



PLR Email Setup

SAMSUNG Galaxy



Prerequisites

You ***must*** ensure you are not running a VPN service in order to successfully setup Palm Lake email on your Samsung Phone. If you are unsure whether you are running a VPN, please contact the business you purchased your mobile phone from.

Step 1 – Open Email App

You must locate your Samsung 'Email' app. The icon may look like the following:



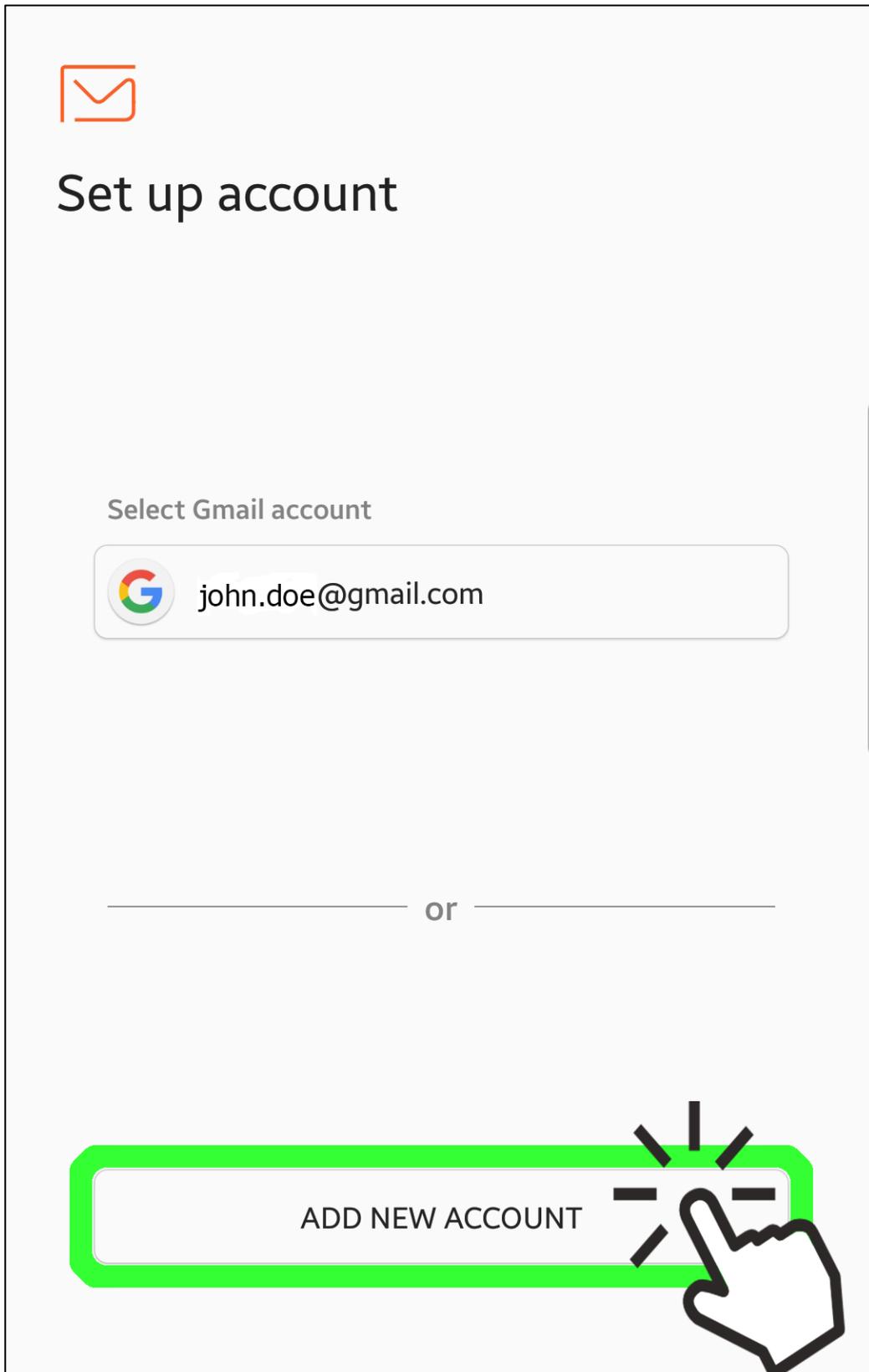
** Please **do not** mistake this icon for the Gmail Icon!*

Hints:

- This icon will be located on your screen. Try going through all the screens if you have multiple screens.
- Sometimes it can also be located in a folder on your screen called '**Samsung**'
- You can also use the search function on your phone to search for '**Email**'. This can sometimes be accessed by swiping UP from the bottom of your screen
- This can also be accessed through your **Settings** by going into '**Cloud and Accounts -> Accounts -> Add Account -> Email**'

Step 2 – Set up account

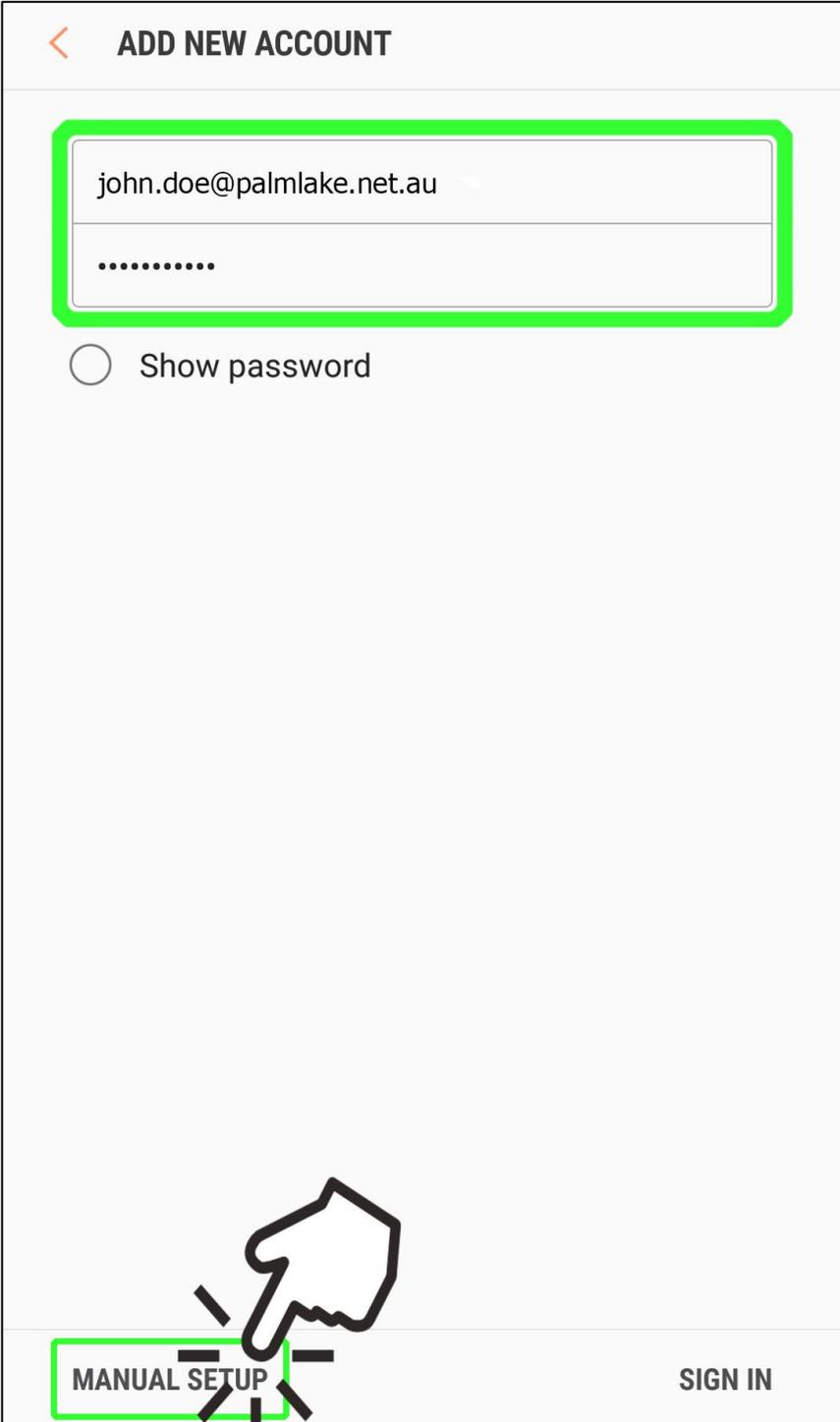
Please click on the 'ADD NEW ACCOUNT' button at the bottom of the page



The screenshot shows a mobile interface for setting up an account. At the top left is an orange envelope icon. Below it is the heading "Set up account". Underneath is the text "Select Gmail account". A rounded rectangular box contains a Gmail icon and the email address "john.doe@gmail.com". Below this box is a horizontal line with the word "or" centered. At the bottom, a large button with rounded corners and a thick green border contains the text "ADD NEW ACCOUNT". A hand icon is shown clicking the right side of this button, with several short lines radiating from the point of contact to indicate a click.

Step 3 – Add New Account

- Enter your full Palm Lake **Email Address** (yourname@palllake.net.au)
- Enter your Palm Lake Email Address **Password** (careful with capitalisation). You can click on the '**Show password**' option to help ensure you are entering the correct password.
- Click on the '**MANUAL SETUP**' button in the lower left corner



< ADD NEW ACCOUNT

john.doe@palllake.net.au

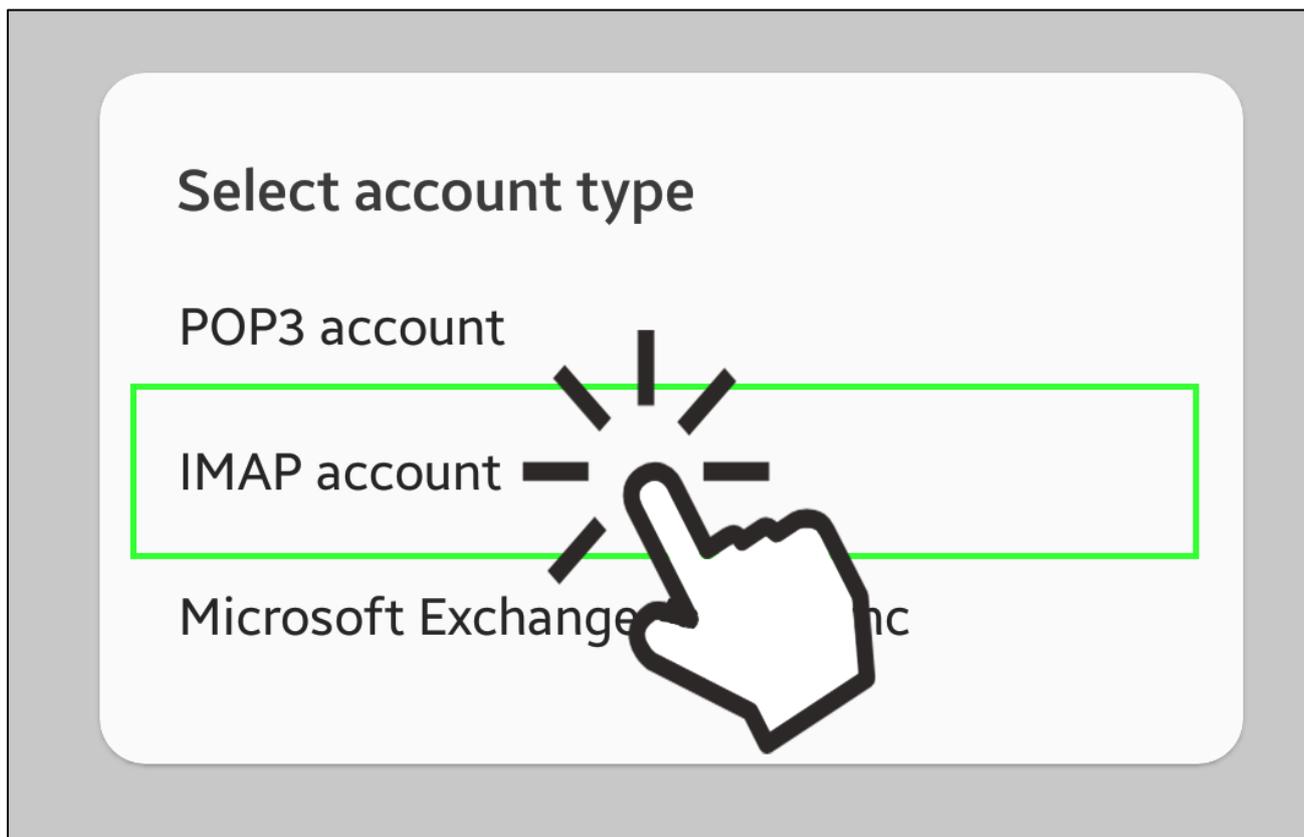
.....

Show password

MANUAL SETUP SIGN IN

Step 4 – Select Account Type

Please select 'IMAP account'

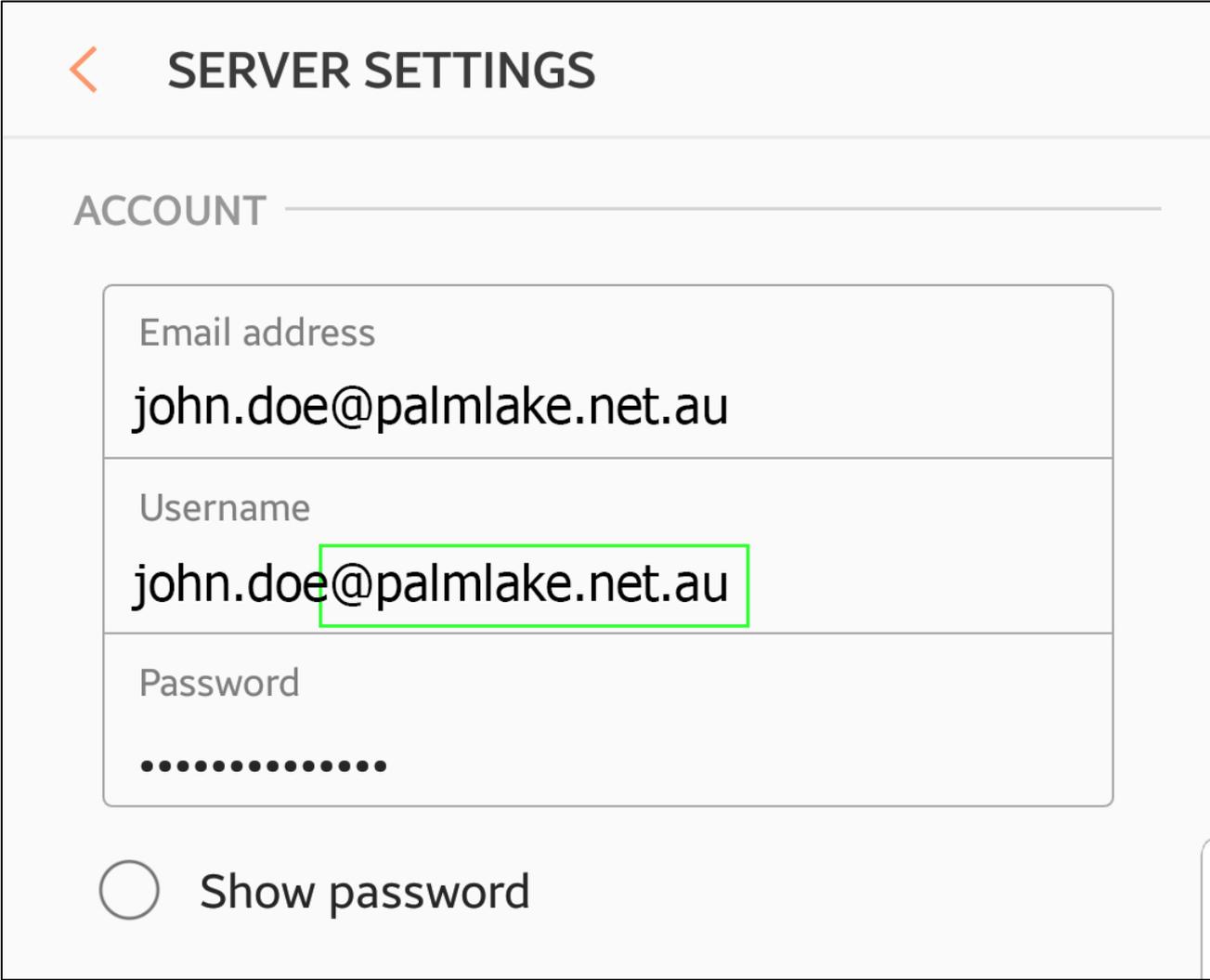


Step 5 – Server Settings – Part 1 - Account

Make sure that your **FULL** email address is entered into both 'Email address' and 'Username'

(By default, the Samsung will only enter the first part of your email address in the Username field, so please enter the full email address instead)

Make sure your password is entered, if it is not already



The screenshot shows a mobile application interface for 'SERVER SETTINGS'. At the top left is a back arrow icon. The title 'SERVER SETTINGS' is centered at the top. Below the title is a horizontal line, and the word 'ACCOUNT' is positioned to the left of this line. The main content area contains three stacked input fields, all enclosed in a single rounded rectangle. The first field is labeled 'Email address' and contains the text 'john.doe@pاملake.net.au'. The second field is labeled 'Username' and contains the text 'john.doe@pاملake.net.au', with a green rectangular box highlighting the '@pاملake.net.au' portion. The third field is labeled 'Password' and contains a series of dots. Below the input fields is a radio button followed by the text 'Show password'.

Step 6 – Server Settings – Part 2 – Incoming Server

Please enter **mail.palmlake.net.au** into the 'IMAP server' box

Click on the 'Security type' and choose 'SSL (Accept all certificates)'

INCOMING SERVER

IMAP server

mail.palmlake.net.au

Security type

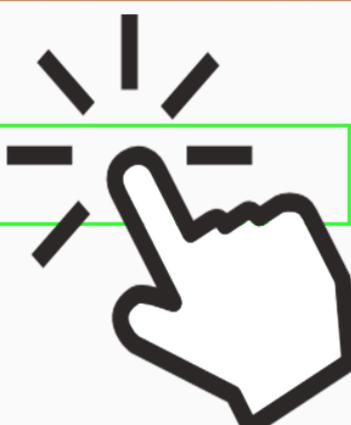
SSL (Accept all certificates) ▼

Port

993

IMAP path prefix

Optional.



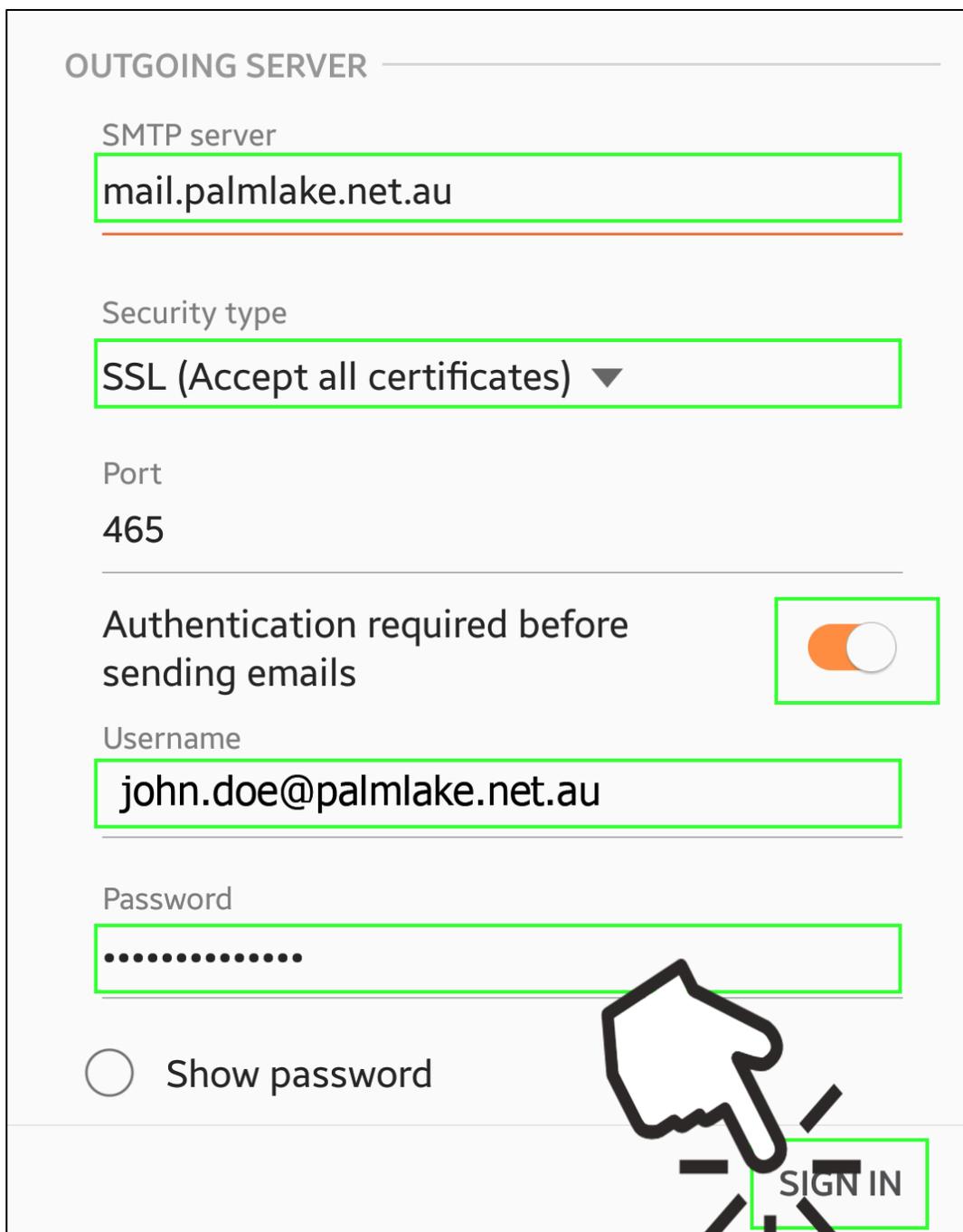
Step 7 – Server Settings – Part 2 – Incoming Server

Please enter **mail.palmlake.net.au** into the 'SMTP server' box

Click on the 'Security type' and choose 'SSL (Accept all certificates)'

Ensure 'Authentication required before sending emails' is **ON** and you enter your full email address as the 'Username' and enter your 'Password'

Click on the '**SIGN IN**' button



The screenshot shows a form titled "OUTGOING SERVER" with the following fields and controls:

- SMTP server:** A text input field containing "mail.palmlake.net.au".
- Security type:** A dropdown menu showing "SSL (Accept all certificates)".
- Port:** A text input field containing "465".
- Authentication required before sending emails:** A toggle switch that is turned on (orange).
- Username:** A text input field containing "john.doe@palmlake.net.au".
- Password:** A text input field containing a series of dots.
- Show password:** A radio button next to the text "Show password".
- SIGN IN:** A button at the bottom right of the form, highlighted with a green box and a hand cursor icon.

Trouble Shooting

If you are getting a message that the Server could not verify you, you are more than likely using a VPN. Please make sure you disconnect or suspend any running VPN connections.

Please use your own email address, do not enter the john.doe one.

Make sure you are entering the right password. To confirm you have the right password, check by logging into Webmail. Go to <https://pallmlake.net.au> and click on the '**Webmail**' button.

If you are using an older or different version of Android than that displayed above, do a Google search for '**setup email app android version x**' (x being the version of Android you are running).