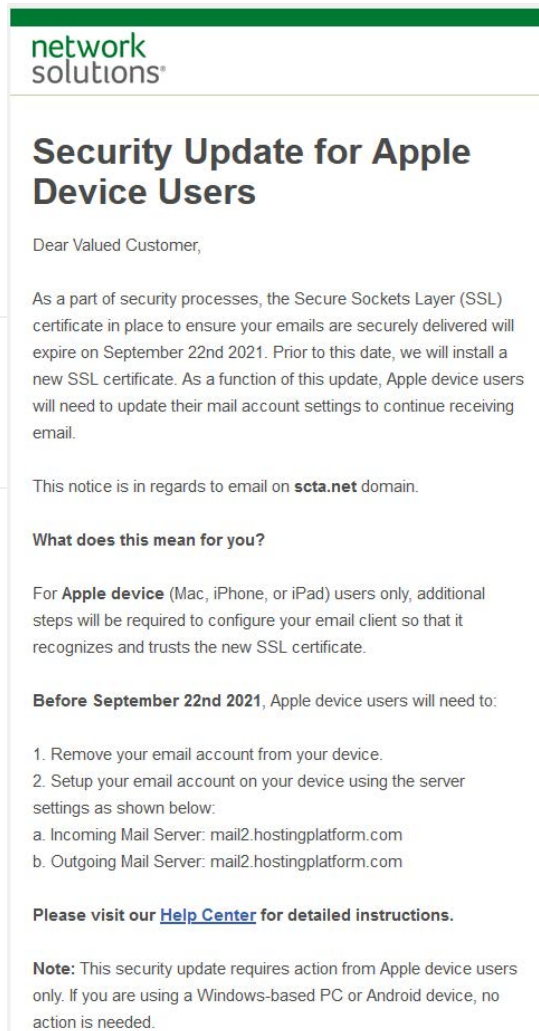# Having Issues with your SCTA Email?

Overview

If you're experiencing an SSL certificate pop up when accessing your email, or received an email with the following message:

network solutions®

Security Update for Apple Device Users

Dear Valued Customer,

As a part of security processes, the Secure Sockets Layer (SSL) certificate in place to ensure your emails are securely delivered will expire on September 22nd 2021. Prior to this date, we will install a new SSL certificate. As a function of this update, Apple device users will need to update their mail account settings to continue receiving email.

This notice is in regards to email on **scta.net** domain.

What does this mean for you?

For **Apple device** (Mac, iPhone, or iPad) users only, additional steps will be required to configure your email client so that it recognizes and trusts the new SSL certificate.

Before September 22nd 2021, Apple device users will need to:

1. Remove your email account from your device.
2. Setup your email account on your device using the server settings as shown below:
   a. Incoming Mail Server: mail2.hostingplatform.com
   b. Outgoing Mail Server: mail2.hostingplatform.com

Please visit our <u>Help Center</u> for detailed instructions.

Note: This security update requires action from Apple device users only. If you are using a Windows-based PC or Android device, no action is needed.

Follow the steps below to fix your E-mail on your Apple devices

First you will need to remove you SCTA email account on your Apple devices if it was already setup.

To delete your email account Go into **Settings** and click **Mail**, next click on **Accounts** and select your SCTA email account. Click **Delete Account**. Once you delete your account will need to power off your device and then power it nack up.

Here's how you set up your email box on your iPhone or iPad device:

In the Safari internet browser, **enter** the URL in this format: *mail.scta.net/ios*

2. On the **Email Setup Page**, enter your email address, then tap **Get Started**. A pop-up message appears:
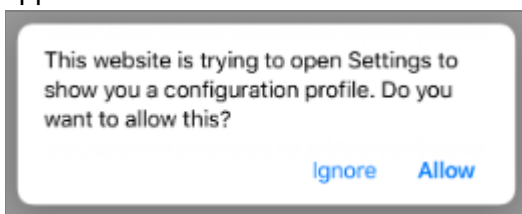
3. Once you tap **Allow**, the profile will be downloaded.

Note: *You may get a pop-up that says "Profile Downloaded - Review the profile in Settings app if you want to install it." If you get this message, go to Settings, click on Profile Downloaded, then click Install. After doing this, proceed to step 8.*
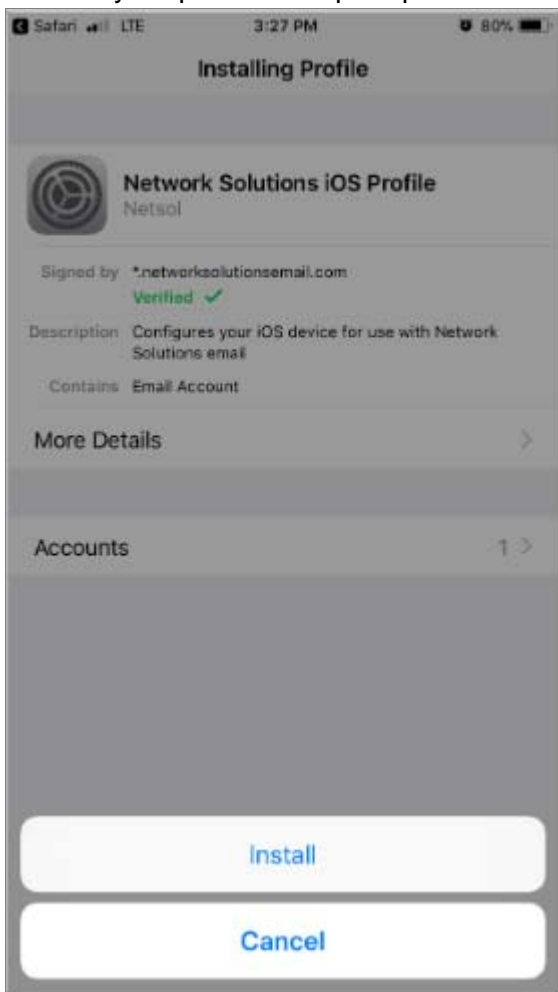
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4. When the message pops up confirming the download, tap **Close**.
5. Go into your settings and tap **Profile Downloaded**. You will see this above Airplane Mode.

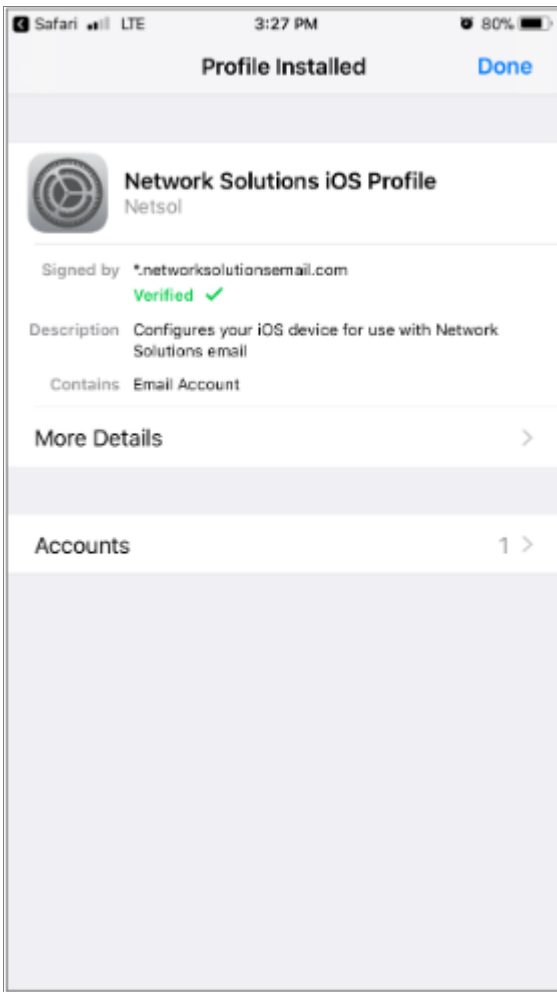6. On the Install Profile screen, tap **Install**.

7. Enter your passcode if prompted then tap **Install** again.

8. **Enter** the password for the mailbox, then tap **Next**.
9. Once the setup has completed, the **Profile Installed** screen appears:

10. Tap **Done**.

Your email setup is now completed. Your email account appears in the Mailboxes list in the Mail app on your device.

Still having issues?

If you are still having email support issues or forgot your email address or password you can email Dan for technical support at: dan@goaic.com or call the SCTA office at (631) 585-1653.