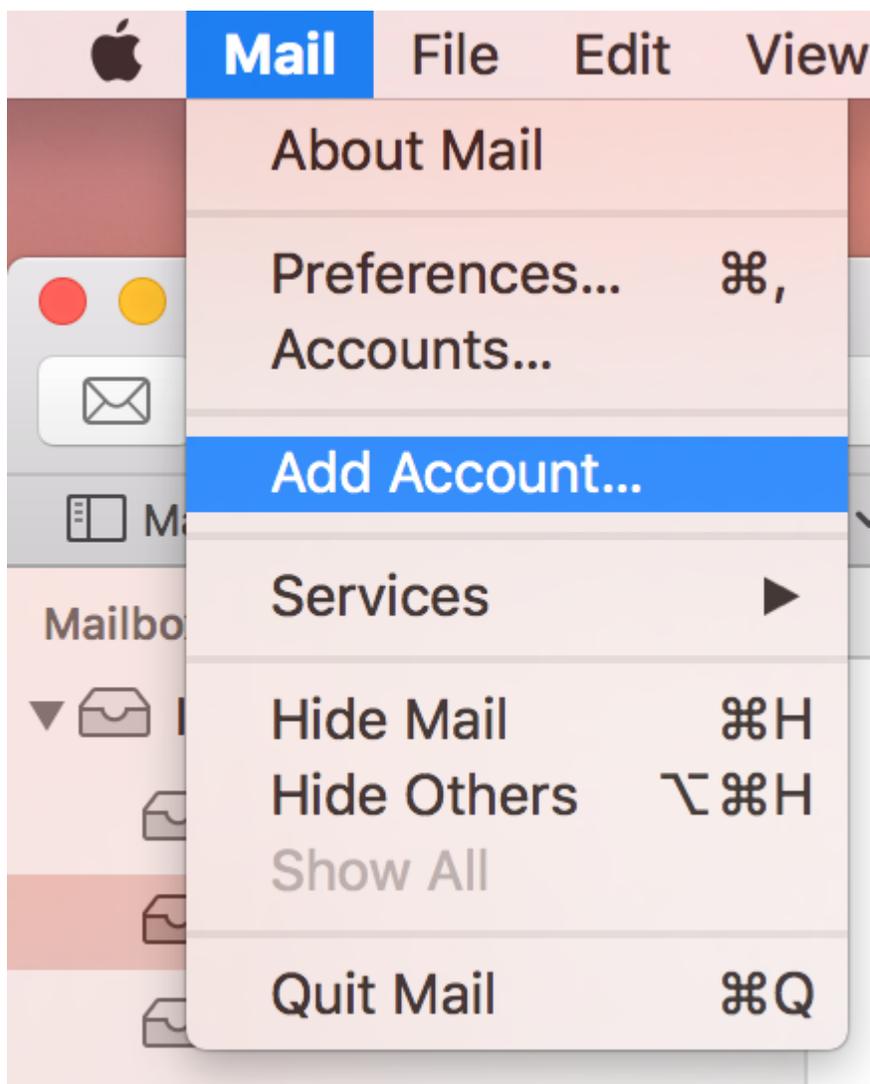


macOS: Apple Mail 9.0 (IMAP)

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 (⌘) + 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**

Choose a Mail account provider...

- iCloud
- Exchange
- Google™
- YAHOO!
- Aol.
- Other Mail Account...



Quit

Continue

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@emailsvrhelp.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@emailsvrhelp.com

User Name: support@emailsvrhelp.com (*even though it says automatic, fill it in as shown*)

Password: Your mailbox password

Account Type: IMAP

Incoming Mail Server: secure.emailsvr.com

Outgoing Mail Server: secure.emailsvr.com

Email Address:

User Name:

Password:

Account Type:

Incoming Mail Server:

Outgoing Mail Server:

Unable to verify account name or password.

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:

<input checked="" type="checkbox"/>		Mail
<input checked="" type="checkbox"/>		Notes

Cancel

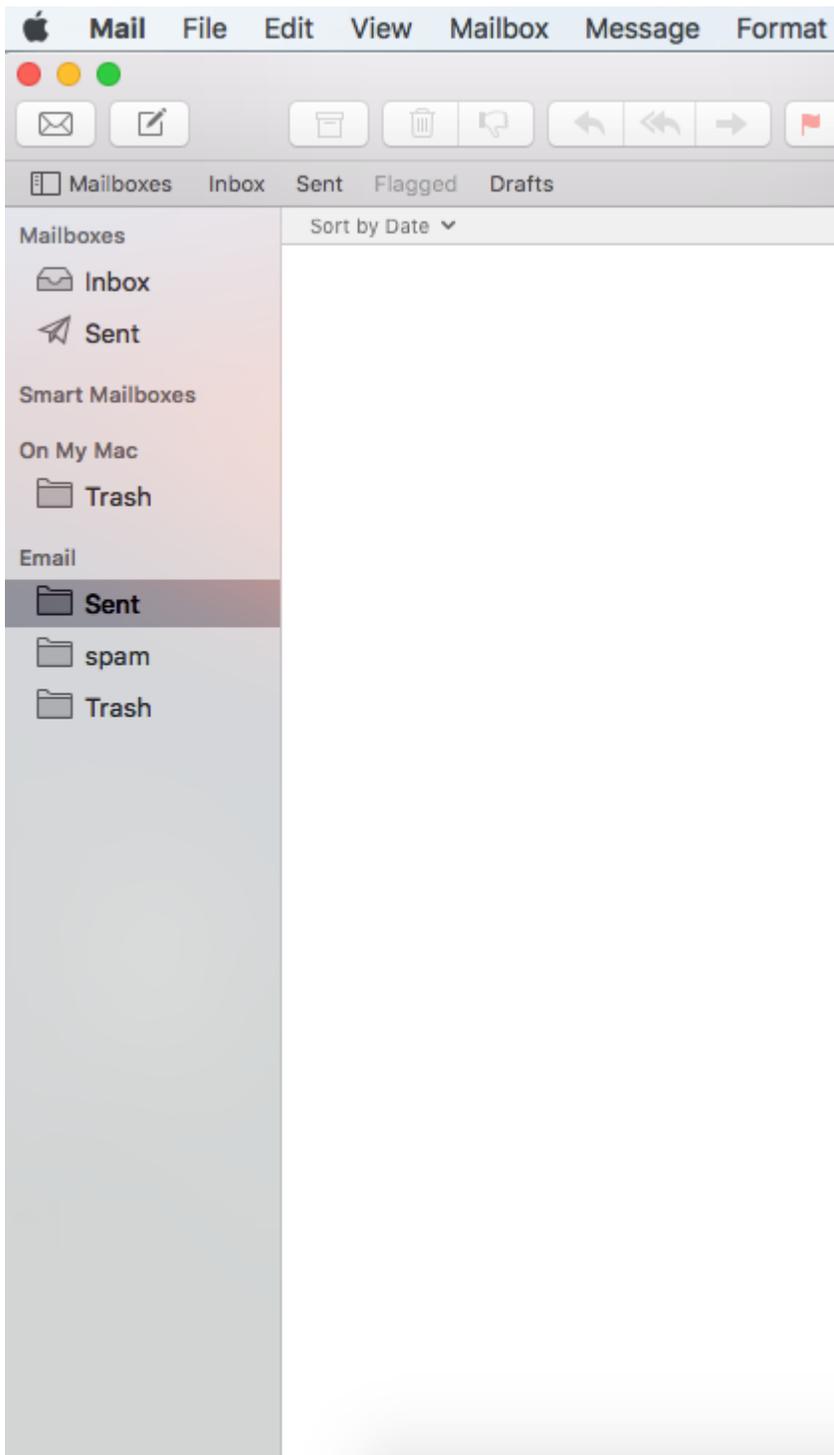
Back

Done

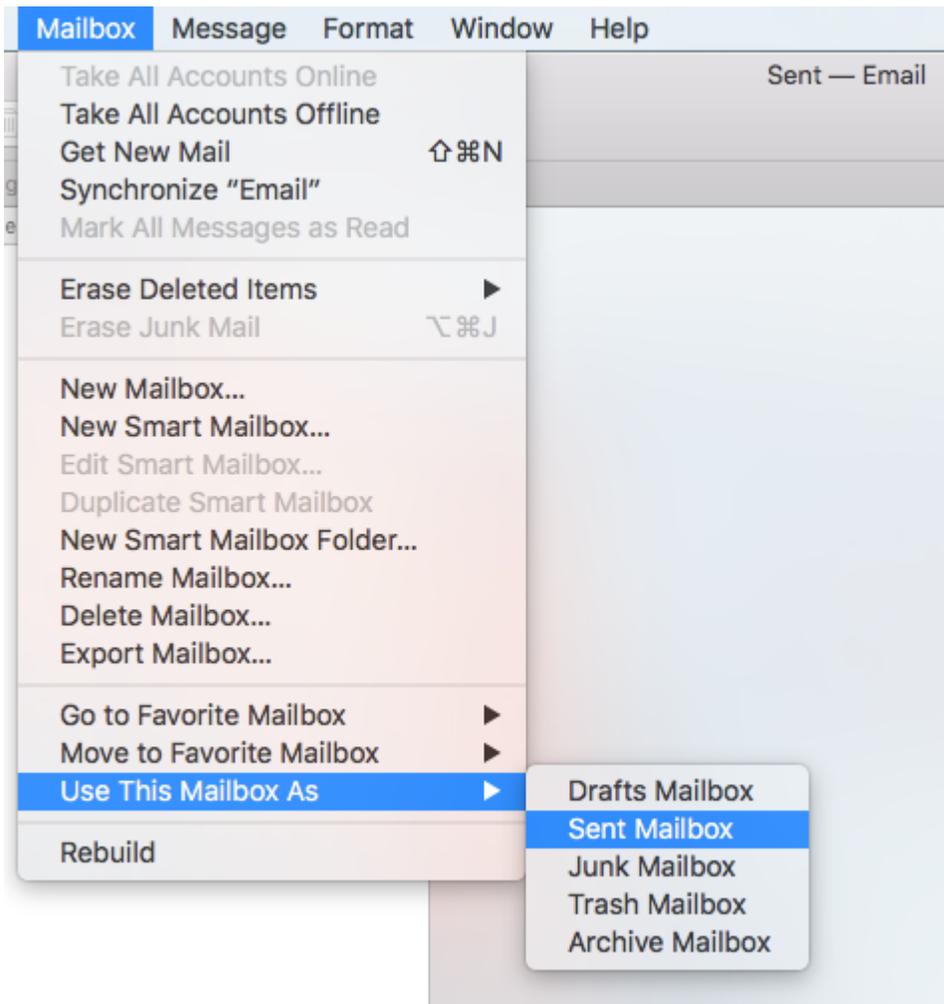
9. Click **Done**

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*)

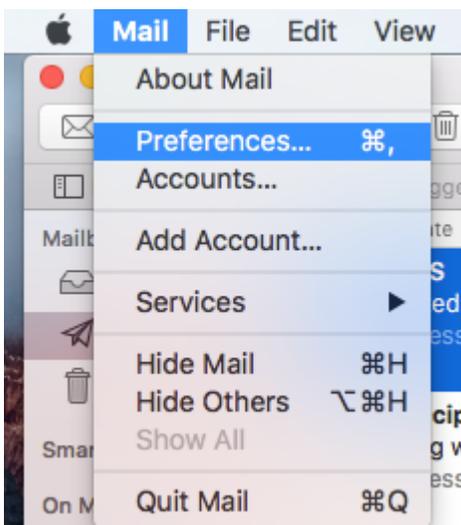


3. Once the Sent folder is selected, click on the **Mailbox** menu on the top
4. Select **Use This Mailbox As -> Sent Mailbox**
5. Repeat Steps 3 & 4 for **Junk/Spam** and **Trash** folders

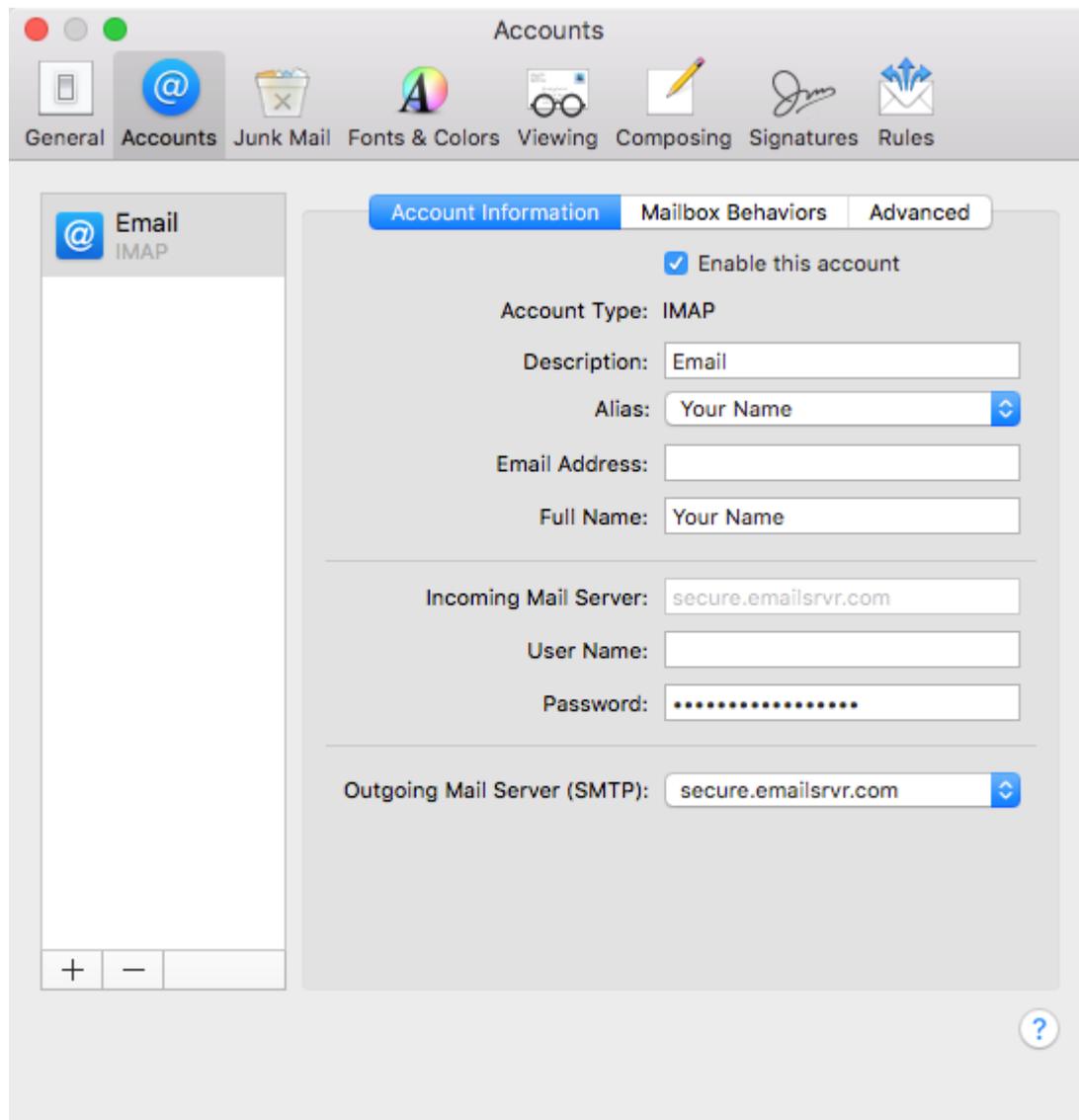


Lastly, we will make sure our SMTP server settings are correct, as Apple Mail tends to set them up incorrectly during setup. This will prevent issues sending emails.

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



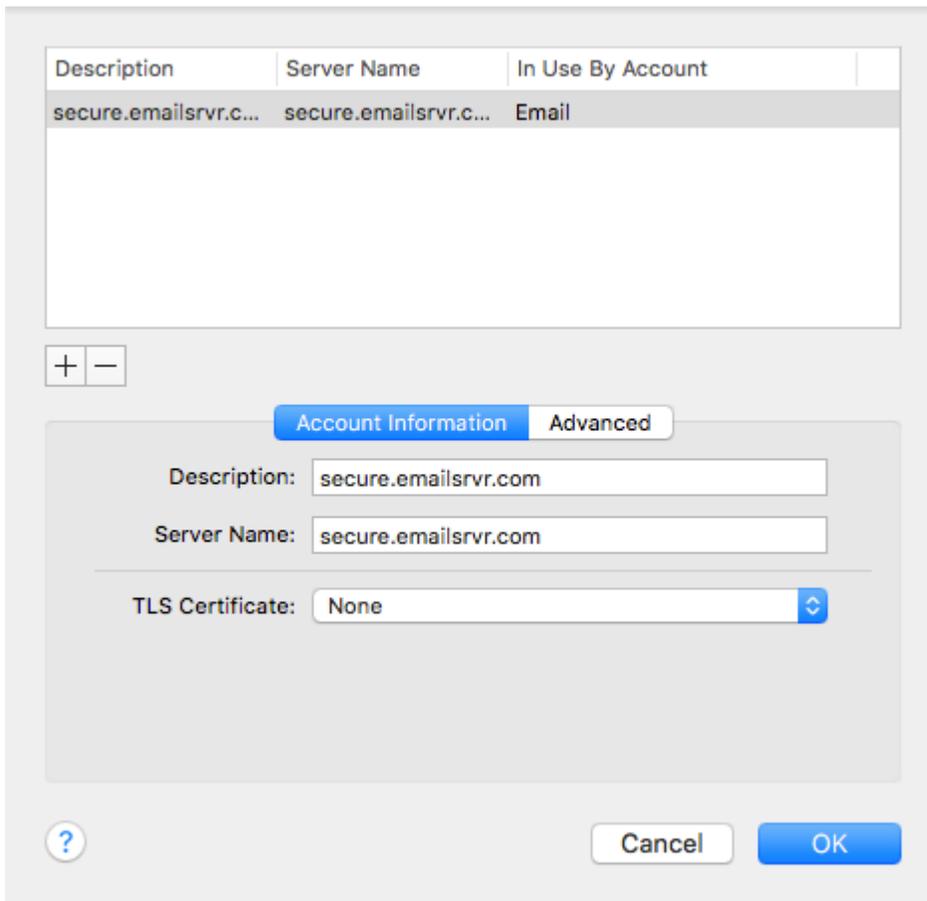
2. Select the **Accounts** tab at the top of the window, then select your IMAP email account from the left pane



3. Under *Outgoing Mail Server SMTP*, click on the dropdown menu, and select **Edit SMTP Server List**



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



5. Click on the **Advanced** tab
6. **Uncheck** the **Automatically detect and maintain 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**

Automatically detect and maintain account settings

Port: Use SSL

Authentication:

Allow insecure authentication

User Name:

Password:

Cancel OK

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.