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I have found this app the be quite good as far as email apps go. I particularly like the ability to block sender/domain so easily - a critical feature these days that most other email apps omit. It does have 1 annoying bug though: I cannot log out. I select the exit icon, click OK in the warning popup and then ... nothing! The app remains open with me still logged in. Gosh Mandy, why didn't I think of that!! I'm not sure what developers/support think of users these days? Every users now knows 1). Re-boot phone 2). If that doesn't work, ensure up-to-date version 3). If that doesn't work, re-install app 4). If that doesn't work, contact company for help. So, yes, I had already re-installed the app BEFORE contacting you. However, following your really useful reply [NOT] I re-installed the app and re-booted my iPhone. And guess what? Still cannot log out. The issue is with YOUR app!! So, I've now changed my phone to a brand new one, reinstalled this App from scratch, and the problem remains: log out of the App DOES NOT WORK! There is clearly a BUG in this App. Other than that, the App functions reasonably well. Hi @Wills, Thanks for getting back to us. I've just tested the sign out facility on my iPhone and it worked without a problem so we'll need to look into that further for you. Please can you get in touch with us at emailsupport@bt.com and we'll be happy to help! Thanks Neil We're aware of some problems with Apple devices (iPhones, iPads or iPods) where you're unable to send emails after changing your password. For any Apple device, it's important to not only update your password in the main device settings, but also in the SMTP settings. If you don't do this, you won't be able to send emails. If you're still having problems, you can try deleting and re-installing the account. Or if you have another Apple device that you don't use for email, you could try setting up email on that device. This will synchronise the devices and may fix the problem. You can then delete the account as necessary. If you're experiencing problems with setting up your email, first check that you're putting in the correct password. The easiest way to do this is to log in at www.bt.com via the email link at the top of the page. If a successful log in to your webmail shows that your password is correct, you may need to delete your email account and then set it up again. Help with setting up email on iPhone, iPad or iPod touch> Feb 20, 2023 11:58 PM in response to Susiewong105 How to set up BT Business Email Lite on iPhone and iPad On the home screen tap Settings. Scroll down to Mail. Select Account. Select Add Account. From the options, choose Other. Select Add Mail Account. Put your name in the Name field (this is what people will see when they receive your email). More items... How to set up BT Business Email Lite on iPhone and iPad If my previous post about setting it up manually has not worked I would suggest the following: For future information, if your email app stops working the first thing to do is to see if you can still use your email account when using a web browser. If you can then the best advice is to do nothing such as changing passwords or deleting and resetting up accounts as this invariably causes more problems than it solves, as you have now found out. If you were still able to access your email via webmail it is obviously not a problem with your email accounts or with your password, hence the advice not to do anything. The problem usually resolves its self in a day or two. Because you have deleted and reset up your email on your devices I would suggest that you do the following: Switch off all your devices that you use to access your email or at the least stop them from polling your email account for new email. You can do this by either deleting the email account from the device or just change the email address in your email account settings. Even if you changed your email password, change your webmail email password again. Wait at least 30 minutes before starting your iPhone to set up the email account in the manner I have previously posted, with the new password. Check that this phone is working before moving onto the next device if you have more than one. When you change your BT email password on an iPhone/iPad/Apple device it may only change for INCOMING mail. To change the outgoing mail password you have to go into Settings; then scroll down to Passwords & Accounts or on older devices Mail, Contacts, Calendars. From there select the BT email account and select the account where it is listed under IMAP. You will find the details for the account and can change the password for the Incoming server there, the outgoing mail server only shows SMTP and mail.btinternet.com You have to tap on that Primary Server in order to find where the Outgoing password is hidden so you can update it. iPad My BT email has not updated on my iPad for several weeks, is there a problem with BT? How do I fix it? iPad, iPadOS 17 Posted on Aug 2, 2024 3:00 PM Reply Page content loaded Aug 2, 2024 3:22 PM in response to Alnwick37 First, if you haven't already, try restarting the iPad. Then wait a few minutes to see if new emails arrive. If that doesn't help, you can remove the BT account and add it again. This won't delete any email messages, provided you're using IMAP and not POP; here's how to check: Tap Settings > Mail. Tap Accounts. Tap your BT account. If you see "IMAP" in small letters at the top, your messages are safe on BT's servers and you're okay to proceed: Tap Delete Account and confirm you want to delete it. This can sometimes take a minute or two. Back on the Accounts screen, tap Add Account. Tap Other > Add Mail Account. Fill in your details and tap Next, then Save to complete the process. Then check the Mail app, allowing a few minutes for your historic messages to download again and hopefully your new ones! This thread has been closed by the system or the community team. You may vote for any posts you find helpful, or search the Community for additional answers. My BT email is not working on my iPad. You can access your BT email online at you can use an email client. This is an email program or application on your computer or device, like Apple Mail, Outlook or Windows Mail. If you want to use an email program or device, there are some important things you'll need to understand in order to set up and get started. Firstly, you'll need to know your BT email address and password what device you're using what application you're using, such as Apple Mail or Outlook the BT Email incoming and outgoing server settings (IMAP/POP3, SMTP & SSL/TLS). You'll find these at the end of this article. For the best experience and your security we recommend you set email clients to use IMAP and SMTP with SSL or TLS enabled. Most client software will automatically set your account up with these settings. If you don't enable SSL, there's a risk that your email data could be intercepted, as an example, if you used an unsecured WiFi network. We also recommend regularly checking your account to ensure its set up correctly and using secure SSL or TLS connections. To use a mobile device or email program to send and receive BT Email messages, we recommend that you use IMAP with SSL enabled. This is because if you set up your mobile device or email..... IMAP settings Incoming Mail Server: mail.btinternet.com Port: 993, this should be automatically populated by selecting the SSL encryption SSL Encryption: Enabled but not STARTTLS Username: your email address including the @btinternet or @btopenworld.com part Password: your btinternet or btopenworld password Root folder/path: Folder separator: . (full stop) Please do not use a notable secure password authentication (SPA). It's not needed when you use SSL encryption and will not work. Most clients will automatically set up the following folders. If not you may wish to do so: Trash or Deleted Spam or Junk Sent Items Drafts POP3 settings Incoming Mail Server: mail.btinternet.com Port: 995, this should be automatically populated by selecting the SSL encryption SSL Encryption: Enabled but not STARTTLS Username: your email address including the @btinternet.com or @btopenworld.com part Password: your btinternet or btopenworld password POP from folder: by default, POP will pull emails from your inbox SMTP settings Outgoing Mail Server: mail.btinternet.com Port: 465 (this may not be automatically populated on selecting SSL, so you'll need to check) SSL Encryption: Enabled (but not STARTTLS) Authentication: PLAIN Username: your email address including the @btinternet or @btopenworld.com part Password: your btinternet or btopenworld password Feb 20, 2023 11:58 PM in response to Susiewong105 How to set up BT Business Email Lite on iPhone and iPad On the home screen tap Settings. Scroll down to Mail. Select Account. Select Add Account. From the options, choose Other. Select Add Mail Account. Put your name in the Name field (this is what people will see when they receive your email). More items... How to set up BT Business Email Lite on iPhone and iPad iPad Problem with sending email from iPad I am in Australia and, apart from an iCloud email address, have two email addresses, a bigpond.com address and a gmail.com address. I have been unable to use my bigpond email to send mail when I have been at other peoples houses but, until recently I have not had a problem when at my own house. However, since about 6 or 8 weeks ago, I have been unable to send mail from my bigpond address at home as well. I can receive mail addressed to my bigpond address anywhere but now find I can only send mail from my gmail and iCloud addresses. I can still send bigpond mail from my Windows computer so it is presumably not a problem with the email account itself. I have not altered any of my email settings other than to add my wives email address to my iPad so don't know why this problem has now occurred. Can someone help me with this please? 599 1 BT internet email problem Hi. I have a recent problem with my email service. At some point during one day a couple of weeks ago, the following issues seem to have started: missing virtually all sent emails from the account on my iPad since the account started, but not my iPhones similarly, logging onto web based email account, using different devices, my iPad, my iPhone, wives iPad and laptop, exactly the same issue emails sent from iPad don't appear in the sent box on the iPhone and vice versa. There are no settings I have changed, no passwords, no upgrades, etc. I have checked I am using the correct servers etc. I have a fairly up to date mobile think its a 12 mini but the iPad is quite old, though not the iPad2, I think it is an iPad5 but it probably dates back to 2016. I accept that is pretty old but that shouldn't cause my sent emails to disappear from the web Mail app! I have contacted BT and so far, they have been unable to advise what has caused this and how to fix it. I am awaiting a further update call hopefully today, but I don't have much confidence this will get resolved. So in the meantime, I am wondering if anyone else has encountered a similar problem in the past with BT email, if so was it rectified, and if so how. Thanks. 3315 1 BTConnect email no longer accessible through Apple Mail Help. What's the best way to access BTConnect on Apple Mobile Devices? I am no longer to access through the mail exchange since BT changed BTConnect from POP. Should I download Microsoft Outlook APP? 6699 8 This thread has been closed by the system or the community team. You may vote for any posts you find helpful, or search the Community for additional answers. UK - how do you set up BT email on the iPad and iPhone?

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