I Am Getting an Email Certificate Trust Issue Error

Suppose you have recently received the below error message within your Apple mail client. In that case, it is likely associated with a recent update to the SSL certificate on our email servers.

![Mail error message]

The below steps show how to trust the new certificate from your computer or device. This must be done because the mail certificate was re-issued, and the new certificate should be trusted.

For Mac Mail Users
For iPhone/iPad Users

**iPhone/iPad**

**If you are provided with the option to trust the new certificate, select the option to true.** If the above options do not work, you will need to reconfigure your email on the device you are using. Please follow the below steps for assistance with reconfiguring your email client.

To get started, you will need to remove your email from your device. If you need assistance with removing your email account, please refer to your computer or device's instructions as these steps can change.

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*Important: If you are using the POP3 protocol within your email client, any email content pulled off the server via POP3 will not be recoverable if you remove your email and reconfigure it. When reconfiguring the email, it will only recognize what is within your webmail at that time.*

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Once you have removed your email account, you can set it up automatically or manually. Setting your email up automatically will allow you to set the account up without entering any settings. Here is what you will need to get started:

- Your domain name
Email address

Password

Note: Automatic setup of email accounts requires iOS version 9 or later and only supports the Safari internet browser.

To set up your email box on your iPhone or iPad:

1. In the Safari internet browser, enter the URL in this format: mail.example.domain.ext/ios.

   - For example, if your domain name is cutecats.com, then you would enter mail.cutecats.com/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 Install Profile screen appears:

4. Tap Install. If your device is locked with a passcode, enter your passcode when prompted.
5. Tap **Install** again to confirm.
6. **Enter** the password for the mailbox, then tap **Next**.

7. Once set up has completed, the **Profile Installed** screen appears:
8. Tap **Done**.

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

**Mac Mail**

**Option 1:**

**If you are provided with the option to trust the new certificate, select the option to true.** If the above option does not work, you will need to reconfigure your email on the device you are using. Please follow the below steps for assistance with reconfiguring your email client.

To get started, you will need to remove your email from your device. If you need assistance with removing your email account, please refer to your computer or device's instructions as these steps can change.

*Please note – if your email is setup as a POP account and mail is being stored in the MacMail client and is being deleted from the server, content will be lost when reconfiguring your mail. In order to ensure content is not lost, please do not remove the mail account prior to following the steps below. Once the new profile is
configured, you can manually move the email from the old account to the new one (instructions at the bottom of this page.)

To set up your email box on your Mac Mail:

1. In the Safari internet browser, enter the URL in this format: mail.exampledomain.ext/ios.
   - For example, if your domain name is cutecats.com, then you would enter mail.cutecats.com/ios

2. On the Email Setup Page, enter your email address, then tap Get Started.

3. A pop-up will appear that says “Install Profile for *email address you are configuring*?” Click Continue.

4. Enter in the password to your mailbox, and then click Install.

5. You may get a pop-up that asks you to enter the password you use to unlock your computer. Please note that if you get this pop-up, the user name will be pre-populated to the one you use to unlock the account, and not your email address. If you get this pop-up, please make sure you are entering the proper password, and not the password to the mailbox.

Your email setup is now complete.

If you had content in the mailbox previously that did not move over when the new profile was created, you can go into Mac Mail and click the drop down icon next to Inbox.

From here you will see two mail accounts, one will be just the domain name, and the other will show the full email address. It’s important to remember that the account that shows only the domain name is the old account, and the account that shows the full email address is the new one you just configured.

Click on the old account. You can then go into the Inbox and select the first message. Then hold the Command button and the “A” button to select all the messages. Once selected, you can drag them into the Inbox on the other account.

Keep in mind that this will take a little while to process, especially if you have a large amount of email messages to move. It’s normal that you might not see these emails start to move for several minutes. Please do not keep dragging and dropping the same message until you have given it enough time to process the request.

Once the messages are finished moving, you can go into your account settings, and remove the old email account.
If you need assistance with removing your email account, please refer to your computer or device's instructions as these steps can change.

**Option 2:**

**To manually add the certificate for *.hostingplatform.com:**

1. Enter the address [https://mail.hostingplatform.com](https://mail.hostingplatform.com) in your Safari browser. Then, click on the “padlock” on the screen.

2. Click on “Show Certificate”:

3. Drag the certificate to your desktop:

4. Navigate to the **Utilities** folder in the **Applications** section of the Mac hard drive.
5. Double-click on the **Keychain Access** icon to open the certificate application.
6. Select **Certificates** from the list of categories in the lower-left corner of the window.
7. Select the menu “**File,**” then the option “**Import Items.**”
8. **Select** the file that you saved on your desktop; you will find it as “**.hostingplatform.com.cer”
9. You will see that the certificate was added, but it says that “**.hostingplatform.com certificate is not trusted.” **Double-click** on the certificate.
10. **Click** on the **arrow** next to “Trust” to reveal the trust options.

![Certificate details](image)

11. **Click** on the “**Use System defaults**” box, and from the menu, select “**Always Trust.”**

![Certificate trust options](image)

12. **Close** the Keychain application and enter your password when prompted.

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