

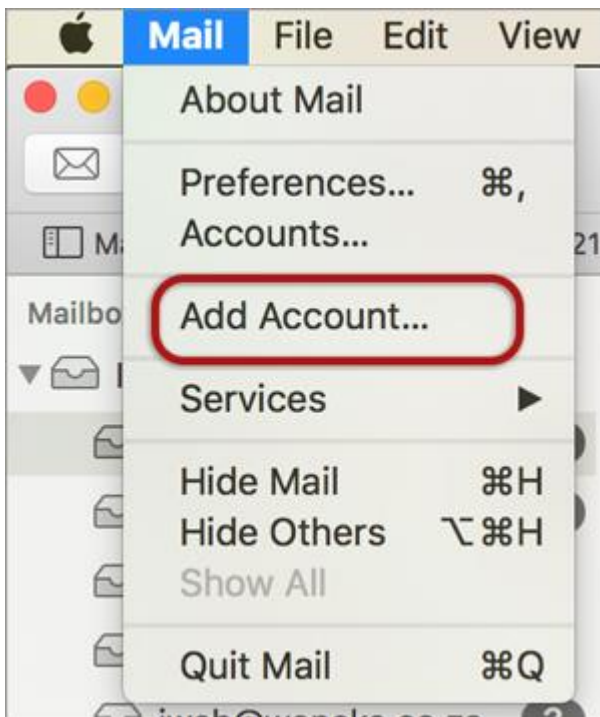
Your mailbox is also available online via [Webmail](#).



- If the Mail account is already set up, but giving errors – then refer to our [Troubleshooting](#) guide.
- Replace *example.com* with your domain name.
- This guide defaults to [IMAP](#) and No SSL

## Add a new email account

1. Launch **Apple Mail**.
2. From the toolbar at the top, select **Mail** and then **Add Account...**




### Other Mail Account

3. Select **Other Mail Account...**

**Choose a Mail account provider...**


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



## Account Information

### 4. Enter your details

- **Name** (which will appear in the 'From' field when you send emails)
- **Email Address**
- **Password** (*Forgotten passwords can be [reset by Easy2Access](#)*)
- > **Sign In**

 **Add a Mail account**

To get started, fill out the following information:

Name:

Email Address:

Password:

## Server Settings

### 5. Complete the settings as follows:

- **User Name** is the full email address
- **Account Type** is [IMAP or POP](#) according to preference (IMAP is the default)
- For domains still in transfer or [propagation](#), temporarily use the IP Address in place of **Incoming & Outgoing Mail Server**
- Ignore **Unable to verify account name or password**
- > **Sign In**

Email Address:

User Name:

Password:

Account Type:

Incoming Mail Server:


Outgoing Mail Server:

Unable to verify account name or password.

## Server Identity

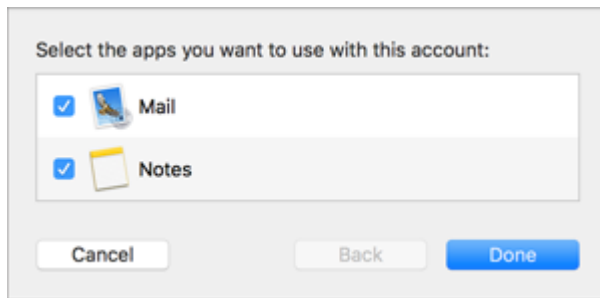
6. Ignore the 2 server identity messages > **Continue**

◆ You can add the certificate to your trust settings to avoid seeing this message in the future.

 **Mail can't verify the identity of the server**

The certificate for this server is invalid. You might be connecting to a server that is pretending to be "mail.example.com" which could put your confidential information at risk. Would you like to connect to the server anyway?

7. Select any apps > **Done**

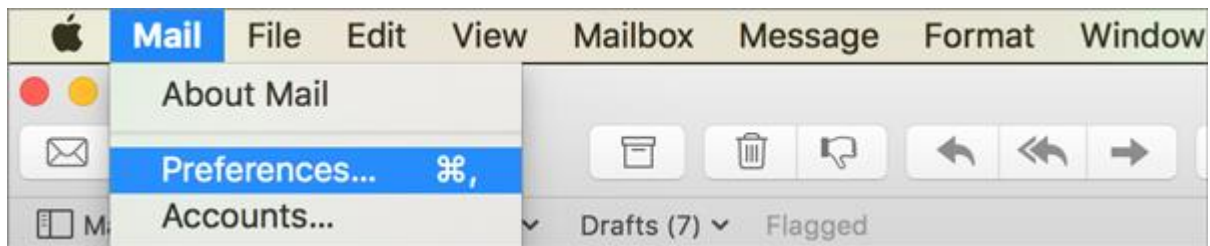


**Your Mail account is now set up.** You will see your new account in the list with any other mail accounts.

**However, to avoid any future issues, continue with these few tweaks:**

## Further settings

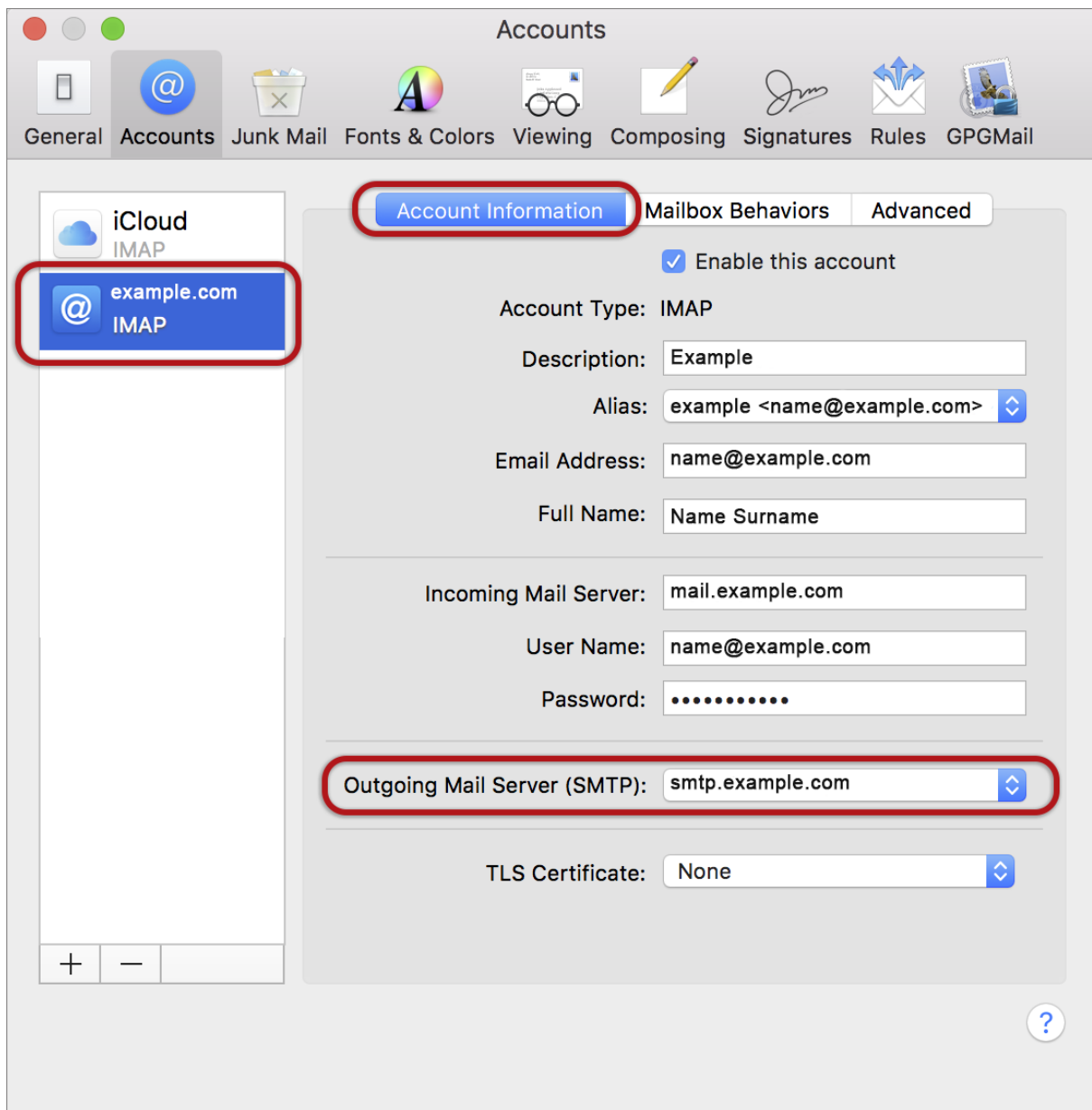
8. From the top menu choose **Mail > Preferences...**



## Account Information

9. Choose your new account from the list on the left.

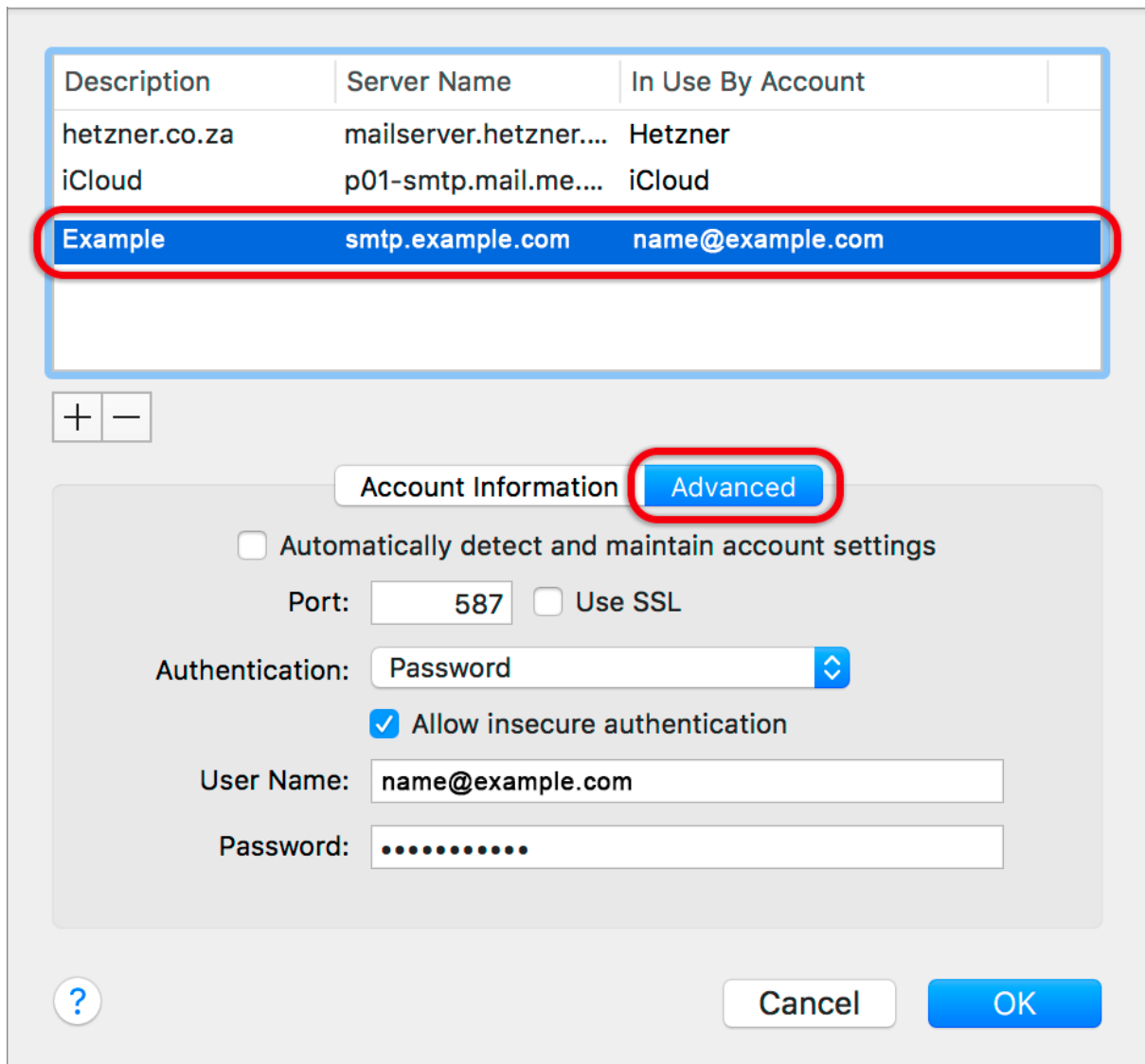
On the **Account Information** tab click the dropdown arrow on **Outgoing Mail Server (SMTP)**, and choose **Edit SMTP Server List**



## SMTP settings

10. Choose the relevant account from the list, choose the **Advanced** tab, and ensure that:

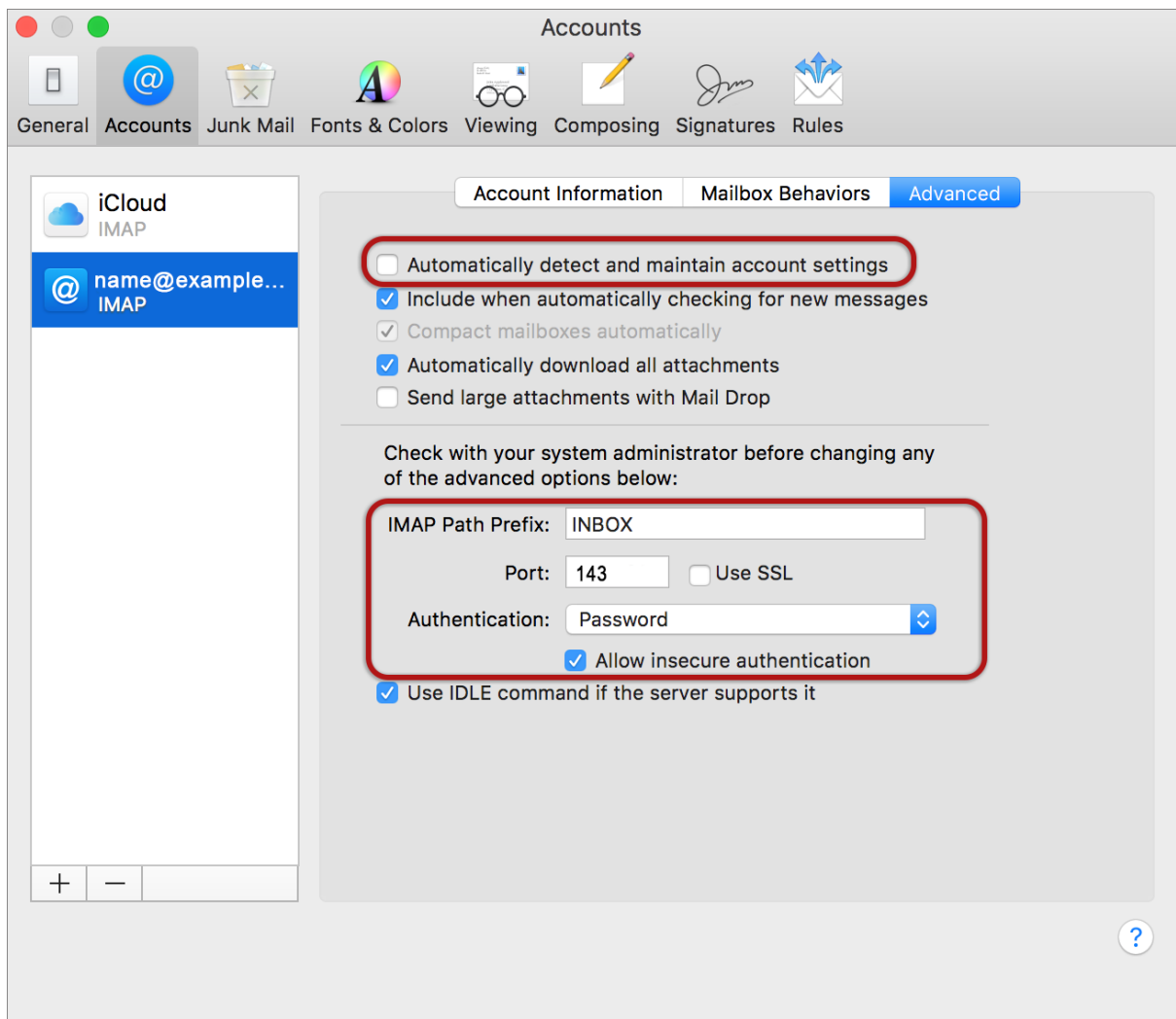
- **Automatically detect and maintain account settings** is **not** ticked
- **Port** is 587
- **Use SSL** is **not** ticked
- **Authentication** is Password
- **Allow insecure authentication** is ticked
- **User Name** is the full email address
- > OK



## Incoming Server settings

11. Back on the Accounts screen, choose the **Advanced tab** and ensure that the Incoming Server settings are correct, specifically:

- **Automatically detect and maintain account settings** is **not** ticked
- **Port** is 143 for IMAP (or 110 for POP)
- **Use SSL** is **not** ticked
- **Authentication** is Password
- **Allow insecure authentication** is ticked



## Finish

12. Close and **Save settings** when prompted.