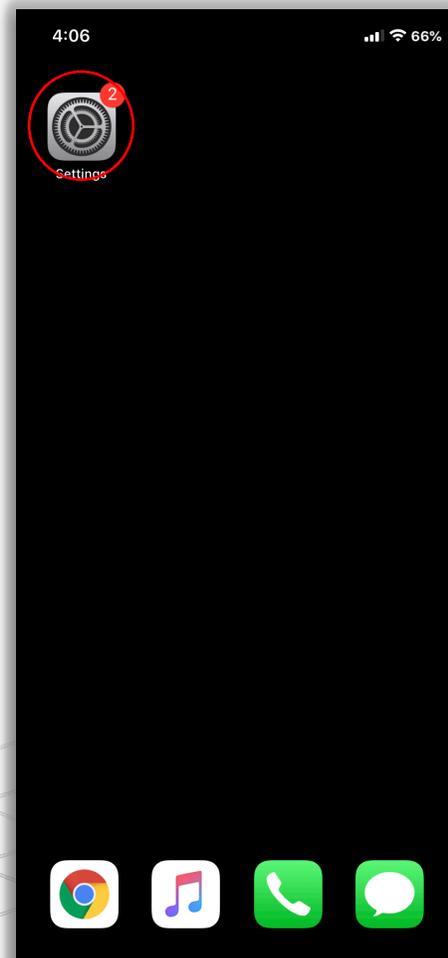


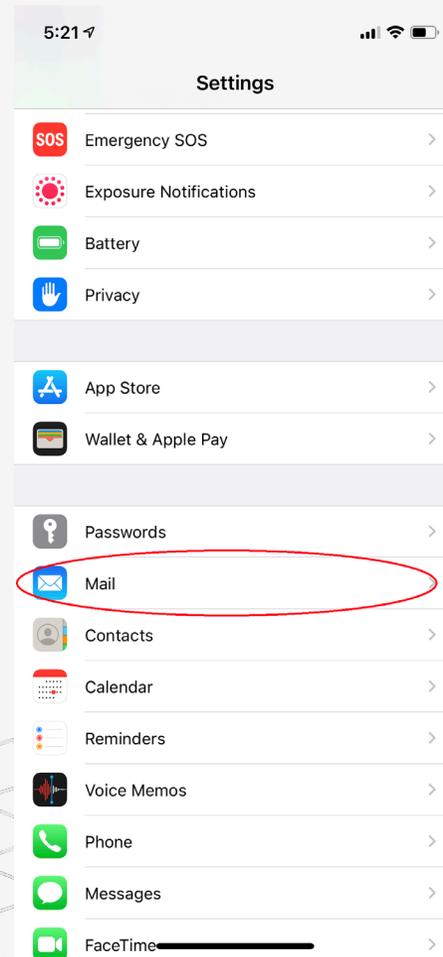
Adding an @joink.com email to an iPhone



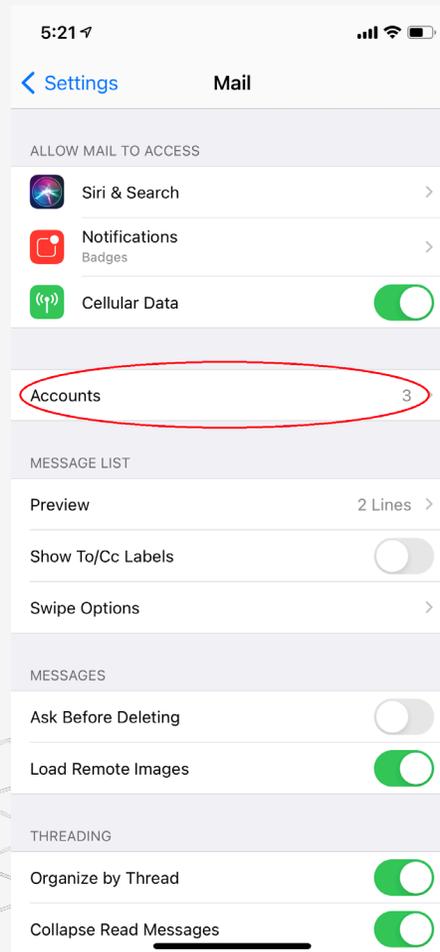
Go to 'Settings' app on your phone



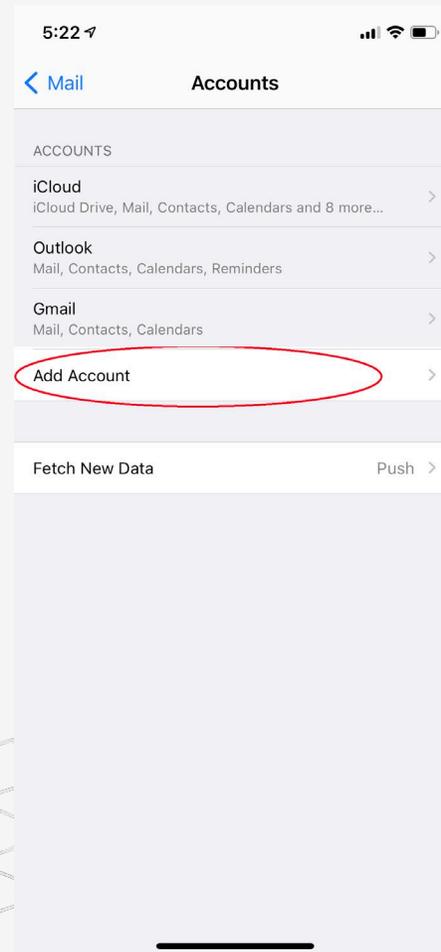
Scroll down, to the bottom, click 'Apps' - then find the mail app (This changed in iOS 18)



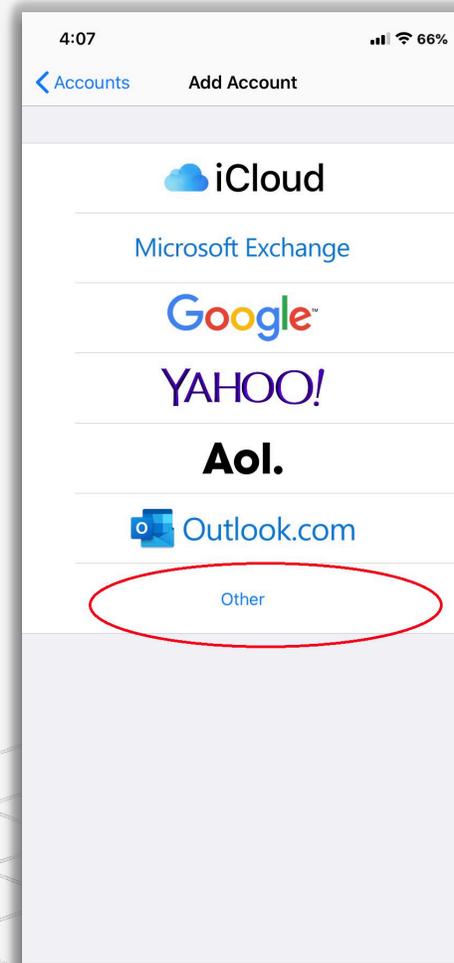
Click 'Accounts'



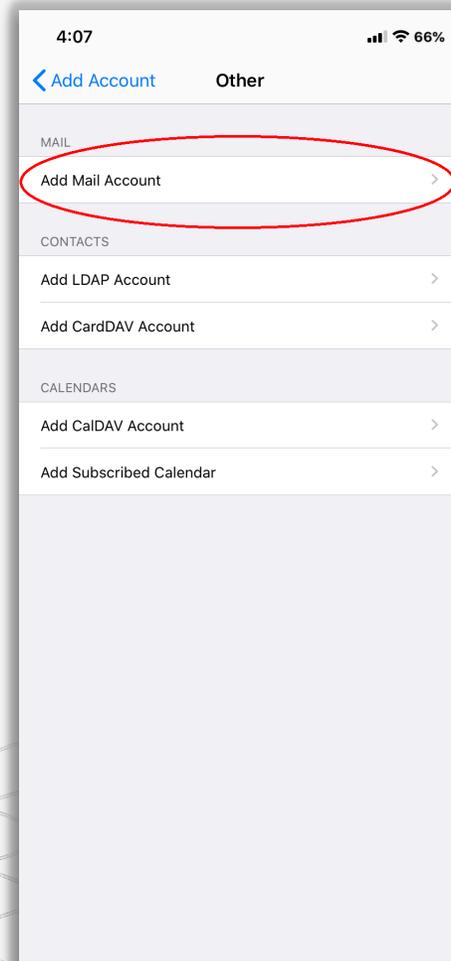
Click 'Add account'



Click other



Click 'Add Mail Account'



Fill out the info, Click Next

4:07 66%

Cancel New Account Next

Name	John Appleseed
Email	user@example.com
Password	Required
Description	My Email Account

4:07 66%

Cancel New Account **Next**

Name	Joink Test
Email	iphone@joink.com
Password	
Description	iphone@joink.com

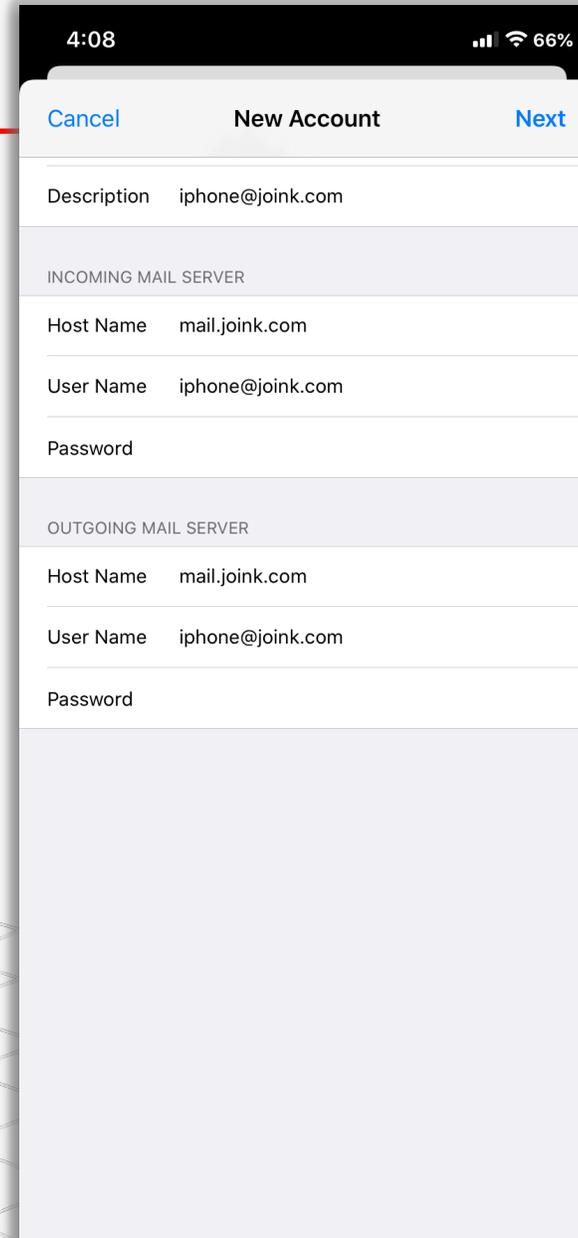
Enter info, Click Next

Hostname: mail.joink.com

Username: Your email including @joink.com at end, (EX: iPhone@joink.com)

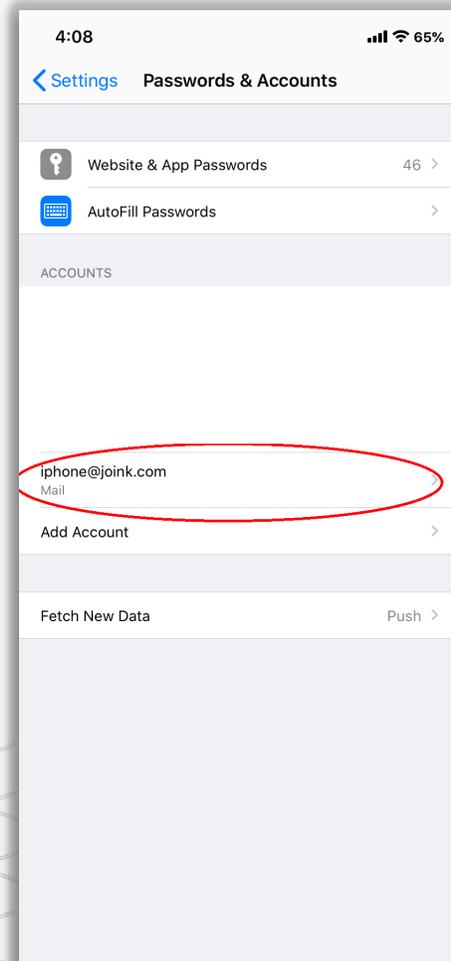
Password: The password for your email

Description: What this email is used for (EX: Personal, work, team)



The screenshot shows an iPhone interface for setting up a new email account. At the top, the status bar displays the time as 4:08, signal strength, Wi-Fi, and 66% battery. The screen title is 'New Account' with 'Cancel' on the left and 'Next' on the right. The 'Description' field is filled with 'iphone@joink.com'. Below this, there are two sections for mail servers. The 'INCOMING MAIL SERVER' section has 'Host Name' set to 'mail.joink.com' and 'User Name' set to 'iphone@joink.com'. The 'OUTGOING MAIL SERVER' section also has 'Host Name' set to 'mail.joink.com' and 'User Name' set to 'iphone@joink.com'. Both sections have a 'Password' field that is currently empty.

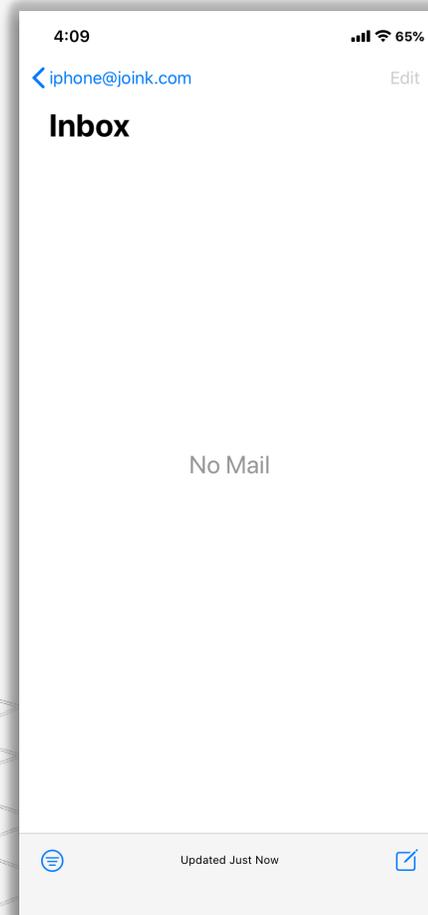
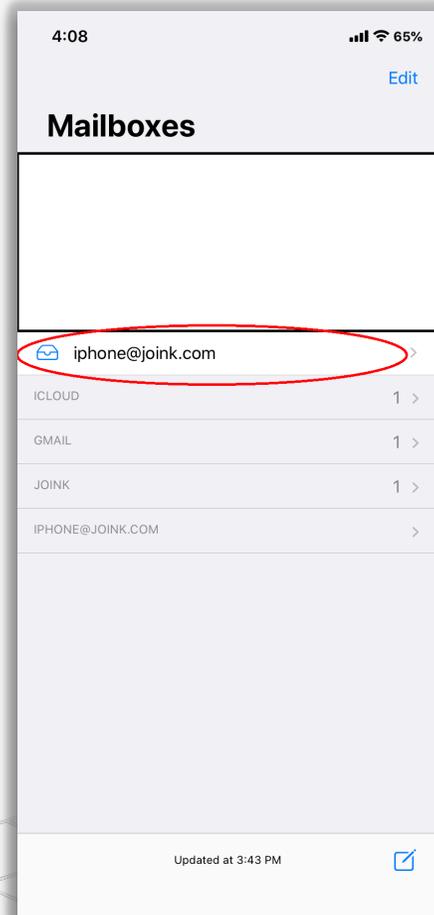
Email was added!



Click on 'Mail' app



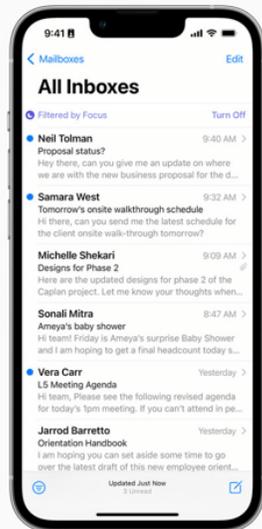
Find inbox



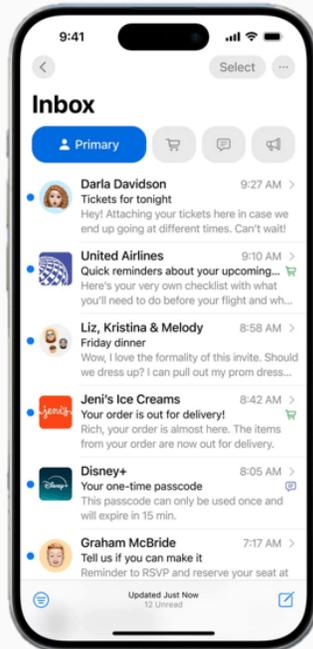
With the latest updates on iOS 18, they updated the default mail app and how it filters mail. Some users may complain that they can't find emails, and it would not be Joink's issue, but rather the customer's iPhone filtering their emails. To change/disable this, click the 3 dots in the mail app in the top right corner, and change from group view to list view. You can also have the customer go through their settings and disable the contact images in the mail app updates as well.

iOS 18 Update

The old Apple Mail



The new Apple Mail



"The iOS 18.2 update to the Mail app on iPhones introduced a major redesign, including automatic categorization of emails into Primary, Transactions, Updates, and Promotions tabs, as well as digest views that group emails from the same sender. These changes aim to streamline email management, but users have also expressed dissatisfaction and sought ways to revert to the previous layout. "