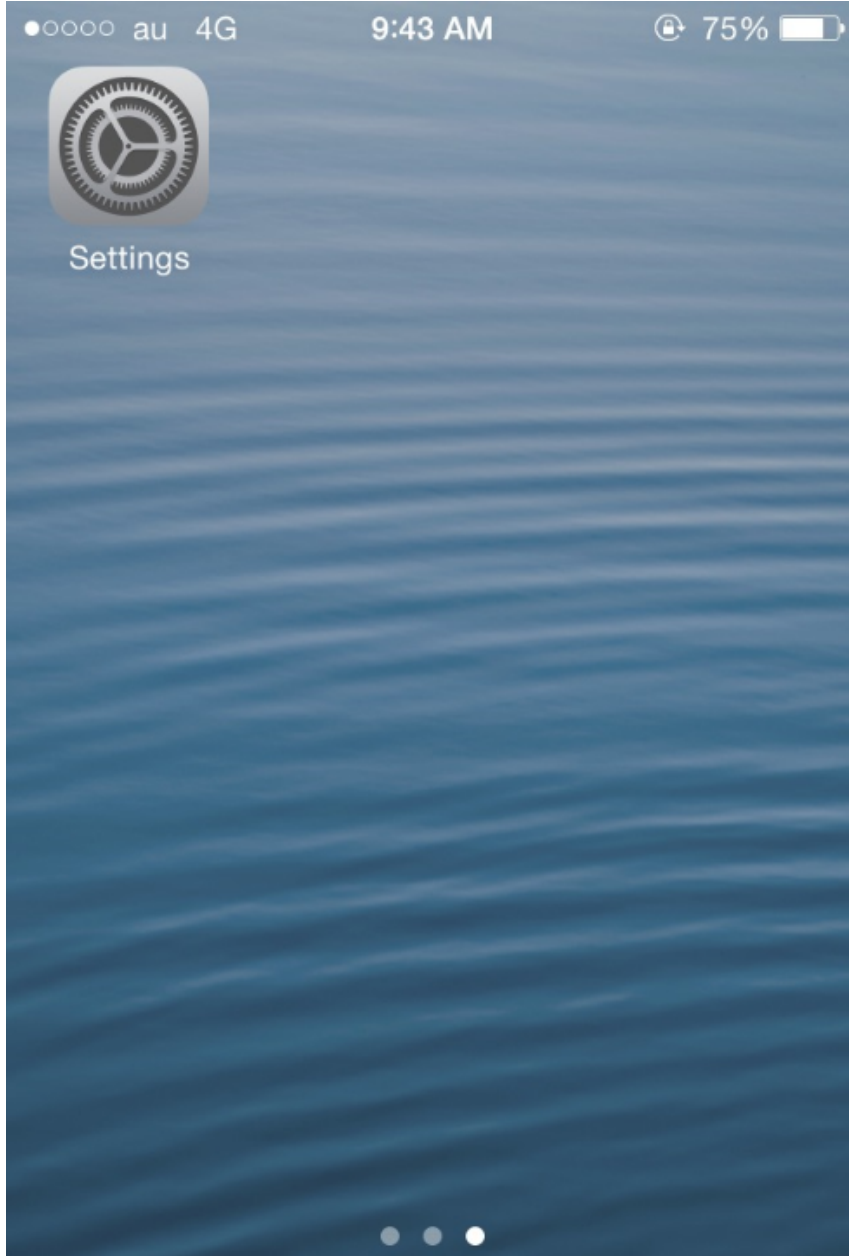


Thunderbird 3-24

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

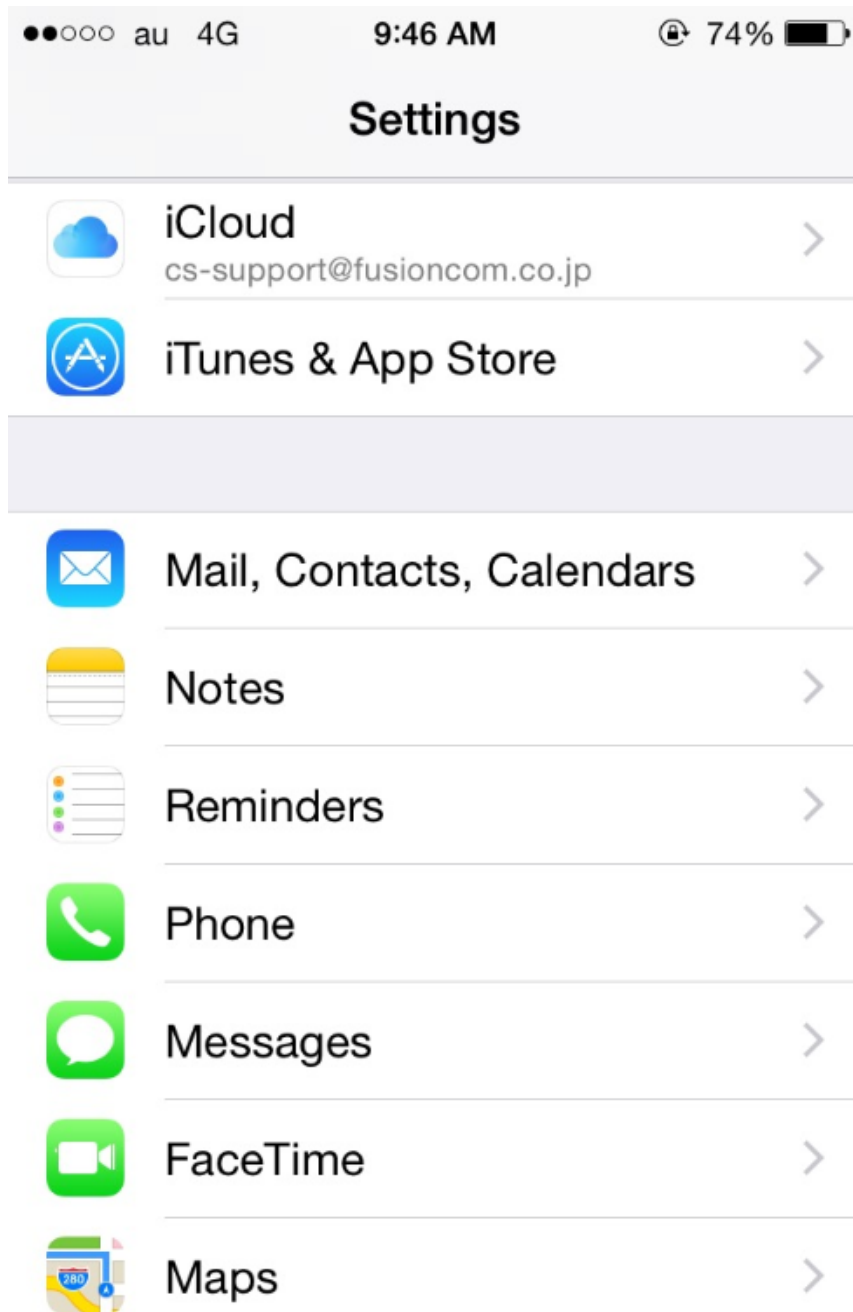
A. Please follow these instructions to setup your @gol.com account in your iPhone

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



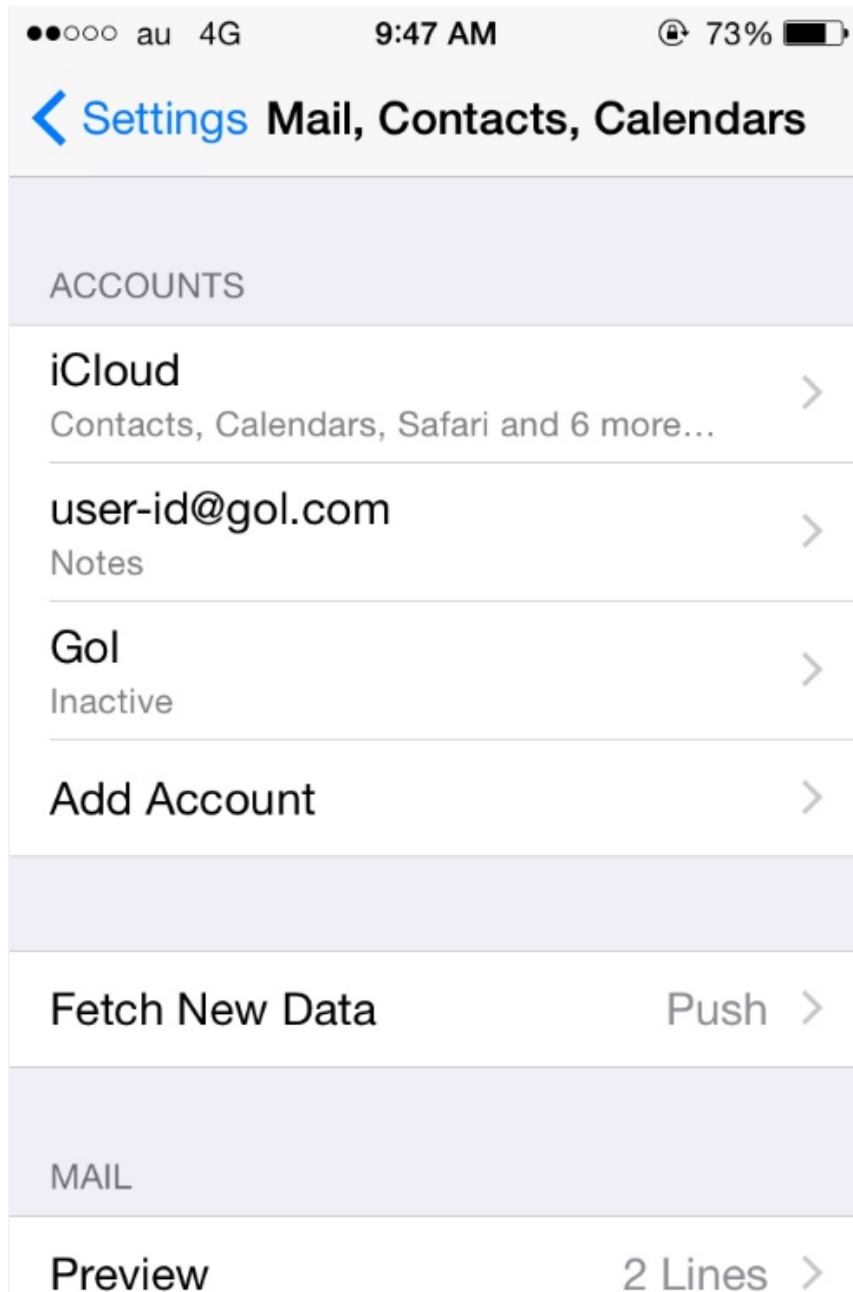
2. Tap the "Mail, Contacts, Calendars" option

Thunderbird 3-24



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

Thunderbird 3-24



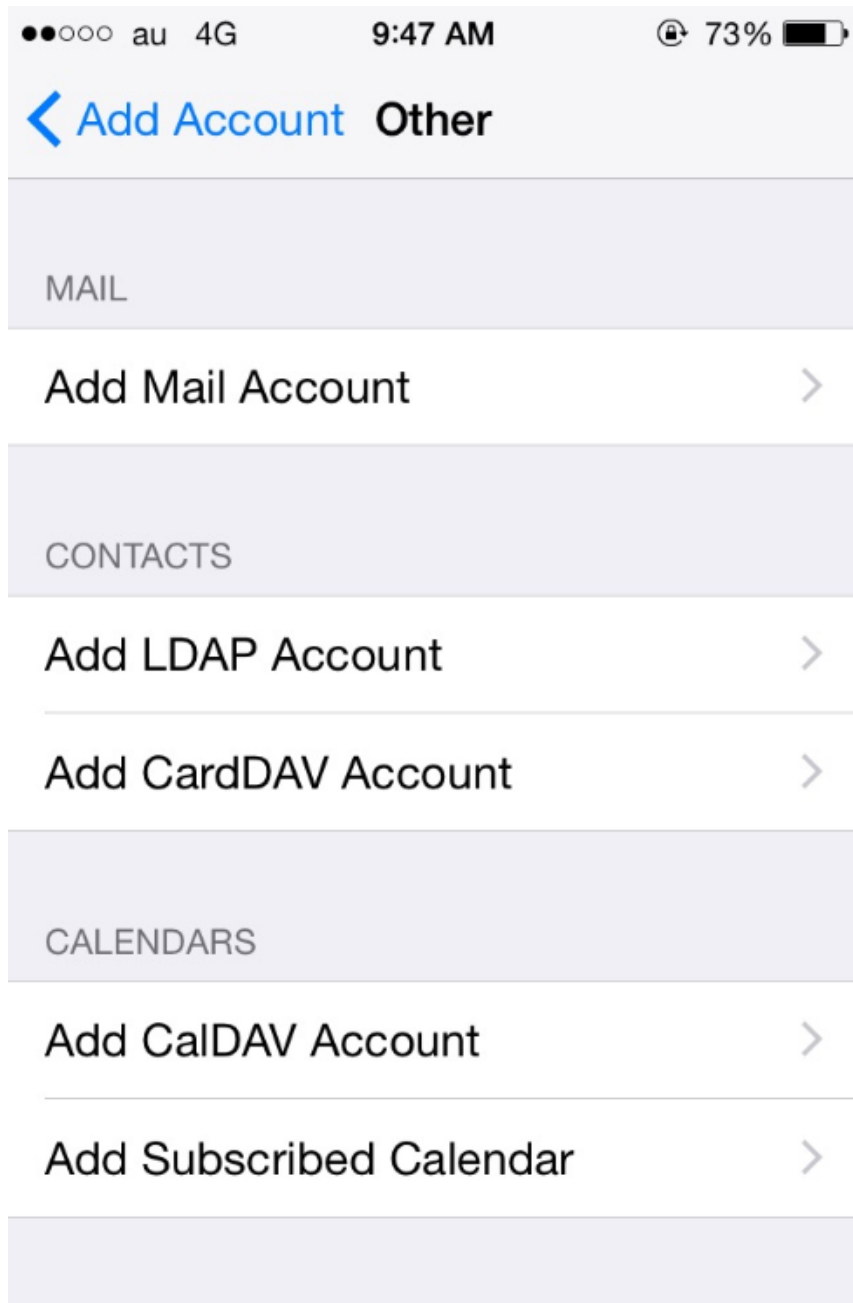
4. Tap the "Other" option



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

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

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

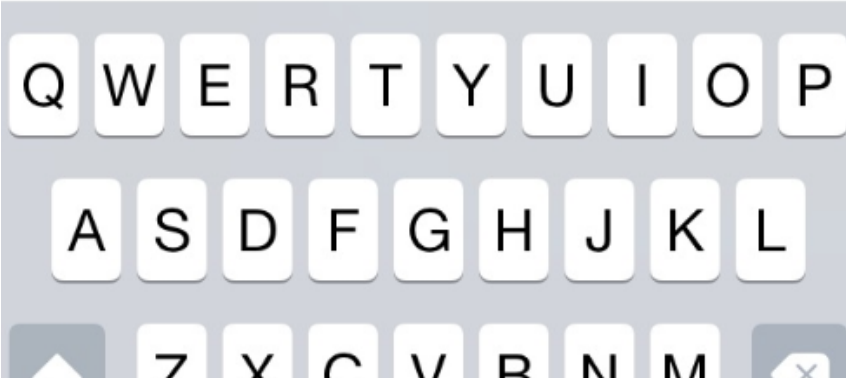
Host Name

User Name

Password

OUTGOING MAIL SERVER

Host Name



9. Enter the Outgoing Mail Server information here

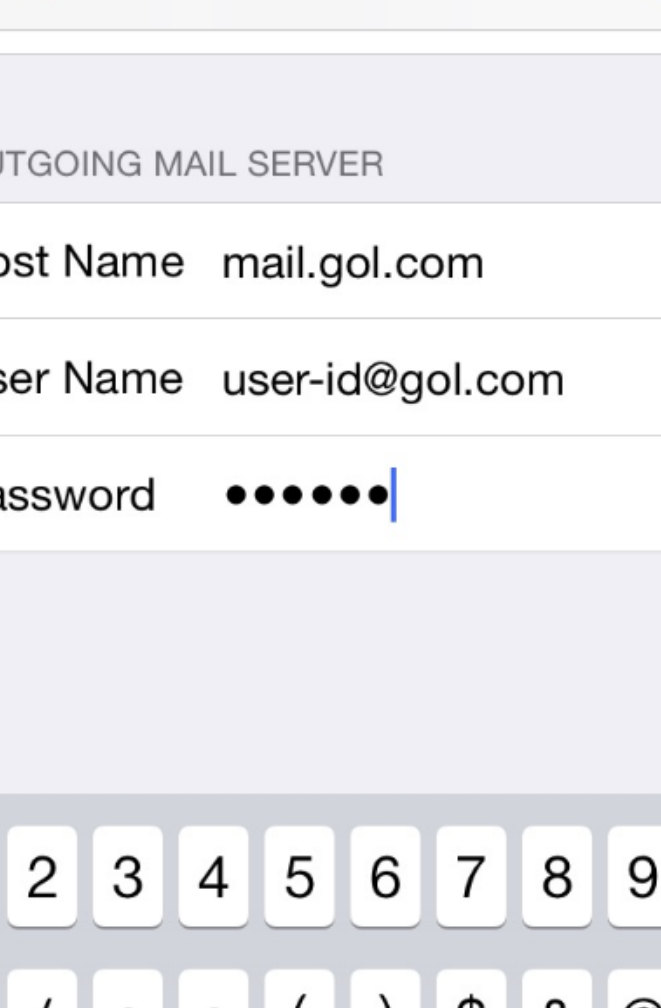
Host Name - Enter mail.gol.com here

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 ●●●●●●

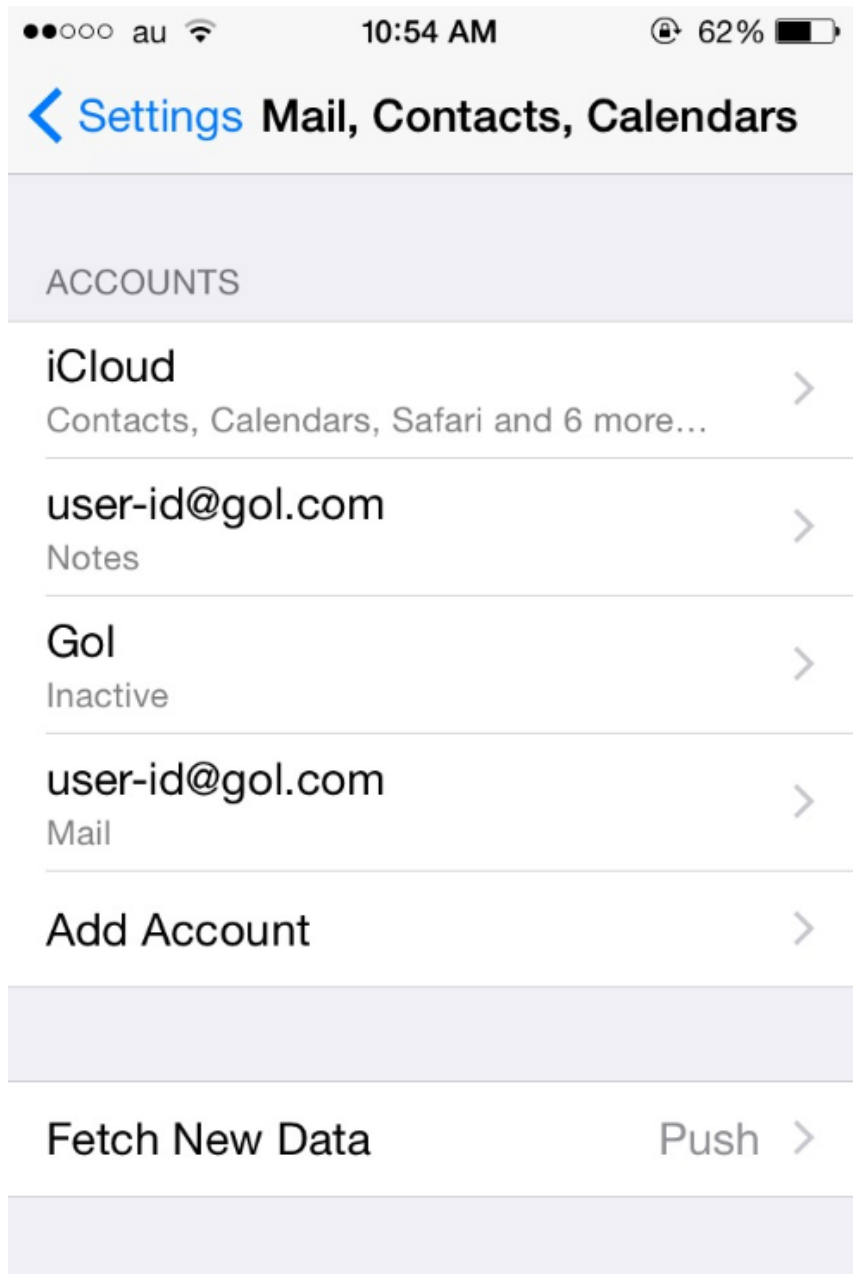
1 2 3 4 5 6 7 8 9 0

- / : ; () \$ & @ "

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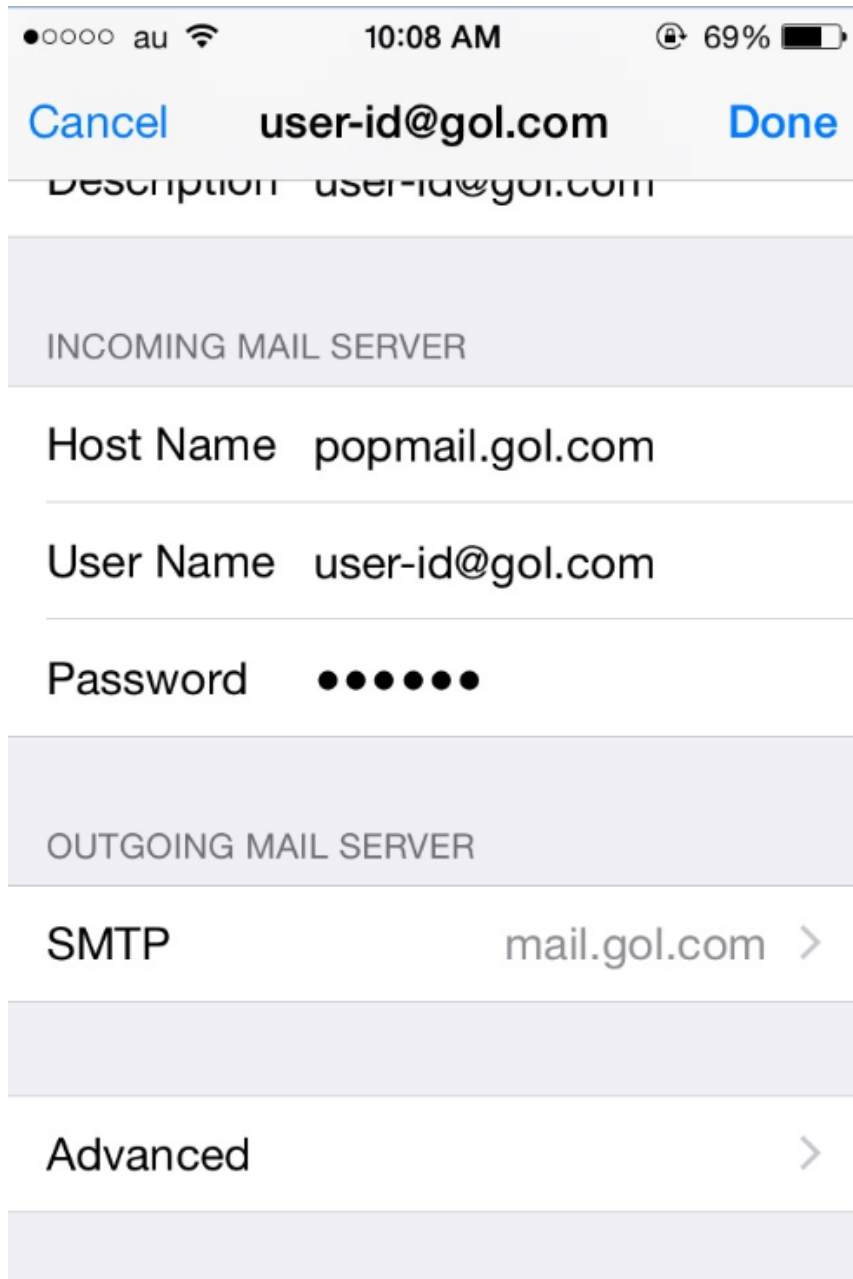
10. Tap the option for the GOL account you have created (e.g. user-id@gol.com)

Thunderbird 3-24



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

Thunderbird 3-24



The screenshot shows the Thunderbird 3-24 mail account setup interface. 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 main content area is divided into sections for 'INCOMING MAIL SERVER' and 'OUTGOING MAIL SERVER'. Under 'INCOMING MAIL SERVER', the 'Host Name' is 'popmail.gol.com', the 'User Name' is 'user-id@gol.com', and the 'Password' is masked with seven dots. Under 'OUTGOING MAIL SERVER', the 'SMTP' server is set to 'mail.gol.com' with a chevron icon to its right. At the bottom, there is an 'Advanced' section with a chevron icon to its right.

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, 'au' carrier, time '10:08 AM', and battery '69%'. Below this is a header with 'Cancel', 'user-id@gol.com', and 'Done' buttons. The main content area is divided into sections: 'Description' (showing 'user-id@gol.com'), 'INCOMING MAIL SERVER' (with fields for 'Host Name' set to 'popmail.gol.com', 'User Name' set to 'user-id@gol.com', and 'Password' masked with dots), 'OUTGOING MAIL SERVER' (with 'SMTP' set to 'mail.gol.com'), and an 'Advanced' section with a right arrow. The interface uses a light blue and white color scheme.

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