macOS: Apple Mail 9.0 (IMAP)

This article will assist you with setting up Apple Mail, using IMAP, for your Hosted Mailbox.

- 1. Launch Mail. If Mail is not in your dock, **Command (光) + Space Bar**. Then type **Mail** in the Spotlight search. Press enter to launch the Mail application.
- 2. Within Mail, click Mail on the top left. Then select Add Account

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3. In the pop-up window, select Other Mail Account



4. In the next screen, enter the following information:

Name: Enter your first and last name Email Address: support@emailsrvrhelp.com Password: Enter your mailbox password



Add a Mail account

To get started, fill out the following information:

Name:			
Email Address:	support@emailsrvrhelp.com		
Password:	•••••		
Cancel	Back Sign In		

- 5. Select Sign In.
- 6. You will see an alert which says **Unable to verify account name or password**. Along with this alert, you will see more fields that require additional info

Fill in the following details:

Email Address: support@emailsrvrhelp.com User Name: support@emailsrvrhelp.com (even though it says automatic, fill it in as shown) Password: Your mailbox password Account Type: IMAP Incoming Mail Server: secure.emailsrvr.com Outgoing Mail Server: secure.emailsrvr.com

Email Address:	s: support@emailsrvrhelp.com		
User Name:	support@emailsrvrhelp.com		
Password:	•••••		
Account Type:	IMAP		
Incoming Mail Server:	secure.emailsrvr.com		
Outgoing Mail Server:	r: secure.emailsrvr.com		
Unable to verify account name or password.			
Cancel	Back Sign In		

Important Note: Apple Mail will usually clear the *User Name* field after entering the *Incoming and Outgoing Mail Server* fields. Ensure your *User Name* is filled in with your email address *after* entering the server information and *before* clicking *Sign in*

7. Click Sign In

8. Select the desired syncing options. You can leave the defaults on

Select the apps you want to use with this account:			
🗸 💽 Mail			
✓ Notes			
Cancel	Back	Done	

9. Click Done

Next, we will configure your Mac to sync your various IMAP folders and prevent duplicate folders from showing up. We call this Folder Mapping; below are the steps to do so

- 1. Close all windows so that you are looking at your mailbox's Inbox
- 2. Click on the Sent folder underneath your email account (*not* the Sent folder with the paper *airplane*)



3. Once the Sent folder is selected, click on the Mailbox menu on the top

4. Select Use This Mailbox As -> Sent Mailbox

5. Repeat Steps 3 & 4 for Junk/Spam and Trash folders

	Mailbox Message Forr	mat Window	Help	
g	Take All Accounts Online Take All Accounts Offline Get New Mail Synchronize "Email" Mark All Messages as Re	企業N	Sen	t — Email
	Erase Deleted Items Erase Junk Mail	▲ L೫J		
	New Mailbox New Smart Mailbox Edit Smart Mailbox Duplicate Smart Mailbox New Smart Mailbox Fold Rename Mailbox Delete Mailbox Export Mailbox	er		
	Go to Favorite Mailbox Move to Favorite Mailbox			
	Use This Mailbox As		Drafts Mailbox	
	Rebuild		Sent Mailbox Junk Mailbox Trash Mailbox Archive Mailbox	

Lastly, we will make sure our SMTP server settings are correct, as Apple Mail tends to set them up incorrectly during setup. This will prevent issues sending emails.

1. Within Mail, click Mail on the top left. Then select Preferences



2. Select the **Accounts** tab at the top of the window, then select your IMAP email account from the left pane

	Accounts
General Accounts	unk Mail Fonts & Colors Viewing Composing Signatures Rules
Contraction Email IMAP	Account Information Mailbox Behaviors Advanced C Enable this account Account Type: IMAP Description: Email Alias: Your Name Email Address: Full Name: Your Name
	Incoming Mail Server: secure.emailsrvr.com User Name: Password: •••••••
+ -	Outgoing Mail Server (SMTP): secure.emailsrvr.com
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3. Under *Outgoing Mail Server SMTP*, click on the dropdown menu, and select **Edit SMTP Server** List

	None	_
Outgoing Mail Server (SMTP) √	secure.emailsrvr.com	
	Edit SMTP Server List	

4. Under Account Information -> Server Name make sure secure.emailsrvr.com is set

Description S	erver Name	In Use By Account	
secure.emailsrvr.c s	ecure.emailsrvr.c	Email	
+ -			
	Account Information	Advanced	
Description			
Description.	secure.emailsrvi.c	.011	
Server Name:	secure.emailsrvr.c	om	
TLS Certificate:	None		<u>^</u>
TES Certificate.	None		
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- 5. Click on the Advanced tab
- 6. Uncheck the Automatically detect and mantain account settings checkbox
- 7. Change the Port to 465, and Check the Use SSL checkbox
- 8. Make sure authentication is set to Password
- 9. Make sure that:

User Name: support@emailsrvrhelp.com **Password:** Your mailbox password

Description	Server Name	In Use By Account	
secure.emailsrvr.c	secure.emailsrvr.c	Email	
+ -			
	Account Information	Advanced	
	netically data at and a		
Autor	natically detect and n	naintain account settings	
Port	: 465 🗹 Use	e SSL	
Authentication	: Password	Contraction	
	Allow insecure a	uthentication	
User Name	support@emailsrvrhelp.com		
Password			
Password			
0			
		Cancel	

10. Click **Ok**

11. Finally, go back to the Mail app. Your email should begin downloading shortly, if it hasn't already. Please wait 15 minutes for mail to download before troubleshooting any issues

Don't forget about your other devices! Click here (/setup/qa/) to set up a computer, tablet, or phone.

Have another computer, tablet, or phone to set up? Go to https://helptool.preprod.mlsrvr.com! We have set up articles for most current devices.