# Apple Mail 10.0 Email Setup

This article will assist you with setting up Apple Mail, using IMAP, for your Hosted Mailbox. This article assumes you have macOS 10.12 (Sierra) or higher. To check your version, click on the Apple icon on the top left corner and then **About this Mac**.

Please follow these steps carefully, as the correct configuration of Apple Mail requires a few extra steps after the initial setup that are easy to overlook.

# Task One: Adding your Mailbox

- 1. Launch Mail. If Mail is not in your dock, **Command (H) + 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.



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



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

**Name:** Enter the name you would like recipients to see when they receive an email from you, e.g. your business or personal name.

**Email Address:** The email address you are setting up, e.g. *info@example.com* **Password:** Enter your mailbox password

O get started, fill or	l <b>account</b> ut the following information:
Name:	
Email Address:	info@example.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 information.

Please fill in the details as described below (see example on the next page).

Email Address: Your email address, as entered previously
User Name: Your email address, as above. Please complete this field, even if it says *automatic*.
Password: Your mailbox password as entered previously.
Account Type: IMAP
Incoming Mail Server: secure.emailsrvr.com
Outgoing Mail Server: secure.emailsrvr.com

**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**.

User Name:       info@example.com         Password:       ••••••••••••••••••••••••••••••••••••	Email Address:	info@example.com
Password:       ••••••••••••••••••••••••••••••••••••	User Name:	info@example.com
Account Type:       IMAP         Incoming Mail Server:       secure.emailsrvr.com         Outgoing Mail Server:       secure.emailsrvr.com         Unable to verify account name or password.	Password:	•••••
Incoming Mail Server:       secure.emailsrvr.com         Outgoing Mail Server:       secure.emailsrvr.com         Unable to verify account name or password.	Account Type:	ІМАР
Outgoing Mail Server:       secure.emailsrvr.com         Unable to verify account name or password.	Incoming Mail Server:	secure.emailsrvr.com
Unable to verify account name or password.	Outgoing Mail Server:	secure.emailsrvr.com
	Unable to verify account n	ame or password.

- 7. Click Sign In
- 8. Select the desired syncing options. You can leave the defaults on.

Select the apps you war	nt to use with this account:
🗹 🕵 Mail	
✓ Notes	
Cancel	Back Done

#### 9. Click Done

**Important:** Next, we will configure your Mac to sync your various folders and prevent duplicate folders from showing up. This is called *Folder Mapping*. Please follow the steps on the next page.

# Task Two: Mapping your folders

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.

			Ac	counts			
	@	×	A	00	Z Dr	-	
General	Accounts	Junk Mail	Fonts & Colors	Viewing	Composing Signat	ures Rules	
@	Email IMAP		Account Inform	ation	Mailbox Behaviors	Server Settin	gs
				Status:	Online 🔵		
			Des	cription:	Email		
			Email A	ddress:			
			Download Attac	hments:	Recent		$\diamond$
+	_		Send large a	ttachmen	its with Mail Drop		
							?

3. Select the Mailbox Behaviors tab.

			Acc	counts	
8	@	X	A	The Area of the Ar	
General	Accounts	Junk Mail	Fonts & Colors V	/iewing Composing Signat	ures Rules
@	Email		Account Informa	tion Mailbox Behaviors	Server Settings
-	IIVIAP		Drafts Mailbox:	INBOX/Drafts	
			Sent Mailbox:	🦪 Sent Messages	
			Junk Mailbox:	📔 Junk	
				Erase junk messages:	
				Never	
			Trash Mailbox:	Deleted Messages	
				Erase deleted messages:	
				After one month	
			Archive Mailbox:	- Archive	
+	_	_			
					?

4. Click the **Sent Mailbox** dropdown and select the folder **Sent** that's listed under your email address (*not* the folder listed under On My Mac)



5. Click the **Junk Mailbox** dropdown and select the folder **spam** that's listed under your email address (*not* the folder listed under On My Mac)



6. Click the **Trash Mailbox** dropdown and select the folder **Trash** that's listed under your email address (*not* the folder listed under On My Mac)

@ Email
✓ ■ Deleted Messages
E Sent
🚞 spam
🔚 Trash
On My Mac
Trash
None

**Important:** Lastly, we will make sure the outgoing server (SMTP) settings are correct, as Apple Mail tends to change them automatically during setup. Please proceed to the instructions on the next page.

## Task Three: Configuring the outgoing server settings

1. While still on the Accounts screen, click on the Server Settings tab, next to Mailbox Behaviors.

			Ac	counts			
	@		A	00	/ Dr		
General	Accounts	Junk Mail	Fonts & Colors	Viewing Compo	osing Signat	ures Rules	
_		_					
0	Email		Account Inform	ation Mailbox	x Behaviors	Server Settings	
			Incoming Mail S	erver (IMAP)			
			User Name:	info@example.c	com		
			Password:	•••••	••••		
			Host Name:	secure.emailsrvr.o	com		
				Automatical	ly manage co	nnection settings	
				Advanced IMA	AP Settings		
			Outgoing Mail S	erver (SMTP)			
			Account:	Email		<b>\$</b>	
			User Name:	info@example.c	com		
			Password:	•••••			
			Host Name:	secure.emailsrvr.o	com		
				Automatical	ly manage co	nnection settings	
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2. Under Outgoing Mail Server SMTP, **Uncheck the automatically manage connection settings** (Make sure you do it under **SMTP**, and **not IMAP**). This will unlock a new area below.

Account Inform	ation	Mailbox Beha	aviors	Server Settings
Incoming Mail S	Server	(IMAP)		
User Name:	info@	example.com		
Password:	••••	•••••	••	
Host Name:	secure	e.emailsrvr.com		
	🗸 Au	tomatically mar	nage co	nnection settings
	Adva	anced IMAP Set	tings	
Outgoing Mail S	erver	(SMTP)		
Account:	Ema	il		\$
User Name:	info@	example.com		
Password:	••••	•••••	••	
Host Name:	secure	e.emailsrvr.com		
	Au	tomatically mar	nage co	nnection settings
Port:	465			✓ Use TLS/SS
Authentication:	Pass	word		\$
				Save

3. Change the **Port Number** to **465**.

- 4. Click the **Save** button on the bottom right.
- 5. Close the Accounts window
- 6. 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