

HOW TO FIX THE IPHONE/IPAD EMAIL ISSUE

1. Press the home button
2. Select the Settings app
3. Swipe down to the MAIL option
4. Select ACCOUNTS
5. Select the account hosted by ISOC
6. Under INCOMING MAIL SERVER settings verify the following
 - a. Host name is either MAIL.ISOC.NET or MAIL.CLIENTDOMAIN.com
 - b. The User Name MUST be their FULL Email address
 - c. VERIFY the user password
7. Under OUTGOING MAIL SERVER
 - a. Tap on the server name
8. Under PRIMARY SERVER tap on ON
9. Under OUTGOING MAIL SERVER
 - a. VERIFY the host name is either MAIL.ISOC.NET or MAIL.CLIENTDOMAIN.com
 - b. USER NAME AND PASSWORD are optional
 - c. VERIFY that USE SSL is OFF
 - d. Click on AUTHENTICATION
 - i. Change the authentication to PASSWORD from MD5 Challenge
 - ii. Tap Back
 - e. VERIFY the SERVER PORT is 587
 - f. TAP DONE
10. TAP the Back button
11. SWIPE down to ADVANCED
12. TAP ADVANCED
13. Under INCOMING SETTINGS
 - a. VERIFY that USE SSL is OFF
 - b. Click on AUTHENTICATION
 - i. Change the authentication to PASSWORD from MD5 Challenge
 - ii. Tap Back
 - c. VERIFY the SERVER PORT is 143
14. TAP the Back button
15. TAP DONE

HOW TO FIX THE MAC MAIL ISSUE

1. In Mac Mail Open Preferences
2. Select accounts
3. Select the account hosted at ISOC
4. Select Sever settings
5. Uncheck "Automatically manage connection settings" Under Incoming Mail Server
6. Put in the correct port number

7. Uncheck Use TLS/SSL
8. Change Authentication to Password
9. Uncheck "Automatically manage connection settings" Under Outgoing Mail Server
10. Verify the port number
11. Uncheck USE TLS/SSL
12. Change Authentication to Password
13. Verify that all usernames are THE CLIENTS FULL EMAIL ADDRESS