EMAIL SETUP

GMAIL

Works with: Gmail on the web and the Gmail app, as of October 2026.

Google has changed how Gmail works with outside mailboxes. Our old instructions no longer apply. Here is what changed and what to do instead.

> **What changed.** Gmail on the web used to pull in your business email with "Check mail from other accounts" and send as your business address with "Send mail as". Google stopped accepting new setups in early 2026 and has announced that existing ones stop working in **January 2027**. If you set this up with us in the past, it still works today, but switch to one of the options below before the end of the year.

Option 1: the Gmail app on your phone (still supported)

The Gmail app for Android, iPhone and iPad still connects directly to your business mailbox, and you can read and send as your business address.

1. Open the **Gmail** app and tap your profile picture at the top right.
2. Tap **Add another account**, then **Other** (on iPhone: **Other (IMAP)**).
3. Enter your full email address and password. Choose **Personal (IMAP)** if asked.
4. Incoming and outgoing server are both `mail.yourdomain.com`. Use port `993` incoming, `465` outgoing, security `SSL/TLS`. Username is your full email address.
5. Set sync to every 15 minutes and finish. Full steps are in our Android guide.

Option 2: a desktop email app (our recommendation)

On a computer, use Thunderbird (free), Outlook or Apple Mail. Each one connects straight to your mailbox, sends as your business address and has no Google restrictions. We have a setup guide for each.

Option 3: forward a copy to Gmail

We can forward everything sent to your business address into your Gmail inbox. Ask us and we will switch it on. Two things to know before you choose this:

- From January 2027, replies you write in Gmail on the web will come from your **@gmail.com** address, not your business address. That looks less professional and confuses customers.
- Forwarded mail is more likely to be caught by Gmail's spam filter, so check Spam regularly.

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Option 4: move your business email to Google Workspace

If you want the full Gmail experience with your business address on every device, Google Workspace is the supported way. It is a paid Google subscription per mailbox. We handle the setup and move your existing mail across. Email us for a quote.

Check your mail from any browser

Whatever you choose, webmail always works: go to `https://yourdomain.com/webmail` and sign in with your full email address and password.

Stuck? Email **hello@formulamarketingsd.com** or call **(619) 995-8333** and tell us which step you are on.

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