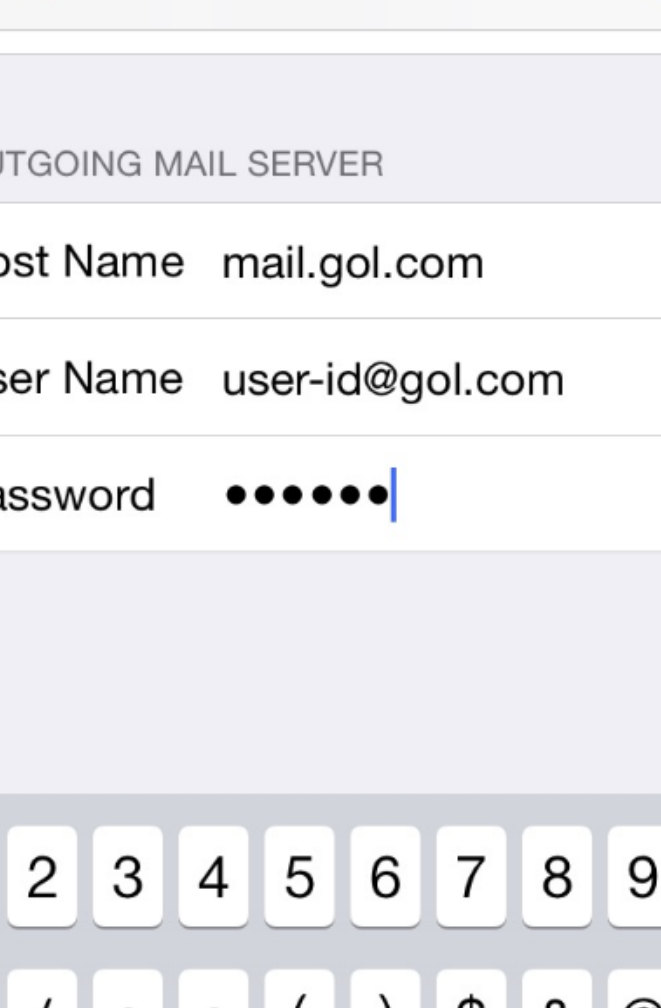
Host Name - Enter mail.gol.com here

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

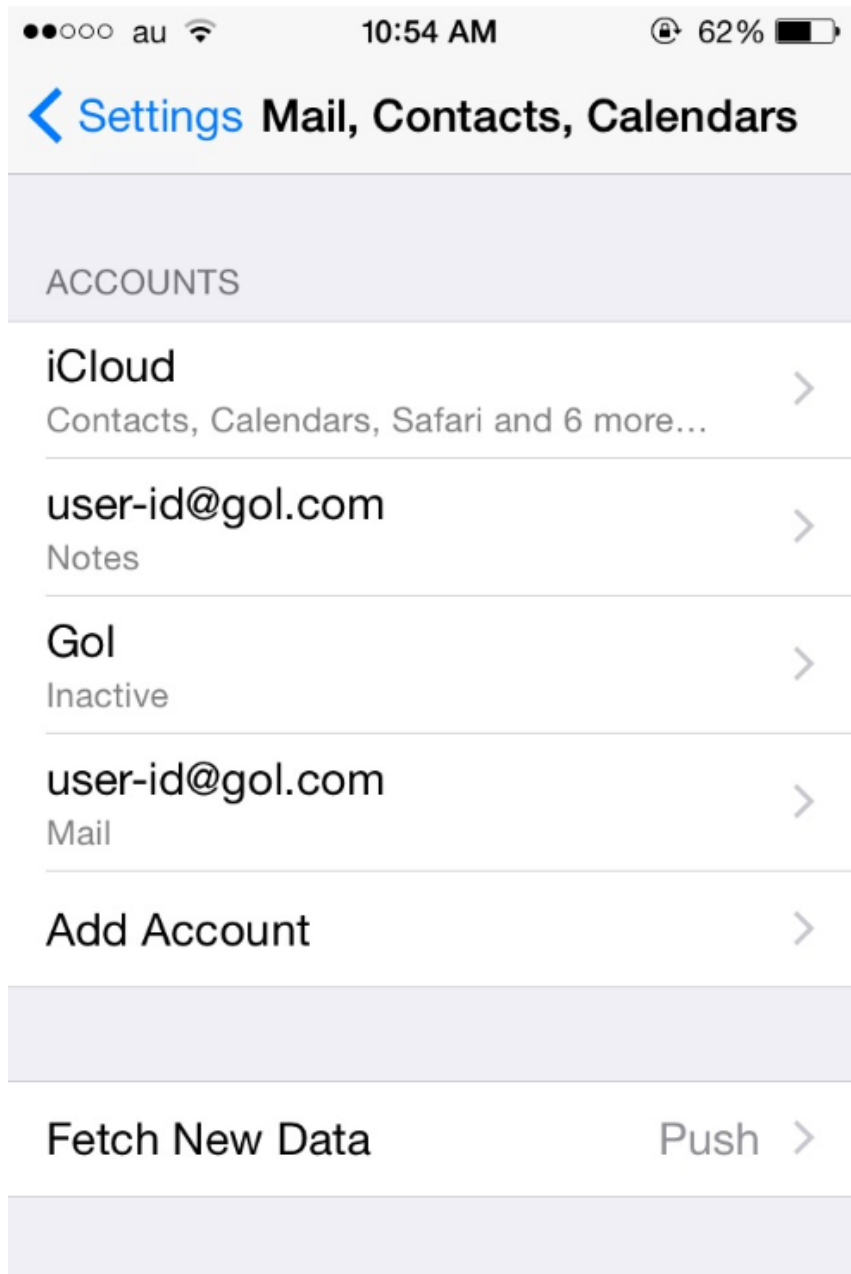
User Name user-id@gol.com

Password ●●●●●●

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)

iPhone/iPad



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

iPhone/iPad

The screenshot shows the 'user-id@gol.com' settings screen in the Mail app. At the top, there's a status bar with signal strength, carrier 'au', time '10:08 AM', and battery '69%'. Below the status bar, the screen has a header with 'Cancel', 'user-id@gol.com', and 'Done' buttons. The 'Description' field is set to 'user-id@gol.com'. The 'INCOMING MAIL SERVER' section shows 'Host Name' as 'popmail.gol.com', 'User Name' as 'user-id@gol.com', and 'Password' as six dots. The 'OUTGOING MAIL SERVER' section shows 'SMTP' set to 'mail.gol.com' with a chevron icon. At the bottom, there is an 'Advanced' option 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



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 Mail app settings for a gol.com account. At the top, the status bar displays signal strength, carrier 'au', time '10:08 AM', and battery '69%'. The account name 'user-id@gol.com' is centered, with 'Cancel' on the left and 'Done' on the right. Below this is a 'Description' field containing 'user-id@gol.com'. The 'INCOMING MAIL SERVER' section includes 'Host Name' set to 'popmail.gol.com', 'User Name' set to 'user-id@gol.com', and a masked 'Password' field. The 'OUTGOING MAIL SERVER' section shows 'SMTP' set to 'mail.gol.com'. At the bottom is an 'Advanced' option with a chevron 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