

E-Mail Configuration

This document shows how to configure your email software to connect to an EDAS email account. It assumes your preferred email app is one of the following listed:

- Mac Mail
- iPadOS Mail
- Window 10 Mail

If you currently use an email app other than those listed, the generic details listed at the end should help you to configure it to connect. If you need assistance, please get in touch with whoever sent you your EDAS email account details.

There is also a Webmail interface that allows you to access your EDAS email account via any web-browser on any internet-connected device. See the Webmail section for details.

You will be given an EDAS Email account (e.g. charles.blomfield@ealingdean.co.uk) and accompanying password. You may also be given a number of 'aliases' (e.g. bishop_of_london@ealingdean.co.uk). This information will be required during setup.

EDAS Email is kept on the server until you delete it and empty the 'Trash' folder. This also means that you can access the emails across multiple devices at the same time.

****** November 2022 – Email Migration ******

This guide has been updated for the migration of email in November 2022.

The guide contains instructions for connecting to the **new** email service.

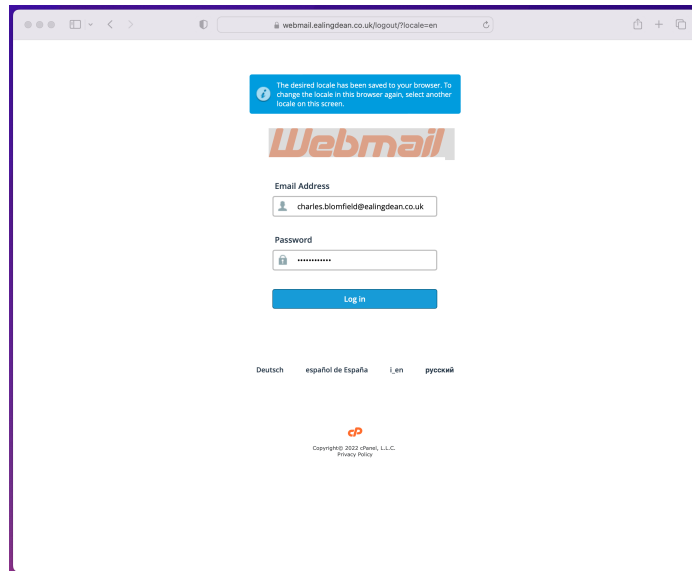
In places, the OLD service is mentioned – the terms “old” or “TSOHost” are used interchangeably and refer to the old hosting provider that we are migrating away from.

The terms “new” or “Krystal” are used to refer to the new provider that we are migrating to.

Webmail

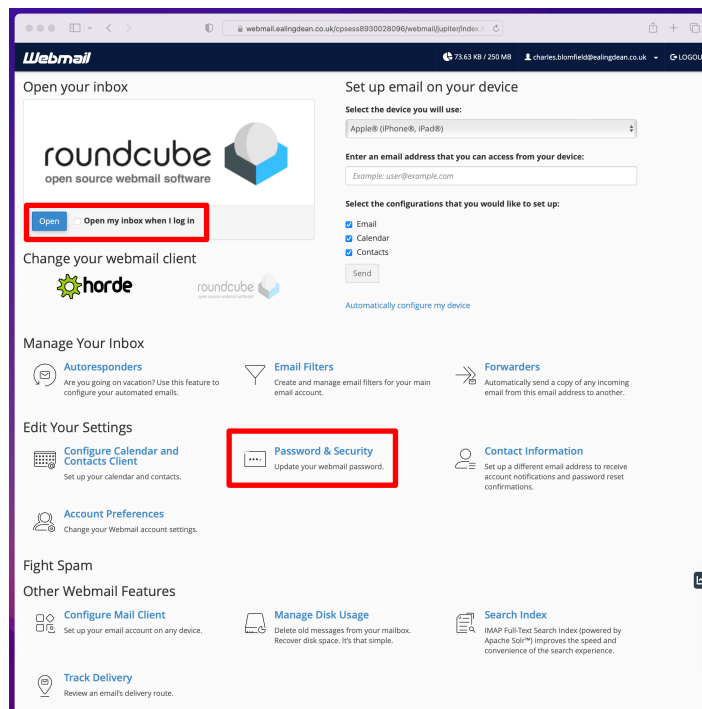
Whether or not this will be your preferred way to access EDAS Email, Webmail is probably a good first-stop as you can check your account by just entering the email address and password – no other configuration is required.

Enter the following URL in a browser to get the login screen: <https://webmail.ealingdean.co.uk>



Log in with you full email address (e.g. Charles.blomfield@ealingdean.co.uk) and allocated password.

The first time you log in, it will display a starter page (below):



Ealing Dean Allotment Society

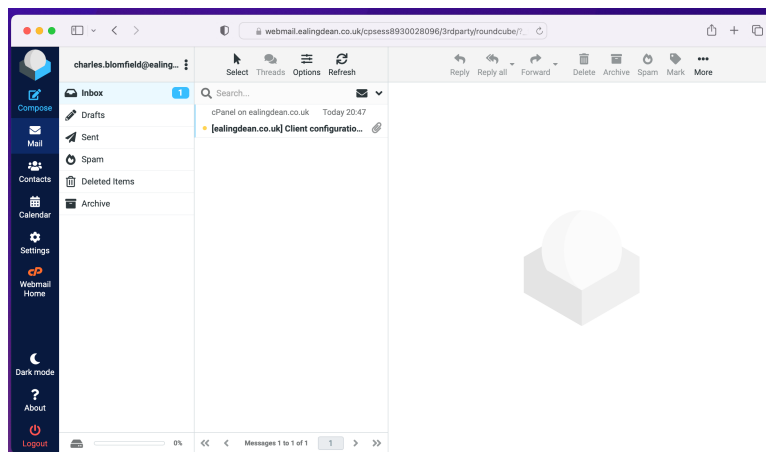
If you want change your password, click on “Password & Security”. This will change the password used for email on all of the devices you have configured for your (Krystal) email. (it will not change the password on your old “gridhost” / TSOHost account).

Migration note – Do not change your password in Krystal webmail until **after** the migration is completed

Click “Open” to go to the *roundcube* webmail app.

Optionally, you can tick “Open my inbox when I log in” to go directly to *roundcube* on log in

The *roundcube* webmail interface:

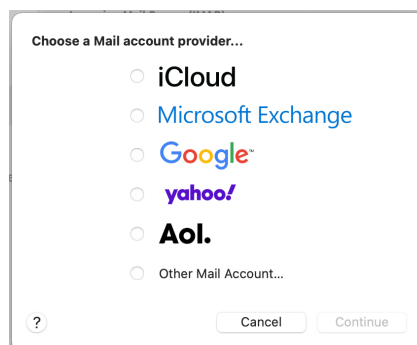


When finished, either Logout (bottom left) or just close the browser window.

If you want to return to the starter page, click “Webmail Home”

Mac Mail

1. In Mac Mail, select Mail / Accounts. In the list on the right, scroll to the bottom and select “Other Mail Account”.



2. In the “Add a Mail Account” box, enter your full name as it should normally appear in the “From” part of emails you send. Enter your EDAS Email account in the Email Address box (aliases will be entered later). Enter the given password. Click Sign In.

@ Add a Mail account
To get started, fill out the following information:

Name: Charles Blomfield
Email Address: charles.blomfield@ealingdean.co.uk
Password: ●●●●●●

Cancel Back Sign In

- 3. When you click Sign In, the dialog will say “Discovering...” for a few moments and then the dialog will change slightly and also say “Unable to verify account name or password”. This is normal.

Email Address: charles.blomfield@ealingdean.co.uk
Username: Automatic
Password: ●●●●●●

Account Type: IMAP
Incoming Mail Server: mail.example.com
Outgoing Mail Server: mail.example.com

Unable to verify account name or password.

Cancel Back Sign In

- 4. Fill in the additional fields that are now shown, with mail.ealingdean.co.uk for both “Incoming Mail Server” and “Outgoing Mail Server” then press Sign In:

Email Address: charles.blomfield@ealingdean.co.uk
Username: charles.blomfield@ealingdean.co.uk
Password: ●●●●●●

Account Type: IMAP
Incoming Mail Server: mail.ealingdean.co.uk
Outgoing Mail Server: mail.ealingdean.co.uk

Unable to verify account name or password.

Cancel Back Sign In

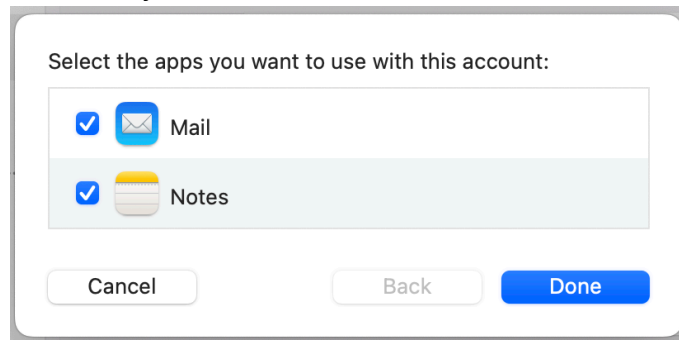
- 5. If you get the following dialog, press “Continue” to access that the server cannot be verified. This is a temporary side-effect of the migration process (some parts of EDAS’ hosting are still connected to the old provider) and will be tidied up after migration.

Mail can't verify the identity of the server "mail.ealingdean.co.uk".
The certificate for this server is invalid. You might be connecting to a server that is pretending to be "mail.ealingdean.co.uk", which could put your confidential information at risk. Would you like to connect to the server anyway?

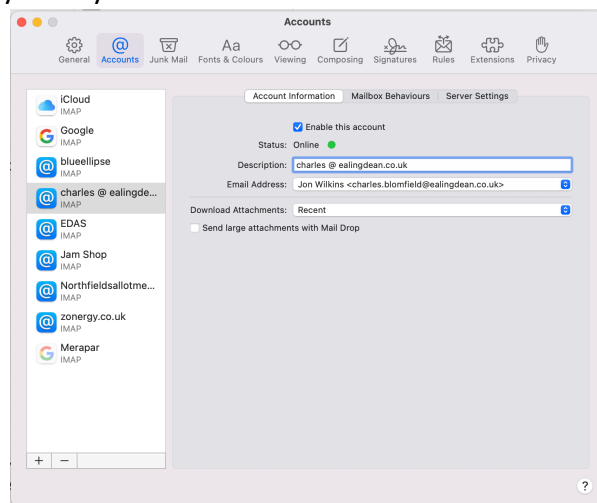
Show Certificate Continue Cancel

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6. Mac Mail may ask which apps to use. You *can* choose to use this account with Mac Notes but it's probably better to untick this and just leave Mail ticked:



7. Finally (and optionally) you can set the Description used by Mac Mail for this mail account. This can be useful if you have multiple email accounts. This description can be anything as it's not "used" for anything other than displayed to you:




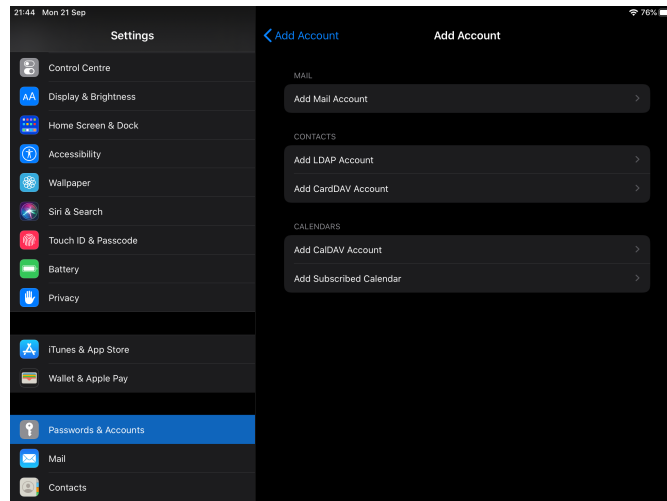
In older version of MacOS, the process and dialog boxes are slightly different. The only additional information that might be needed is:

- * Ensure SSL is ticked/enabled for Authentication (both for Sending/SMTP and Receiving/IMAP)
- * Port for IMAP should be 993
- * Port for SMTP should be 465

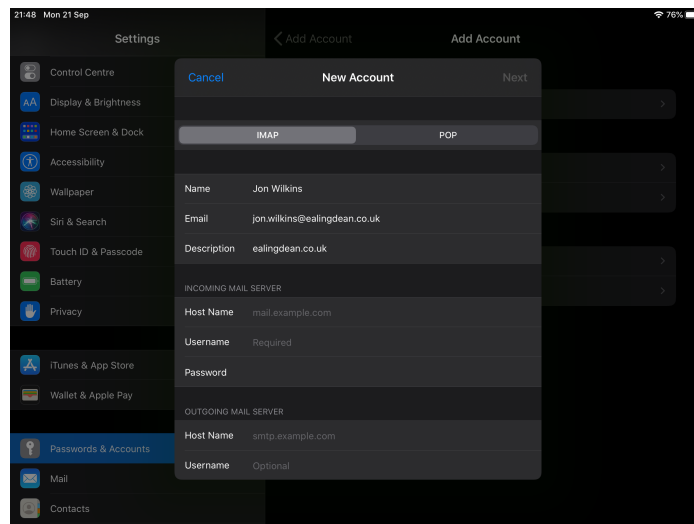
iPadOS (iPads)

The following steps are correct for iPadOS 15.5. Older or newer versions may vary slightly but the following steps should still be a useful guide.

1. Select Settings app. 
2. Scroll down to find "Mail" then "Accounts"
3. Select "Add Account"
4. From the list "iCloud", "Microsoft Exchange" etc,.. Select "Other", at the bottom



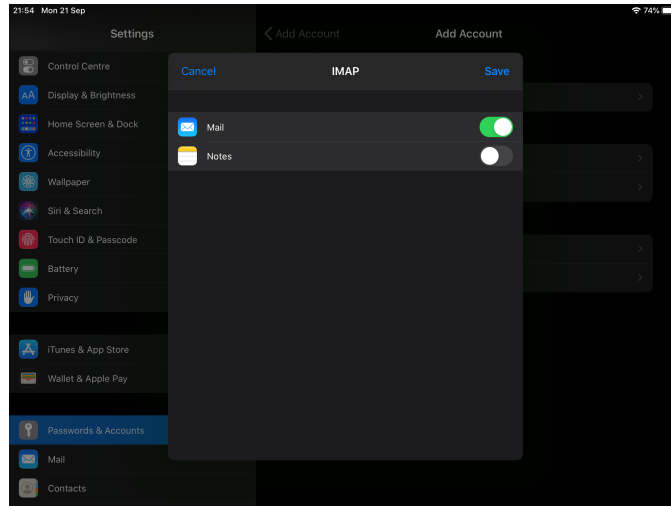
5. Select “Add Mail Account”
6. On the “New Account” screen, enter your name (this is how it will appear in the From), email address e.g. charles.blomfield@ealingdean.co.uk, your password and a description (this can be any string – its only used to describe the account to you)
7. Select Next. It will say “Looking up account” for a few moments then show a longer “New Account” form with some additional fields to fill in.



8. Ensure “IMAP” is selected instead of POP
9. Enter the following:
Incoming Mail Server
Host Name: mail.ealingdean.co.uk:993
Username: *the same as your email address – e.g charles.blomfield@ealingdean.co.uk*
Password: *this will already be filled in, but will display dots instead of your password*

Outgoing Mail Server
Host Name: mail.ealingdean.co.uk:465
Username: *the same as your email address – e.g charles.blomfield@ealingdean.co.uk*
Password: *this will already be filled in, but will display dots instead of your password*

10. Press “Next”. It will say “Verifying” for a few moments then should display the same list with ticks against it. It may asking to try *without SSL*. Say “No”. If asked whether to save or not, select to Save.
11. Finally, make sure “Mail” is enabled (green slider to the right) and “Notes” is disabled



12. Press “Save”
13. After a moment, the screen will return to the “Accounts” screen with “ealingdean.co.uk” added (or whatever you entered as the description in step 5.
14. Exit Settings and start the Mail app and there should be a new Mailbox displayed

To set a signature that will appear at the bottom of each email

By default, iPadOS Mail will add a signature of your name and first email address to the bottom of your emails. If (as it most likely) your EDAS email account is a second or subsequent account, then you will want to change this.

1. Return to Settings and find “Mail” (immediately below “Passwords & Accounts”)
2. Towards the bottom, find and select “Signature”
3. On the Signature screen, “All Accounts” is probably selected. Instead, select “Per Account”. The screen will fillout more showing each of your accounts, probably with the same (original) signature in each.
4. Select the EALINGDEAN.CO.UK entry (or whatever you used as the description in step 5 above)
5. Edit the signature as you like (there are few formatting options)
6. When done, press the “<Mail” at the top of the screen to go back to the previous list – this will save your changes.

iOS (iPhones)

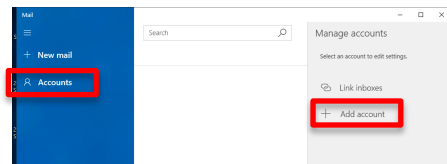
The process for configuring an iOS device is very similar to configuring an iPadOS device, except that the screens may be laid out slightly differently, however the prompts and information you need to enter will be the same, so the guide above should enable you to set-up your EDAS email on iOS.

Windows Mail (Windows 10)

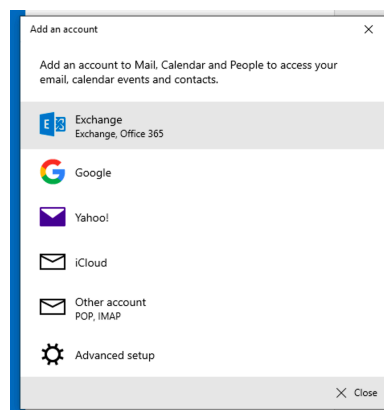
The Windows Mail application can be used to connect to EDAS email. The app supports connections to several email services simultaneously so you can use it for EDAS email even if you are already using it for other email accounts. In this case, the EDAS email will be listed separately under the accounts pane (on the left hand side of the app) giving clear organisation between EDAS email and the other accounts.

The following steps show how to configure this.

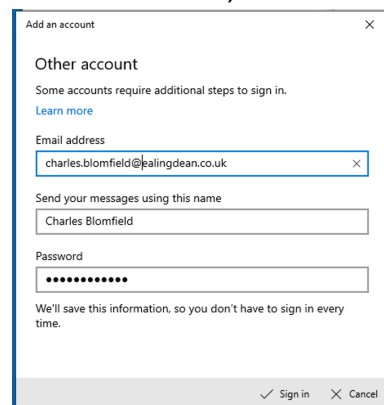
1. Open the mail app. Select the *Accounts* option. If you have other email accounts, the *Accounts* option will be listed last.



2. Open the mail app. Select the *Accounts* option and then *Add account* from the *Manage accounts* pane on the right.
3. The “Add an account” dialog will present a number of different email services. Select the “Other account POP, IMAP” option from near the end of the list.



4. Complete the *Other account* details as shown below, with the details given to you. Then click Sign In.



This should complete the process!

Once it’s completed successfully, the EDAS Email account should be listed in the left pane of the App.

Generic information

Almost all email systems require the same configuration information*, however, different applications often call them slightly different things. The information below is the generic information that should allow any recent (last 10 years) email application to be able to access the EDAS email.

- Email address – your given email address – usually `firstname.lastname@ealingdean.co.uk`
- Password – as sent to you when the account was set-up
- User name – your full email address including the part after the “@”
- Account type / protocol – usually a choice of “IMAP or “POP3” (or “POP”). Select IMAP
- Mail server / IMAP server – `mail.ealingdean.co.uk`
- (Receiving/IMAP) SSL / Authentication – select SSL if offered
- (Receiving/IMAP) Port / Outbound – enter 993
- SMTP server / outbound server – `mail.ealingdean.co.uk`
- (Sending/SMTP) Authentication – if this option is offered, select “Password”]
- (Sending/SMTP) Port / Outbound – enter 465

*The exception is *Web-browser based email “applications” which are usually hard-wired to one provider.*

