

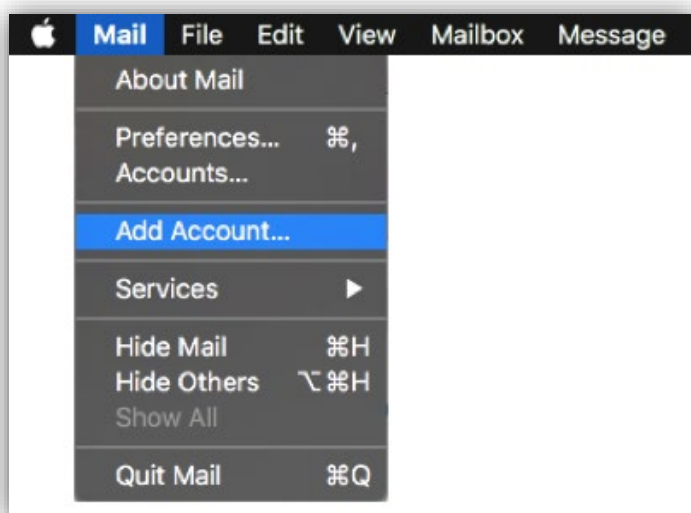
# Apple Mail 10.0 Email Setup

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**.

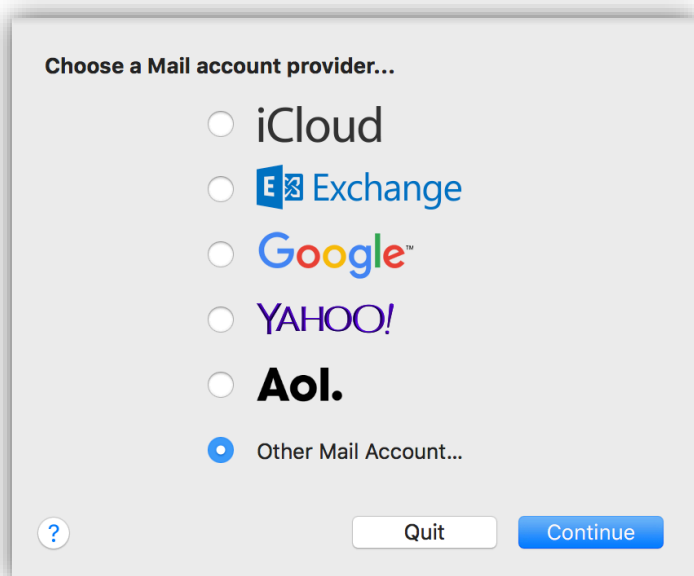
Please follow these steps carefully, as the correct configuration of Apple Mail requires a few extra steps after the initial setup that are easy to overlook.

## Task One: Adding your Mailbox

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

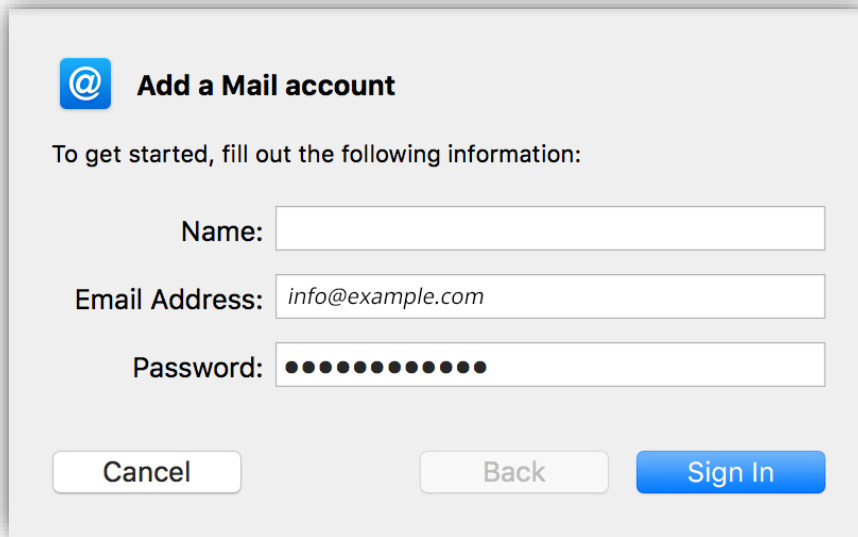


4. On the next screen, enter the following information:

**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



**@ Add a Mail account**

To get started, fill out the following information:

Name:

Email Address:

Password:

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**.

Email Address:

User Name:

Password:

Account Type:


Incoming Mail Server:


Outgoing Mail Server:

Unable to verify account name or password.

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

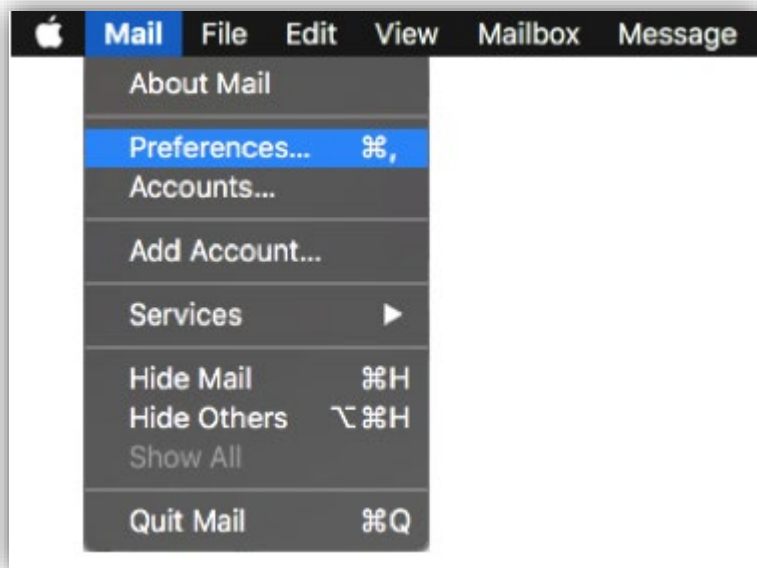
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9. Click **Done**

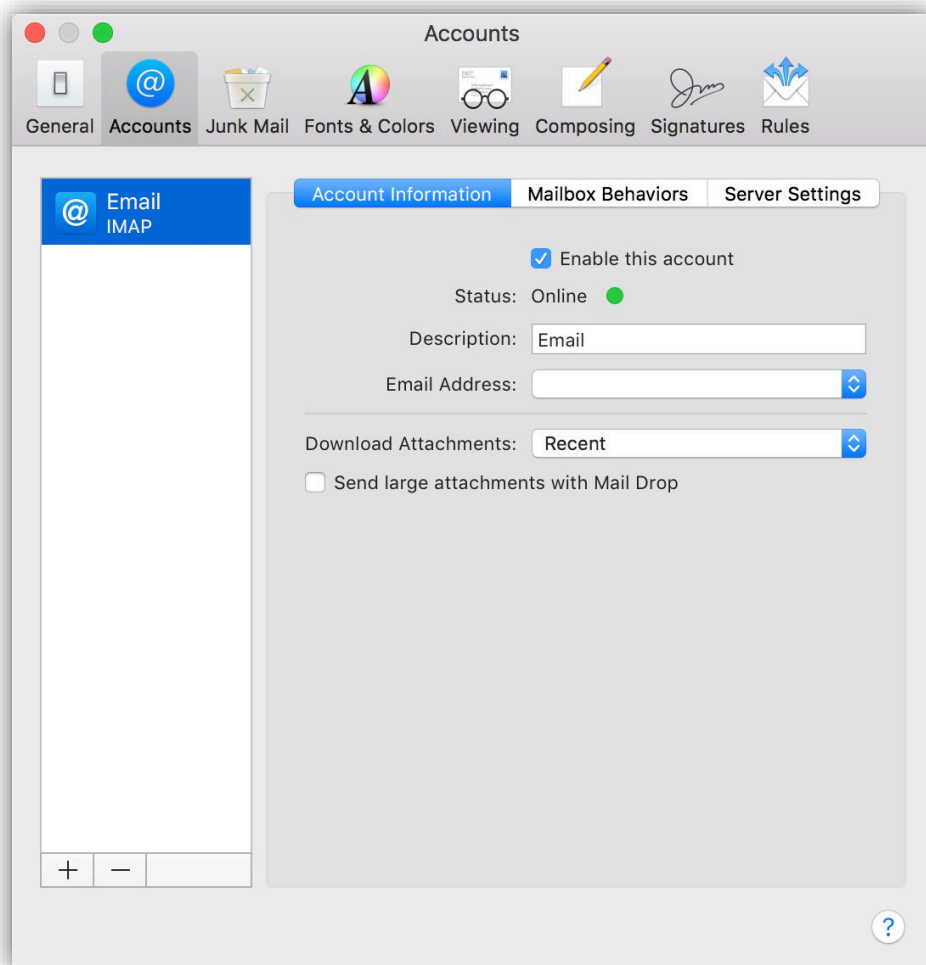
**Important:** Next, we will configure your Mac to sync your various folders and prevent duplicate folders from showing up. This is called *Folder Mapping*. Please follow the steps on the next page.

## Task Two: Mapping your folders

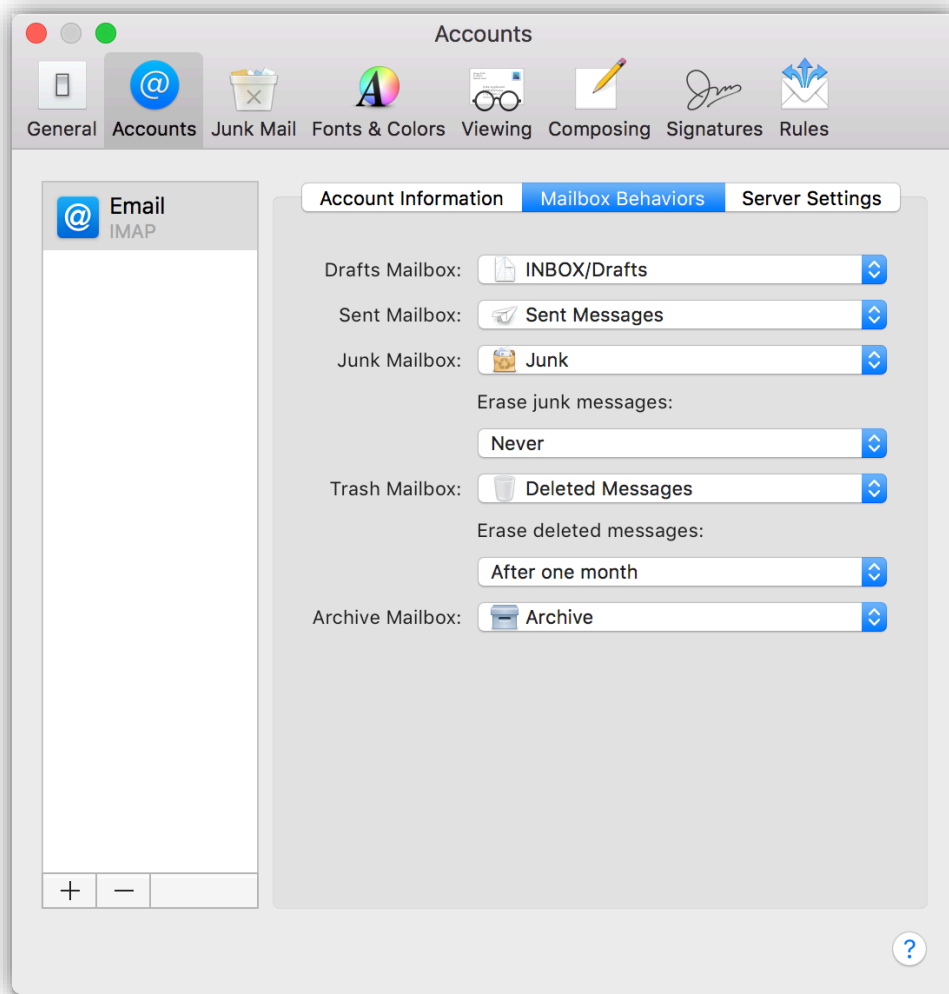
1. Within Mail, click **Mail** on the top left. Then select **Preferences**.



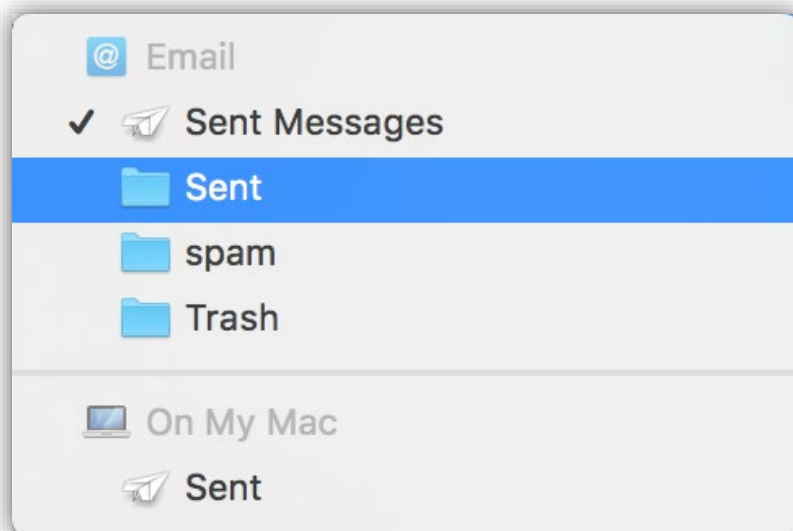
2. Select the **Accounts** tab at the top of the window, then select your IMAP email account from the left pane.



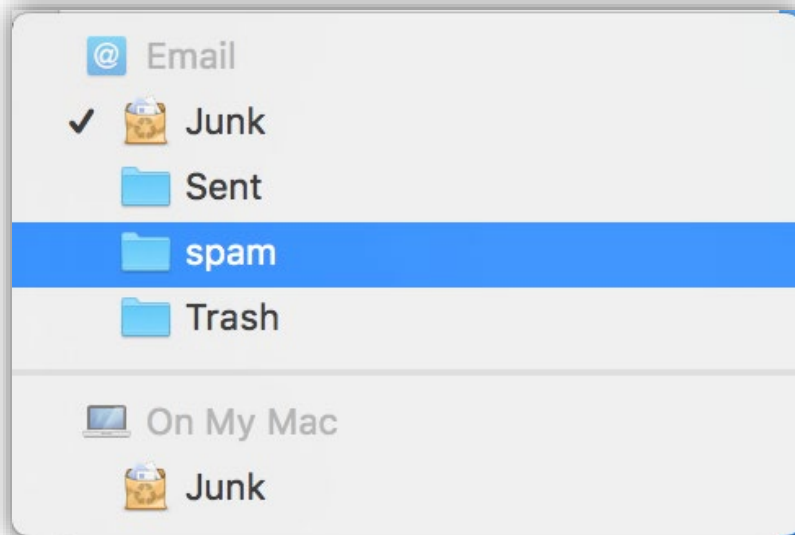
3. Select the **Mailbox Behaviors** tab.



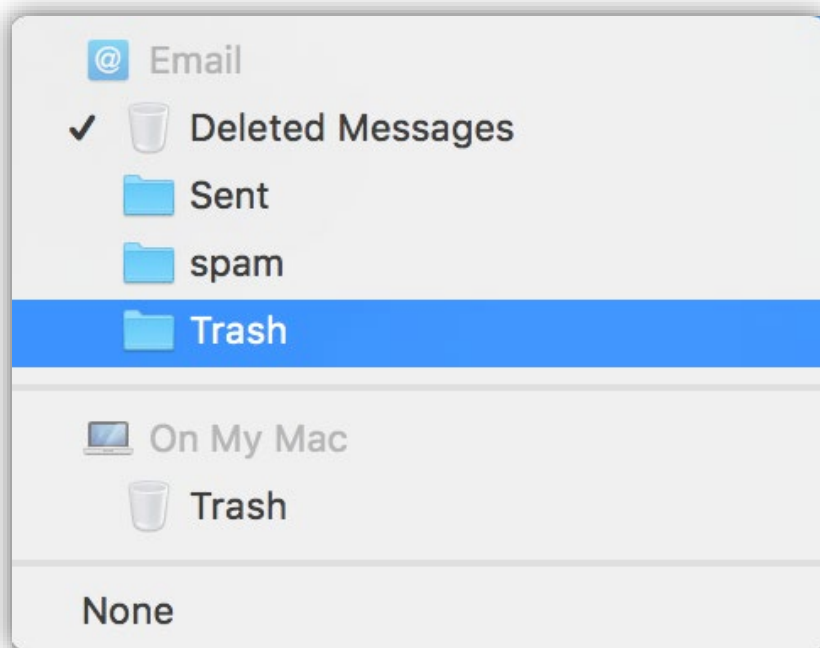
4. Click the **Sent Mailbox** dropdown and select the folder **Sent** that's listed under your email address (*not* the folder listed under On My Mac)



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)



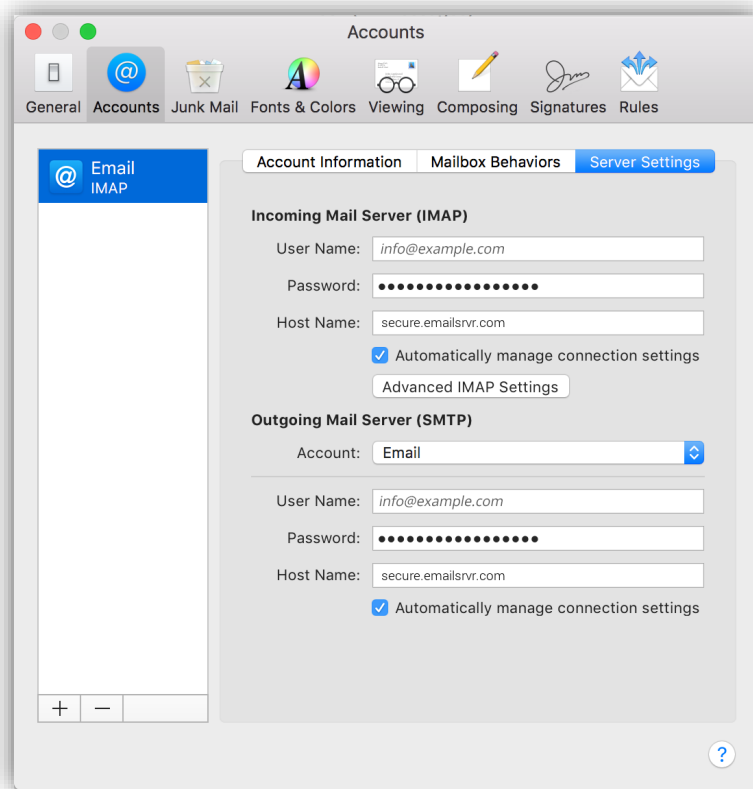
6. Click the **Trash Mailbox** dropdown and select the folder **Trash** that's listed under your email address (**not** the folder listed under On My Mac)



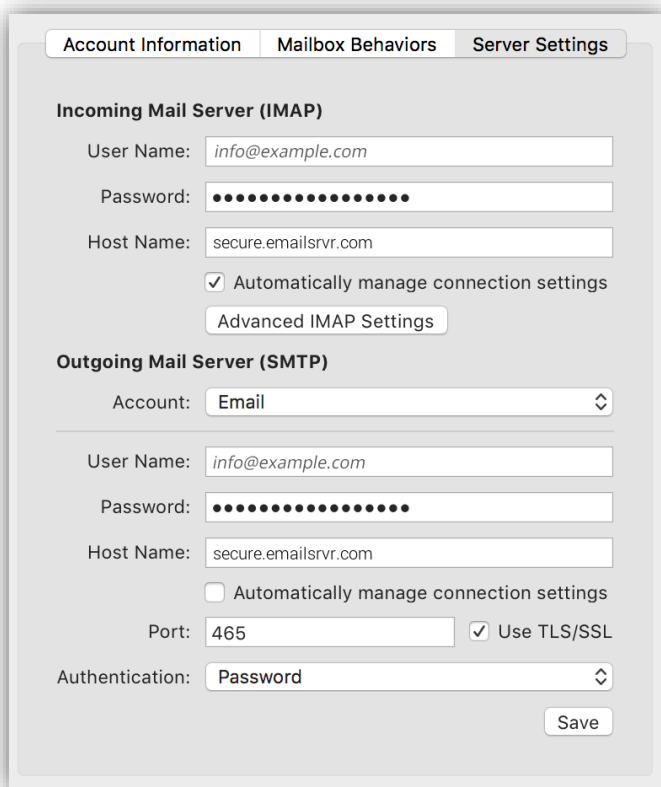
**Important:** Lastly, we will make sure the outgoing server (SMTP) settings are correct, as Apple Mail tends to change them automatically during setup. Please proceed to the instructions on the next page.

## Task Three: Configuring the outgoing server settings

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



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.



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