

Apple iPhone with VoiceOver

Lesson 7 - Email Setup



This lesson has been designed for users of iPhone models which have a Home Button, in conjunction with the VoiceOver screen reader and iOS 18.2. For reference, models of iPhone with a Home Button which are compatible with iOS 18.2 are: SE 2020 and SE 2022.

iOS 18.2 has brought some amazing new features, including Apple Intelligence. It has also brought some cosmetic changes to the Operating System. Depending on how your iPhone has been configured, you may find some minor differences when working through the information provided in this lesson. However, it isn't anticipated that they will cause you much of a problem!

1. Introduction

One of the most common uses for your iPhone is sending and receiving Email. Email is used by friends, businesses and advertisers to keep you up to date with important information. At least they think it is important! Before Email, just about everybody had a single street address or post office box. Now, it is not only possible, but likely that many people have multiple addresses where they receive email. Your iPhone can manage multiple Email addresses, such as one for personal use, one for work and others for just about any purpose you can think of. In this lesson you will learn:

- How to set up your iPhone to send and receive email.
- What Email Accounts are and how to manage them.
- How to customize Email sounds and other settings.
- How to set up automatic signatures.

2. Terms you Should Know

2.1 SPAM

The derivation of this term is hard to trace. It has been around since the 1980's. It may be an acronym for Stupid, Pointless, annoying Messages, but the term has become a ubiquitous term for any unsolicited or bulk email.

2.2 Email or Conversation Thread

When one email generates replies, and the replies generate more replies, the whole thing is called a Thread. For example, Sue sends an email to Bob to ask if he would like to meet for lunch. Bob replies with "Yes". Sue says, "OK. Where?". Bob says, "Rome!". This is a four message thread.

2.3 Signature Block

This is a piece of customizable standard text that an Email application inserts at the end of every message you send. A signature block may contain the same type of signature you would put at the bottom of a handwritten letter ,a funny or meaningful quote, advertisement, legal notice or anything else that seems appropriate to the sender.

NOTE 1: If the Insertion Point is at the End of Field position and you add text, you will be adding text AFTER the signature block. This is probably not what you intended. So be careful to check the position of the insertion point before beginning to add text to a message.

2.4 Service Provider

A service provider is a company that runs the servers where you receive and send mail. Some of the most common of these are Google's gmail.com addresses, Apple's iCloud.com addresses and Microsoft's outlook.com addresses. Others include Yahoo, Virgin Media, BT and so on.

2.5 Attachments

An attachment is a file that can be included when an email message is sent. Attachments can be audio files, pictures, video clips, word processed documents, spreadsheets and just about anything else. Attachments from untrusted sources can be unsafe, and it is very easy to spoof from addresses on the internet. So even if the message appears to be from someone you know, it is a good idea to verify with them that they sent you an attachment. This is especially true if the attachment or message seems out of character for that individual.

Antivirus software is essential to run on computers to protect yourself from malicious attachments or email messages. Also, you should note that some service providers block certain file types from being included as attachments to protect their clients.

3. Setting Email and Other Sounds

Your iPhone plays ring tones and alert sounds to let you know when certain events take place. Two of these events are when a new email message is received and when an email you compose is actually sent. In most cases the latter happens almost immediately after you activate the Send button, but it is nice to hear the confirmation sound. If you don't like the default sounds, you can change them from within the Settings Menu.

Open the Settings App from the Home Screen. Locate the "Sounds & Haptics" button and activate it. There are a number of ways to find the button:

- Use the Next Item gesture until you find it.
- Use the Explore gesture until you find it.
- Invoke the Item Chooser with the Two Finger Triple Tap, find it in the alphabetical list and perform an Activate gesture.

Now that you have found the Sounds & Haptics button, follow these steps:

1. Activate the Sounds & Haptics button. Upon doing this, the Sounds Options Screen will be displayed.
2. Locate the heading that reads "Ringtone & Alerts".

3. Below the heading is a series of buttons that allow you to customize the sounds your iPhone plays when a particular event takes place. In this case the event is when an Email message is sent or received.
4. Use one of the following techniques to find the "New Mail" or "Sent Mail" buttons. VoiceOver will announce the button's name, followed by the name of the sound that is set for that event.
 - Use the Next Screen gesture and then the Explore gesture.
 - Use a combination of the Next Item and Previous Item gestures.
 - Invoke the Item Chooser with the Two Finger Triple Tap and find them in the alphabetical list, then perform an Activate gesture.
5. Now activate one of the two buttons.

3.1 The Sound Selection Screen

The screen for selecting sounds has an Action Row at the top. When the screen is activated, VoiceOver should say, "Sounds & Haptics, Back Button", to indicate the Current Item. This is the first button on the left in the Action Row. You activate this button to save your selected sound, and return to the previous screen.

Use the Next Item gesture to move to the right of the Sounds, Back Button. There is a heading that says, "New Mail" or "Sent Mail" (depending on which button you activated in the previous screen), to indicate the type of sound you are selecting.

Good Vibrations!

Your iPhone can be set to vibrate on an incoming or outgoing message, even if the Ring/Silent Switch is set to silent. This is a great way to be silently alerted to an incoming or outgoing message without disturbing those around you.

Below the Action Row is a button which VoiceOver announces as "Haptics," followed by the current vibration pattern. If you want your iPhone to vibrate as well as play a sound, you can activate this button. You will be presented with a choice of several vibration patterns, or you can choose "None" for no vibration at all. Activate each button until you

find the pattern you want. When you are finished, activate the "New Mail or Sent Mail, Back" button. It is in the upper left corner of the screen where most "Back" buttons are located!

Below the Haptics button, you will find another heading which reads "Store", and below this heading you will find two buttons, labelled "Tone Store" and "Download All Purchased Tones". You can activate the Tone Store button to go to the iTunes store, where you can purchase additional sounds for your iPhone. Activating the Download All Purchased Tones button will result in the tones you have purchased being downloaded to your iPhone. Purchasing and downloading tones won't be discussed further in this lesson.

The Sounds List

The list of available sounds begins immediately below the Download All Purchased Tones button. You can set any sound as a New Mail or Sent Mail sound as follows:

1. Make one of the sound buttons the Current Item.
2. Use the Select gesture to select the sound and play it.

At the end of the list of sounds, you will find a "Classic" button. This opens another screen with even more sounds. There is some good stuff here, so don't forget to check it out.

When you have chosen the desired sound for New Mail or Sent Mail, activate the "New Mail or Sent Mail, Back" button at the upper left corner of the screen, to return to the previous Screen.

NOTE 2: When you activate the "New Mail or Sent Mail, Back" button, the last sound you played will be the sound set for the New Mail or Sent Mail sound. If you decide you liked the previous setting best, be sure to select the sound again before exiting the Sound Selection Screen.

3.2 The Select Gestures

The Select gestures are the same as the activate gestures, a One Finger Double Tap or the Split Tap. The difference is that it simply selects an item as the Current Item but does not actually activate it. For

example, when you select an item in the Item Chooser, you will be returned to the previous screen with the item you selected as the Current Item. VoiceOver announces the new Current Item.

The Select gesture is also used in lists where you can select multiple items. For example, you might select multiple email messages in a list and then move them all at once to another mailbox.

4. Locating the Mail Setup Screen

In order to set up mail on your iPhone, you must activate the Settings app from the Home Screen and then locate and activate the "Apps" button. In the resulting list of apps, you then need to locate and activate the "Mail" button.

When the list of apps appear, you can scroll down the list with the Read All From Top gesture or move through the list of items one at a time with the Next Item gesture. You can even use the Section Index bar at the right of the screen to move through the list of apps letter by letter. Since there are a lot of items in the Apps screen, let's use the Search feature to quickly find the Mail button instead.

1. With the Settings app activated, locate the "Search" Text Field, situated just below the Settings heading.
2. Activate the search field. Upon doing this, VoiceOver will say, "Search Field, Is Editing". The "Is Editing" means that the characters you type will be entered into that field.
3. Using the Virtual keyboard, type the letters "M" and "A" and then activate the Search button, situated at the bottom right corner of the keyboard. Upon doing this, a list of all apps which contain the letters "M" and "A", in that order, will be listed just below the Search Text Field.

NOTE 3: the M and A don't have to be at the beginning of the item name. If you had a Setting option for a game called "Mission to Mars, that would appear as well.

4. Now use the Explore gesture, or the Next Item gesture, to locate "Mail" in the list of search results.

5. Use an Activate gesture. Upon doing this, the Mail screen will be displayed.

5. The Mail Setup Screen

When you enter this screen, VoiceOver will say "Mail, heading". VoiceOver is telling you what screen you are in, and then telling you what the current item is. In this case it is the Mail heading, which is at the top of the screen.

Below the heading, is some informational text which reads "Add or remove accounts, manage Siri & Search and customise how your email appears and works. [Learn more...](#)". This text is formatted as a link, so you can activate it to open a web page which provides additional information on the subject of setting up email accounts.

If you decide to activate the link, you will need to activate the "Done" button, in order to return to the Mail screen. For reference, this button is situated at the upper right corner of the screen.

5.1 Email Accounts

Some people have more than one email address. For example you could be jsmith1@gmail.com, joesmith@iCloud.com, tallboy12@hotmail.com and grizzlybear3@nature.org. Your iPhone can manage more than one address at a time. Each address is considered to be an account. You must set up each account separately using the Mail section of the Settings Screen.

To add an email account, follow these steps:

1. Locate the "Mail Accounts" button and activate it. This button will contain a number which indicates the number of accounts you have setup already.
2. Locate and activate the "Add Account" button. Upon doing this, the "Add Account" screen will be displayed.
3. Explore the screen. Apple has provided quick setup buttons for six of the most common email providers. If you don't have one of these providers, you need to use the "Other" button.

5.2 Setting up a New Account

Let's try setting up a new Google account just to get the feel for how this is done.

1. Locate and activate the "Google Account" button. Upon doing this, you will be taken to the Sign-in page of the Google website.
2. Explore the screen. Amongst other things, there is a Cancel button, a Next Button and a single text field.
3. The text field is labelled "Email or Phone". Just enter your full email address here. For example, "robinsmith@gmail.com".
4. Activate the "Next" button, situated at the bottom of the screen. Upon doing this, you will be prompted to enter your Gmail password.

If you don't want to set up a Gmail account, just activate the "Cancel" button, situated at the upper left corner of the screen to abort the process.

5. In the "Password" Text Field, enter your password. When done, activate the Next button. Upon doing this, you will be taken to a web page which prompts you to enter your phone number. This is so you can receive a security code from Google. This is known as Two Step Verification. Most email providers use this method of verification, to ensure that the person signing in is the account holder and not a hacker.
6. In the Phone Number Text Field, use the Virtual telephone keypad at the bottom of the screen to enter your number. When done, activate the "Send" button. Upon doing this, a text message from Google will be sent to your number. This contains a six digit code.
7. Open the Messages app and find the text message from Google. Memorise the 6 digit code after the letter "G".
8. Use the App Switcher to go back to the Settings app.

9. In the "Enter the Code" Text Field, enter the six digit code you received from Google. When, activate the "Next" button, situated at the bottom of the screen. Upon doing this, you will be taken to the "Sign-in with Google" screen.

The Sign-in with Google screen, contains information about what Google will be sharing with iOS. In this screen, you will find a text label which states "By continuing, Google will share your name, email address, language preference and profile picture with iOS" and below this, a link which if activated, takes you to a web page which contains the Gmail Privacy Policy.

10. If you are happy with the information you will be sharing, activate the "Continue" button, situated at the bottom of the screen. Upon doing this, you will be prompted to give iOS access to various features of the Gmail account.

The features which are available are listed below a heading which reads "iOS Can Access". They are as follows:

- Select All
- Read, Compose, Send and Permanently delete all your email from Gmail.
- See, edit, download and permanently delete your contacts.
- See, edit, share and permanently delete all the calendars you can access using Google calendar.

11. You will need to decide for yourself what iOS has access to. The suggested option is "Select All", as this will allow you to have control over everything, including your Gmail contacts and calendars.

Also in this screen, you will find additional information to do with what iOS can access from Google. It is recommended you read this information and allow only what you are comfortable with.

12. Activate the Continue button. Upon doing this, you will be taken to a screen headed "Gmail". This shows a list of all features you granted access to in the previous step.

13. At the top right corner of this screen, you will find the "Save" button. Activate this button to complete the setup of your Gmail account. Upon doing this, you will be back in the Mail Accounts screen.

Congratulations, you have successfully added your Gmail account to the Mail app.

5.3 Setting Up Accounts from Other Providers

If your email account provider is not listed, you must use the "Other" button and then the "Add Mail Account" button. You will need additional information from your service provider such as the name of the "Incoming" (POP3) server and the "outgoing" (SMTP) server. You will also need to know how their servers authenticate. You can usually find this information on the support documentation part of their web site, or by calling their technical support number.

If you have not done so yet, please back up to the Mail Accounts setup screen. This is the screen which contains the "Add Account" button.

5.4 The Fetch New Data Button

This option allows you to Set the manner and time interval that your iPhone uses to Check your accounts for new email. Activate this button and explore the available options.

The "Push" button allows email providers that support this feature to push Email to your device as soon as it arrives. Use an Activate gesture to toggle this setting. If this setting is ON, it uses your battery faster. So leave this setting OFF, unless you really need to get email right away!

Next you will see one button for each of your mail accounts. VoiceOver will say the name of the account provider such as Gmail or iCloud, and then say either "Fetch" or "manual". Use an Activate gesture to display a screen which allows you to toggle between Fetch and Manual mode.

If Fetch is selected, then your iPhone will fetch mail from your provider's server every 15 minutes, 30 minutes or every hour depending on the selection under the Fetch heading. This will happen whether you have the mail app running or not.

If Manual is selected, then mail for that account will only be checked for whilst the mail app is actually running.

Below these buttons, you will find a heading labelled "Fetch". Whatever setting you select from the menu below this heading will apply to all accounts set to "Fetch".

In the list of accounts, is an option labelled "UK Holiday Calendar", which we will disregard for now. When you are finished setting the retrieve type and interval for all your accounts, activate the "Accounts, Back" button, situated at the upper left corner of the screen, to return to the Mail Accounts screen. Then, activate the "Mail" back button, to return to the main "Mail" setup screen.

5.5 The Default Account Button

This button opens a screen in which you can choose a default account to send from. If you have multiple email accounts being managed on your device, The email address of the account you select here will appear in the From address of any mail you send, unless you override it.

5.6 The Show To/Cc Labels Button

The "Show To/Cc labels" button changes the look of the display. So we will skip this for now.

5.7 The Preview Button

This button opens a screen in which you can set the number of lines of an email message displayed in the inbox. You can set the number from None to 5. For security reasons which we will discuss in a later lesson, it is best to leave this off. It also can be easy to become confused as to whether you are in the Inbox or the Message screen with preview on.

5.8 The Swipe Options Button

The settings of the Swipe Options button control what your iPhone does when you swipe left or right in the Inbox folder. These settings will have no effect whilst VoiceOver is on, because VoiceOver uses the One Finger Swipe Right and One Finger Swipe Left motions for the Next and Previous Item gestures, so we will skip this button as well.

5.9 The Ask Before Deleting Button

This button is located below the "Messages" heading. If this option is set to "ON", you will receive an alert to confirm before a message is deleted.

5.10 The Organize by Thread Button

This button is located below the "Threading" heading. When this option is set to "Off", messages are listed in the inbox in the order they arrived. Otherwise, messages from the same thread are grouped together.

5.11 The Blocked Sender Options Button

This button displays the Block Sender Options screen. In this screen, you can specify where messages that have been blocked are sent to. They can either stay in the Inbox, or be moved to the Bin folder.

5.12 The Blocked Button

This button opens the "Blocked" screen. Here, you can choose to add an email address to be blocked. You will also find a list of those email addresses you have blocked.

When an email address is blocked, you will not receive phone calls, messages, email or FaceTime from people on the blocked list.

5.13 Always BCC Myself

This button is located below the "Composing" heading. When it is set to "On", a copy of everything you send out is sent to you but none of the other recipients will know you sent yourself a copy. However, You already have a copy of everything you sent in your "Sent items" folder. There is not much advantage in doing this unless you want to double check that the message did actually get delivered to at least one recipient.

5.14 The Mark Addresses Button

This button opens a screen with a Text Field where you can enter the domains where you think it is "safe" to send Email. The domain is the part of the email address after the At Sign. For example, sightforsurrey.org.uk, gmail.com, gov.uk and so on. If you attempt to

send email to an address outside these domains, then the address will appear in Red in the Address Field. However, VoiceOver gives no audible indication that the address is in red.

5.15 The Increase Quote Level Button

When this button is toggled to "On", and you respond to or forward an email message, the original message is placed at the bottom of your message and indented slightly. This makes it easy to visually identify the forwarded part of the text. If you keep this option turned off, then the left margin of the text of the forwarded message will not be indented and will line up with whatever you type.

5.16 The Signature Button

This button opens a screen where you can create a signature block to appear at the bottom of every email. First you are given the choice to make the signature active for all your mail accounts, or to set individual signatures for each account. Once you have selected the option you want, go to the Text Field below and Activate it. Remove the "Sent from my iPhone" text that is already there and add your own text.

NOTE 4: You can leave the signature block field blank for no signature at all.

5.17 Load Remote Images

Mail messages can contain pictures. If you don't need to see the images, turn this off to make your mail download faster.

6. Downloading Email through WiFi

A WiFi or Wireless network is most commonly found in homes, public areas such as college campuses, and airports and businesses such as hotels and coffee shops. They are generally localized to a small area such as a building, home or public common area. WiFi networks can be public access or secured. Secured networks require a password before they can be joined.

Data downloaded or transferred between your iPhone using a WiFi connection does not incur charges from cellular carriers, nor does it count toward your plan limits. Data transfers are usually faster over WiFi

than over cellular networks as well. Wherever possible it is best to connect to the internet over a secured WiFi network rather than through the cellular network. Secured WiFi networks require a password before you can join them, and all data transmissions to and from your iPhone are encrypted. This makes them more difficult to read when intercepted. Connecting to an unsecured or public WiFi network is more risky. Your transmissions are not encrypted, and you never really know who else is on that network or what they are doing.

If you are already connected to a WiFi network, it will be indicated in the Status Bar.

Your iPhone can download email through your cellular service (if you have one) or through WiFi. If you have a WiFi network available, it is best to set it up now. Email messages can be quite large, and can chew up your data plan quickly. Your iPhone can still use cellular if WiFi is not available, but the WiFi networks you have allowed it to join will always be used first when they are within range.

To access the WiFi setup options, follow these steps:

1. Use one of the techniques discussed at the beginning of Section 3 to launch the Settings App.
2. Use the Explore gesture, or Next Item gesture, to locate the Wi-Fi button. It is situated just below the "Airplane Mode" button. VoiceOver will read the button as "Wi-Fi" followed by: "off", if WiFi services are turned off, "not connected", if the service is on, but not connected to any network or by the name of the WiFi network you are already connected to.

NOTE 5: If you are using a screen reader to go through this lesson, you might notice that it says, "WiFi", but VoiceOver will say, "wee Fee", when it reads the button title. This is because WiFi can be written two ways. Some people separate the two syllables with a hyphen. This is how the button in the settings app appears. When the dash is inserted in the word, some screen readers mispronounce it as "wee fee".

3. Activate the Wi-Fi button. Upon doing this, The WiFi options screen will be displayed.

6.1 The Wi-Fi Options Screen

At the top of this screen is an Action Row with a "Back" button at the upper left corner and an "Edit" button at the upper right corner. Below these buttons is a heading which VoiceOver pronounces as "Wi-Fi". Below the "Wi-Fi" heading, you will find a button which is used to toggle Wi-Fi on/off. This should be set to the "On" position.

If you are already connected to a WiFi network, then below the Wi-Fi on/off button, is a button that contains the network name and signal strength. Ignore this for now.

If you Explore down the screen, you will find a heading that reads, "My Networks", followed by a list of networks. These are the ones you have already connected to in the past. Most of these won't be available to connect to, as you will be out of range. Below this list, you will find a heading that reads "Other Networks". This will contain the names of those networks you haven't already connected to before.

Connecting to a WiFi network is called Joining. To join a WiFi network, follow these steps:

1. Slowly explore down the list. VoiceOver will read the Network name, tell you if it is secured with a password and tell you the network's signal strength.
2. When you have found the network you want, perform an Activate gesture.
3. If you are prompted to enter a password, enter it using the Virtual keyboard, situated at the bottom of the screen. Remember that passwords are case sensitive, which means upper and lower case letters matter.
4. When you have finished entering the password, activate the "Join" button. It may take a few seconds, but your iPhone should join the network. The Status bar will indicate that you are now on the WiFi network you selected.
5. Activate the "Settings, Back" button to exit the WiFi options screen.

Your iPhone is pretty good at automatically configuring itself to work correctly with most networks. However, sometimes it may need some help. If your device is unable to join the network you want, you may need to track down that network's administrator for assistance with the advanced configuration settings.

6.2 The "Other" Option

At the bottom of the list of wireless networks there is a button called "Other", but VoiceOver doesn't tell you this is a button. As an added security measure, some WiFi networks do not broadcast their network names. They are still out there, but they don't appear in the list of available networks. If you know that network's secret name, you can activate the "Other" button and enter it. You will probably require a password as well. Once you have correctly entered these two pieces of information, your iPhone can join the hidden network.

7. New Gesture Review

Select

One Finger Double Tap, or Split Tap. This is a context sensitive version of the Activate gestures. From the Item Chooser, selects an item and returns you to the previous screen with that item as the current Item. From a multiple Selection List, toggles an item between selected and unselected.

8. Exercises

1. When working with the Mail app, how many Email addresses Are associated with one account?
2. Go to the Settings Main Screen. Activate the "Sounds and Haptics" button and change the sound your device plays when new emails are received.
3. What are the steps to get from the Home Screen to the screen to set up a new Mail account?
4. What is a signature, and how can you replace Apples default signature for all accounts?
5. What is a Thread?

6. Where can you find the Push option. What happens when it is turned on?

The answers to these questions can be found on page 18.

Congratulations! You have completed the lesson on email setup. In this lesson you learned how to set up an email account, configure email settings and use your iPhone to access your email accounts. In the next lesson we will take the mail app for a spin.

Answers to Section 9 Exercises

1. When working with the Mail app, how many Email addresses Are associated with one account?

There is only one email address associated with each account.

2. Go to the Settings Main Screen. Activate the "Sounds and Haptics" button and change the sound your device plays when new emails are received.

From the Home Screen, you can use the Explore gesture, or a combination of the Next Item and Previous Item gestures, to find the Settings icon. Perform an Activate gesture when the Settings icon is the current item to launch the Settings application.

In the Settings screen, locate and activate the "Sounds and Haptics" button.

In the Sounds and Haptics screen, locate and activate the "New Mail" button to change the sound your iPhone makes when you get a new mail message. There are a lot of sounds to choose from, so take your time and have some fun.

3. What are the steps to get from the Home Screen to the screen to set up a new Mail account?

First, activate the Settings icon. Second, locate and activate the "Apps" button. In the resulting screen, locate and activate the "Mail" button. Next, locate and activate the "Accounts" button.

4. What is a signature, and how can you replace Apples default signature for all accounts?

A signature is a standard block of text that appears at the end of any message you send. To override Apple's default "sent from my iPhone", go to the "Apps" screen in the Settings application and then locate and activate the "Mail" button. Then, locate and activate the "Signature" button.

If you are managing multiple email accounts from your iPhone, you can set them to all have the same signature block, or you can have a separate signature block for each account.

5. What is a Thread?

When one email generates replies, and the replies generate more replies, the whole thing is called a Thread. For example, Sue sends an email to Bob to ask if he would like to meet for lunch. Bob replies with "Yes". Sue says, "OK. Where?". Bob says, "Rome!". This is a four message thread.

6. Where can you find the Push option. What happens when you turn it on?

The Push option is found in the Fetch New Data screen, which is displayed when the Fetch New Data button is activated in the Mail Setup screen.

When Push is turned on, email providers that support this feature, push Email messages to your device as soon as they arrive.