IMAP Email Settings

IMAP is what we recommend customers use when setting up a new email because it allows them to use their email across multiple devices. The only section that isn't universal across the devices would be your Sent folder. Your Sent folder will be device specific.

The following information is needed to correct the incoming and outgoing email settings for your email application.

1. Username
Your username is the section prior to the @ symbol on your email.
Example = jdoe123 is the username for email address, jdoe123@mosaictelecom.net.

2. Password
The password would be the same as your Chibardun/MosaicTelecom email password.
To change your password, contact Mosaic Tech Support at 715.458.5400.

3. Incoming email server
The incoming mail server is Mail.mosaictelecom.net with port being 993.

4. Outgoing mail server
The outgoing mail server is SMTP.mosaictelecom.net with port being 587.

5. Security types
Incoming Mail server will need to be set for SSL. Outgoing Mail server will need to be set for STARTTLS.

Please note: If you use Outlook on your phone or computer, Mosaic email is not compatible anymore. You will want to use the email application that came pre-installed on your phone or use a different email application like Thunderbird, Evolution, eM Client, Mailbird, etc.