

Mail Server Settings

Q. What are the settings I need to use to setup my email account?

A. If you cannot find the instructions for your specific email client on our FAQ site or just want to check the settings you need to use to be able to send and receive email on your gol.com account, please refer to the following information;

Incoming mail server - popmail.gol.com (for POP and IMAP)

Incoming mail user name - username@gol.com

Incoming mail password - Your Rakuten Broadband Premium account password

Incoming mail SSL/TLS - On

NOTE: If you are unable to receive email with SSL/TLS turned on, you can try turning this off to test this. However, we highly recommend using a secure connection and suggest adjusting any anti-virus software settings that are blocking the connection using SSL/TLS.

Incoming mail port number

POP - 995 (110 when not using a secure connection)

This is usually updated automatically by the email client

IMAP - 993 (143 when not using a secure connection)

This is usually updated automatically by the email client

Outgoing mail server - mail.gol.com

Outgoing mail user name - username@gol.com

Outgoing mail password - Your Rakuten Broadband Premium account password

Outgoing mail port number - 587

Outgoing mail security - STARTTLS

NOTE: Some email clients will not list STARTTLS as an option so in these cases, you should make sure that the port is correct, that you are using authentication but do not check any option for SSL.

Depending on your email client, you will need to make sure that authentication is setup when you are sending mail. The server confirms you are an authentic user based on your user name (including the @gol.com part) and your password so if you are unable to send email, please check the authentication settings for outgoing mail in your email client.

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