

Unable to connect e-mail account to Gmail with POP3. Connection timed out or connection refused in Gmail.

It can be convenient to connect your email account hosted with us to your Gmail account in order to have all your emails in the same place. However, in some cases using the provided details in the control panel (cPanel) does not work in Gmail while still working fine with other email clients.

If you are seeing error messages such as "Connection timed out" or "Connection refused" when connecting your account to Gmail, use the following connection details instead of the ones provided in cPanel:

Setting	Value
Username	<i>Email account address</i> (e.g. <code>firstname@domain.com</code>)
Password	<i>Email account password</i>
POP Server	<i>Hosting server name</i> e.g. shd01.prd.cldy.eu (not <code>mail.yourdomain.com</code>)
Port	995
Always use a secure connection	Yes

Edit mail account

Enter the mail settings for johndoe@example.com. [Learn more](#)

Email address: johndoe@example.com

Username: johndoe@example.com

Password:

POP Server: shd01.prd.cldy.eu

Port: 995 ▾

- Leave a copy of retrieved message on the server. [Learn more](#)
- Always use a secure connection (SSL) when retrieving mail. [Learn more](#)
- Label incoming messages: Test ▾
- Archive incoming messages (Skip the Inbox)

Cancel

Save Changes »

Most issues are caused by Gmail having problems with the server being entered as *mail.yourdomain.com* instead of the server name. This is something we cannot fix on our side and is up to Gmail to resolve in the future.

If you are still having trouble connecting your account to Gmail or other email client, get in touch with us by opening a ticket in the client portal!

Revision #3

Created 5 July 2021 14:14:18 by Cloudey

Updated 5 July 2021 14:30:52 by Cloudey