



YOUR DIGITAL MARKETING EXPERTS

Your business email, your way

Client setup guide | Reviewed October 11, 2026

Choose where to read your business email

Your address, such as **you@yourbusiness.com**, belongs to your domain. The mailbox is hosted by the email provider named in your Webzbee service agreement. Gmail and Outlook apps can be used to access a supported mailbox; installing an app does not move the mailbox to Google or Microsoft.

Option	What it provides
Gmail mobile app	Read and send a supported hosted mailbox using IMAP.
Outlook mobile app	Connect a supported hosted mailbox using IMAP.
Forwarding to Gmail / Outlook.com	Receive copies in your chosen inbox. Sending as your business address requires separate supported setup.
Google Workspace / Microsoft 365	Custom-domain email hosting on a paid business plan; licenses are separate unless your quote includes them.

Before you start

Ask Webzbee for your full email address, mailbox username, secure IMAP server and port, secure SMTP server and port, and the approved sign-in method. Your provider supplies the exact settings. An alias forwards to a mailbox; it does not normally have its own password or separate inbox.

The included number of mailboxes or aliases, storage, sending limits, setup support and hosting eligibility must be confirmed in your written order. This guide does not promise 50-100 independent mailboxes or unlimited storage.

Keep your credentials private

Enter your password or provider-issued app password directly in the official app. Do not send passwords or verification codes by email, chat or support ticket. If a certificate or security warning appears, stop and ask Webzbee to check the settings.



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Use Gmail or Outlook on mobile

Connect the existing business mailbox. Keep your domain email address when sending.

Gmail app: Android, iPhone or iPad

1. Install or open the official Gmail app.
2. Tap your profile picture, then **Add another account**.
3. Select your listed provider, or **Other / Other (IMAP)** for a Webzbee-managed mailbox.
4. Enter your full business email address and follow the secure sign-in prompts.
5. If asked, enter the IMAP and SMTP details supplied by your mailbox provider. Keep SSL/TLS enabled.
6. Send a test message to another account and reply to it. Confirm the From address is your business address.

A Google account can be created free for personal Google services, but it does not create a custom-domain mailbox. You do not need to purchase Google Workspace merely to use a supported external mailbox in the Gmail mobile app.

Outlook app: Android, iPhone or iPad

1. Install or open the official Outlook app.
2. Tap your avatar, open Settings, and choose **Add Mail Account / Add Email Account**.
3. Enter your full business email address.
4. Choose IMAP if manual setup is needed and that option is offered.
5. Enter your provider-supplied incoming IMAP and outgoing SMTP settings, with secure connections enabled.
6. Complete the supported authentication prompts and test sending and receiving.

A free Microsoft account or Outlook.com address does not create a Microsoft-hosted mailbox at your business domain. Desktop Outlook editions and business services may require a license; check the edition before purchasing.

If an account cannot be added

Check the full username, secure server names and ports, mailbox activation and provider authentication requirements. Ask Webzbee whether an app password is required. Do not guess server names, disable encryption, or enter an alias password that does not exist.

Menu labels vary by device and version. Follow the current official instructions listed on page 3 when a screen differs.



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Web inboxes, forwarding and support

Choose the route that fits your business. Test replies as well as incoming messages.

Receive mail in a free Gmail or Outlook.com inbox

1. Create your personal Gmail or Outlook.com account through the official Google or Microsoft sign-up page, if you do not already have one.
2. Give Webzbee the destination address through your authenticated customer portal.
3. Request forwarding from your hosted business mailbox or approved alias. Provider support, storage and forwarding terms must be checked first.
4. Complete any destination confirmation yourself.
5. Test incoming mail and confirm whether a copy stays in the hosted mailbox.
6. Before replying, check the From address. Forwarding alone does not guarantee replies come from your business address.

For sending from a custom-domain address through a web inbox, request a separate supported send-as configuration. Use hosted webmail or an IMAP app until it is tested. Google is retiring Gmail web POP fetching and Gmailify; this guide does not rely on those features.

Want email hosted directly by Google or Microsoft?

Ask Webzbee for a Google Workspace or Microsoft 365 quotation. These paid business services provide custom-domain hosting. Mailbox migration, licenses and DNS changes need an agreed scope. Changing mail records without a plan can interrupt service.

Request help through your customer portal

Include your domain, affected email address, device/app, error message, and whether sending or receiving fails. Never include passwords or verification codes. Webzbee will confirm included support versus separately quoted work before billable changes.

Official reference links

[Google: add another account in Gmail](#)

[Google: Gmailify and POP changes](#)

[Microsoft: Outlook mobile IMAP setup](#)

[Google Workspace business email](#)

[Microsoft 365 business email plans](#)

Google, Gmail, Microsoft and Outlook are third-party brands. Webzbee service inclusions are governed by your approved order.