Let's get your email ready.

Complete client setup guide

Settings and sources reviewed 17 October 2026. App menus can change.

Before you start

1. Have your mailbox details ready

Use the complete business address supplied by XI Digital, such as info@yourbusiness.co.za, and that mailbox's password. A Gmail, Microsoft, Apple or Mailbux administration password may be different.

2. Check the mailbox is ready

Your mailbox must already exist. If you have not received its login details, ask XI Digital first. Adding an account to an app does not create a new email address.

3. Try webmail first

Sign in to the webmail link below with your business address and mailbox password. If that fails, ask XI Digital to check the account before attempting an app setup.

4. Confirm app access

Mailbux requires a paid plan for IMAP/POP access. If webmail works but an app cannot sign in, ask XI Digital whether IMAP is enabled for your service. Do not buy another plan without checking with us.

Open Mailbux webmail

Keep your mailbox password private. This guide never asks you to enter it. Enter it only in your chosen email app or the webmail sign-in page.

The settings to keep handy

Setting	Incoming email	Outgoing email
Account type	IMAP	SMTP
Server / host name	my.mailbux.com	my.mailbux.com
Port	993	587
Connection security	SSL/TLS	STARTTLS
Username	Your complete business email address	Your complete business email address
Password	Your mailbox password	Your mailbox password
Authentication	Password / normal password	Required; use the incoming login details

Choose your method

Use the app you already know, or start with webmail. Select a method below to jump to its instructions in this PDF. Windows Mail users should follow New Outlook; the old app is retired.

Webmail in your browser

Classic Outlook on Windows

New Outlook on Windows

Microsoft Outlook on Mac

Apple Mail on iPhone or iPad

Apple Mail on Mac

Gmail app on Android

Gmail app on iPhone or iPad

eM Client on Windows or Mac

Another email app: manual IMAP setup

NO INSTALLATION

Webmail in your browser

Choose this if you want the simplest way to open your mailbox, or want to check that your login works before setting up an app.

1. Open your inbox

Visit https://exp.mail.mailbux.com in your browser. Use the webmail login, rather than the Mailbux administration dashboard.

2. Sign in

Enter your complete business email address and its mailbox password in webmail. No server settings are needed here.

3. Send a quick test

Create a message to an address you can check, such as your personal email. Make sure the sender is your business address.

4. Reply to your test

Open the message in the receiving inbox and reply. Return to webmail to confirm the reply arrives.

5. Keep it handy

Bookmark the webmail address. On a shared computer, sign out when finished and decline offers to save the password.

If you want an app later, return to the method picker. Webmail remains available alongside it.

Next: complete the send-and-reply check in this guide.

Mailbux: universal settings

Classic Outlook on Windows

Use this for the classic desktop Outlook application. If your app opens account settings instead of a traditional File menu, choose New Outlook below.

1. Start account setup

In Outlook, choose File > Add Account. Enter your complete business email address.

2. Choose manual setup

Expand Advanced options, tick Let me set up my account manually, then choose Connect. Select IMAP.

3. Set incoming email

Enter my.mailbux.com as the incoming server. Set port 993 and choose SSL/TLS as the encryption method.

4. Set outgoing email

Enter my.mailbux.com as the outgoing server. Set port 587 and choose STARTTLS. If asked, enable outgoing authentication using the incoming username and password.

5. Finish signing in

Enter your mailbox password and choose Connect, then Done. If a separate username is requested, enter your entire business address.

6. Check the mailbox

Allow the first sync to finish. Select the business inbox, then follow the send-and-reply check at the end of this guide.

This adds a hosted email mailbox using IMAP. Choose IMAP rather than Exchange or Microsoft 365 as the account type.

Next: complete the send-and-reply check in this guide.

Mailbux: Microsoft Outlook

Microsoft: add an account in Outlook

ALSO FOR FORMER WINDOWS MAIL USERS

New Outlook on Windows

The older Windows Mail and Calendar apps stopped supporting sending and receiving on 31 December 2024. Use a supported app such as New Outlook, or use webmail.

1. Open supported Outlook

Open New Outlook. If you still have Windows Mail, move to a supported app first; adding another account inside Windows Mail will not restore its service.

2. Add the business account

Open Settings (the gear), then Accounts > Your accounts or Email accounts > Add account. Type your complete business email address and continue.

3. Choose IMAP when asked

If automatic detection does not connect, choose IMAP or the manual / advanced settings option. The wording varies with Outlook updates.

4. Enter both connections

Incoming: my.mailbux.com, port 993, SSL/TLS. Outgoing: my.mailbux.com, port 587, STARTTLS.

5. Provide the mailbox login

Use the complete business email address and mailbox password for both connections. Enable SMTP sign-in if it is offered. Continue, then finish account setup.

6. Confirm sending and receiving

Wait for the inbox to load. Send a message from the business address and reply from the receiving account.

If the app does not offer the required settings, ask XI Digital for help or use webmail while the app is checked. Do not select unsecured connections to get past an error.

Next: complete the send-and-reply check in this guide.

Mailbux: Windows and Outlook

Microsoft: Windows Mail retirement

Microsoft: add an account in Outlook

Microsoft Outlook on Mac

Choose this for Microsoft's Outlook application on a Mac. Apple's built-in Mail application has its own guide below.

1. Open Outlook accounts

Choose Outlook > Settings > Accounts, then Add Account. Some versions use Tools > Accounts and a plus button.

2. Identify your mailbox

Enter your complete business email address and continue. If asked for a provider or manual account type, choose IMAP.

3. Enter incoming settings

Use my.mailbux.com, port 993 and SSL/TLS. The username is your full business email address; the password is your mailbox password.

4. Enter outgoing settings

Use my.mailbux.com, port 587 and STARTTLS. Turn on SMTP authentication and supply the same full address and password.

5. Complete setup

Follow the remaining prompts and choose Done. Give the account a recognisable name, such as Work, if a description is requested.

6. Run the email check

Let the inbox synchronise. Compose from the business address, send a test and check that a reply returns to this inbox.

If automatic setup selects a different account type or server, use the manual IMAP settings. Menu names can differ between current and legacy Outlook.

Next: complete the send-and-reply check in this guide.

Mailbux: Microsoft Outlook

Microsoft: Outlook for Mac

Apple Mail on iPhone or iPad

Set this up in the device's Settings app. You do not need to create another Apple account.

1. Find mail accounts

Open Settings > Apps > Mail > Mail Accounts > Add Account. On older versions, start at Settings > Mail > Accounts.

2. Choose another provider

Choose Other > Add Mail Account. Newer screens may ask for your email first, then offer Add Other Account > Mail Account.

3. Enter your identity

Fill in your name, full business address, mailbox password and a description such as Work. Tap Next and select IMAP.

4. Fill in both servers

For incoming and outgoing host names, enter my.mailbux.com. Fill in the complete business address and mailbox password in BOTH sets of login fields, even if outgoing fields say optional.

5. Save and open Mail

Let the device verify the account, enable Mail and save. Open the Mail app and select the business inbox.

6. Check advanced settings if needed

In this account's settings, check incoming Advanced: SSL enabled, port 993. Under SMTP > primary server: authentication Password, SSL enabled, port 587 (STARTTLS). Then run the email check.

Mail synchronises messages. Calendar and contacts are separate services; see the optional sync section. Fetch timing depends on your device and app settings.

Next: complete the send-and-reply check in this guide.

Mailbux: Apple Mail

Apple: add an iPhone or iPad account

MAIL INCLUDED WITH MACOS

Apple Mail on Mac

Choose this if you use the Mail application supplied with your Mac rather than Microsoft Outlook.

1. Add a mail account

Open Mail > Add Account. Select Other Mail Account and continue.

2. Enter your mailbox details

Supply your name, complete business email address and mailbox password, then sign in.

3. Complete manual settings

If automatic discovery needs help, choose IMAP. Set incoming and outgoing server names to my.mailbux.com. Use your full address for the username.

4. Enable Mail

Complete sign-in, select Mail for this account and finish. Allow the first mailbox sync to complete.

5. Check connection settings

Open Mail > Settings > Accounts > your account > Server Settings. If ports are hidden, turn off automatic connection management for the connection being edited. Incoming: 993 with TLS/SSL. Outgoing: 587 with TLS/SSL (STARTTLS).

6. Check outgoing sign-in

Set authentication to Password and enter your complete business address and mailbox password for SMTP. Save, then complete the send-and-reply check.

An account description changes its label on your Mac; it does not change your email address. Keep the server name my.mailbux.com when editing settings.

Next: complete the send-and-reply check in this guide.

Mailbux: Apple Mail

Apple: add an account in Mail

Gmail app on Android

Add your existing business mailbox to the Gmail mobile app. You keep using the business address supplied by XI Digital.

1. Add another account

Open Gmail, tap the profile picture at the top right, then Add another account > Other.

2. Choose the mailbox type

Enter your full business email address. Choose Personal (IMAP), then enter your mailbox password.

3. Set incoming mail

Check the username is your complete address. Server: my.mailbux.com. Port: 993. Security: SSL/TLS. Continue.

4. Set outgoing mail

SMTP server: my.mailbux.com. Port: 587. Security: STARTTLS. Enable Require sign-in and use the complete business address and mailbox password.

5. Finish preferences

Choose the sync and notification options you want. Enter a useful account label and the sender name customers should see.

6. Select the right sender

Switch to the business inbox using your profile picture. When composing, check the From field shows your business address. Send a test and reply to it.

These steps are for the Gmail mobile app. They do not configure the Gmail website on a computer.

Next: complete the send-and-reply check in this guide.

Mailbux: Gmail app

Google: add another account in Gmail

Gmail app on iPhone or iPad

Use this if you prefer the Gmail app to Apple's Mail app. Your business email remains a separate account inside Gmail.

1. Open the account picker

In Gmail, tap your profile picture, then Add another account. Choose Other (IMAP).

2. Enter your address

Type the complete business address and continue. Supply your mailbox password when requested.

3. Set incoming mail

If manual settings are requested, use my.mailbux.com, port 993 and SSL/TLS. The username is your full business address.

4. Set outgoing mail

Enter my.mailbux.com, port 587 and STARTTLS. Supply the full business address and mailbox password for outgoing sign-in too.

5. Finish and select the account

Allow Gmail to verify the settings. Use the profile picture to switch to the new business account.

6. Check the sender

Compose a test with the business address selected in From. Check the message arrives elsewhere, then reply and confirm the reply appears in Gmail.

Your device may ask for notification permission separately. Enable it if you want alerts for this mailbox.

Next: complete the send-and-reply check in this guide.

Mailbux: Gmail app

Google: add another account in Gmail

FOR AN EXISTING EM CLIENT USER

eM Client on Windows or Mac

Use the current eM Client application. Check that its licence covers your intended business use before choosing it.

1. Start a manual mail account

Open Menu > Accounts > Add Account. In the first-run wizard, use the account setup screen. Choose Mail > Other.

2. Identify the mailbox

Enter your complete business email address. If automatic discovery runs, check its results against the reference settings.

3. Configure incoming email

Select IMAP. Enter my.mailbux.com, port 993 and SSL/TLS. Supply the complete email address and mailbox password.

4. Configure outgoing email

Use my.mailbux.com, port 587 and STARTTLS. Enable authentication; use the same login as incoming email.

5. Run the connection tests

Continue through the account wizard. Both incoming and outgoing checks should succeed. If either fails, correct that connection before finishing.

6. Finish and verify

Finish setup and allow the inbox to sync. Check the business address is the sender, then send a message and confirm a reply arrives.

Calendar and address-book sync can be added separately using CalDAV and CardDAV below. IMAP setup alone synchronises email.

Next: complete the send-and-reply check in this guide.

Mailbux: eM Client

Another email app: manual IMAP setup

Use this for an app with manual IMAP and SMTP settings. Labels vary, but the information you enter is the same.

1. **Add an existing account**
   Find Accounts or Settings > Add account. Choose Other, Manual setup or IMAP, rather than creating a new address.

2. **Enter the account identity**
   Provide your name and complete business email address. Choose IMAP to keep messages available on your phone, computer and webmail.

3. **Set incoming mail**
   Use my.mailbux.com, port 993, SSL/TLS and password authentication. Enter the complete business address and mailbox password.

4. **Set outgoing mail**
   Use my.mailbux.com, port 587, STARTTLS and authenticated SMTP. Use the same full address and password.

5. **Save and check folders**
   Finish the wizard. Let the mailbox load, then check Inbox and Sent. Complete the send-and-reply check.

POP3 is only for a deliberate single-device download setup: my.mailbux.com, port 995, SSL/TLS. It can remove server copies depending on app settings. Ask XI Digital before using it; IMAP is the usual choice.

Next: complete the send-and-reply check in this guide.

Mailbux: universal settings

Check that everything works

1. **Check 1**
   Send from your business address to another inbox you can open. Check the From address before sending.

2. **Check 2**
   Check that the message arrives. If it is in spam, move it to the inbox and tell XI Digital if this keeps happening.

3. **Check 3**
   Reply from that other inbox, then check the reply arrives in your business mailbox.

4. **Check 4**
   Open webmail too. With IMAP, check that the test messages and Sent folder are visible there. Recheck on any second device you use.

Optional: calendar and contacts

Email setup does not automatically add calendars or contacts. Only add these services if you need them and your app supports them.

On iPhone/iPad, open Settings > Apps > Calendar > Calendar Accounts (or Contacts > Contact Accounts). Add Account > Other, then choose CalDAV or CardDAV. Older devices show these menus directly under Settings.

On Mac, use System Settings > Internet Accounts > Add Account > Other. Choose a CalDAV or CardDAV account. In eM Client, open Menu > Accounts and add the corresponding calendar or contacts service.

For a server-only field enter my.mailbux.com. For a service URL field, use the matching URL in the table. Sign in with your complete business email address and mailbox password. Use HTTPS / SSL on port 443 if asked.

Create a test calendar entry or contact and check it appears in webmail and the connected app. Select your business calendar when creating new events if you want them stored there.

Service	Protocol	Service URL
Calendar	CalDAV	https://my.mailbux.com/dav/cal/
Contacts	CardDAV	https://my.mailbux.com/dav/card/

Mailbux calendar and contacts instructions

Mailbux eM Client instructions

If something needs fixing

The password is rejected

Try the mailbox login in webmail. Re-enter the full address and check for spaces or Caps Lock. If webmail fails, ask XI Digital to verify or reset the mailbox password. If only the app fails, check its settings and IMAP access.

I can receive, but cannot send

Recheck SMTP: my.mailbux.com, port 587, STARTTLS and sign-in enabled. Enter the full address and password again in outgoing settings; some apps leave these blank.

The server cannot be reached

Check the host spelling and port/security pair. Try a different trusted connection, such as mobile data. If it works there, ask your network administrator whether the mail connection is blocked.

There is a certificate warning

Check the host is exactly my.mailbux.com, the date and time are correct, and the app is updated. Stop and contact XI Digital if the warning remains. Do not turn off encryption or accept an unknown certificate.

Mail appears slowly or on only one device

Check the selected account, refresh the inbox and review sync/fetch, notification and battery settings. Confirm you chose IMAP. Do not delete an old POP account until any locally stored mail is safely backed up.

Messages arrive in spam or do not arrive

Check the destination address and spam folder. If your test leaves Sent but never arrives, give XI Digital the sender, recipient, time and any delivery error so we can check delivery and domain records.

Ask XI Digital for help

Tell us your device, email app, affected email address and the exact error. Include whether webmail works and whether sending or receiving fails. Never include your password in an email, message or screenshot.

Find your XI Digital agent or use the contact options on our website.

XI Digital contact and online guide

Reviewed 17 October 2026. Source links appear with each setup method. Current app support takes precedence over instructions for retired software.