



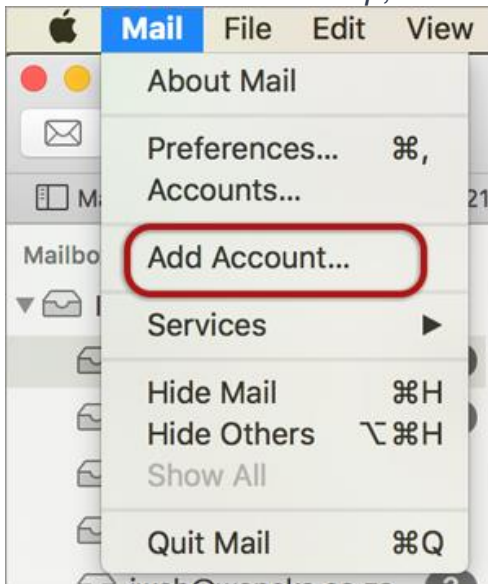
This guide takes you step-by-step through the process of setting up a new email account in OS X El Capitan or Mojave Mail.

Check your password

- *First, check your password by browsing to [Webmail](#) and trying to log in. If you aren't able to log in, then you have the incorrect password. Forgotten passwords can be reset – you will need to get your domain or web administrator to update it for you.*

Add a new email account

1. **Launch Mac 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**
- **> 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)
- Ignore **Unable to verify account name or password**
- > **Sign In**

Email Address: name@example.com

User Name: name@example.com

Password:

Account Type: IMAP

Incoming Mail Server: mail.example.com

Outgoing Mail Server: smtp.example.com

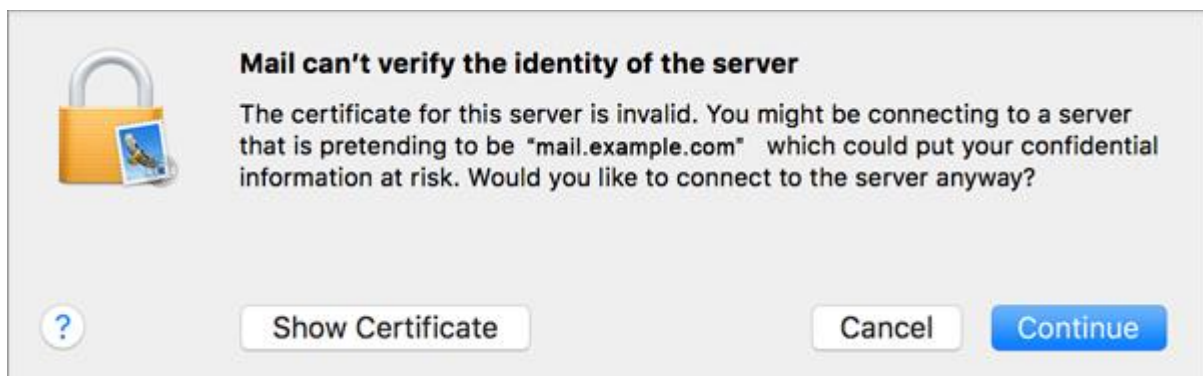
Unable to verify account name or password.

Cancel Back Sign In

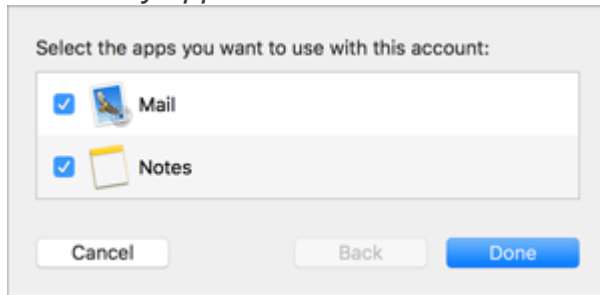
Server Identity

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.



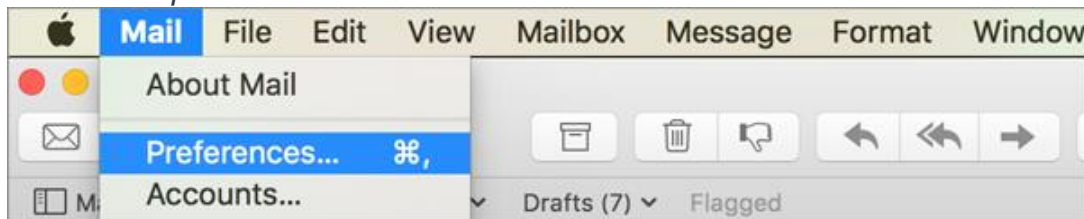
7. *Select any apps > Done*



8. **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:

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



Account Information

10. *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***

- **User Name** is the full email address
- > OK

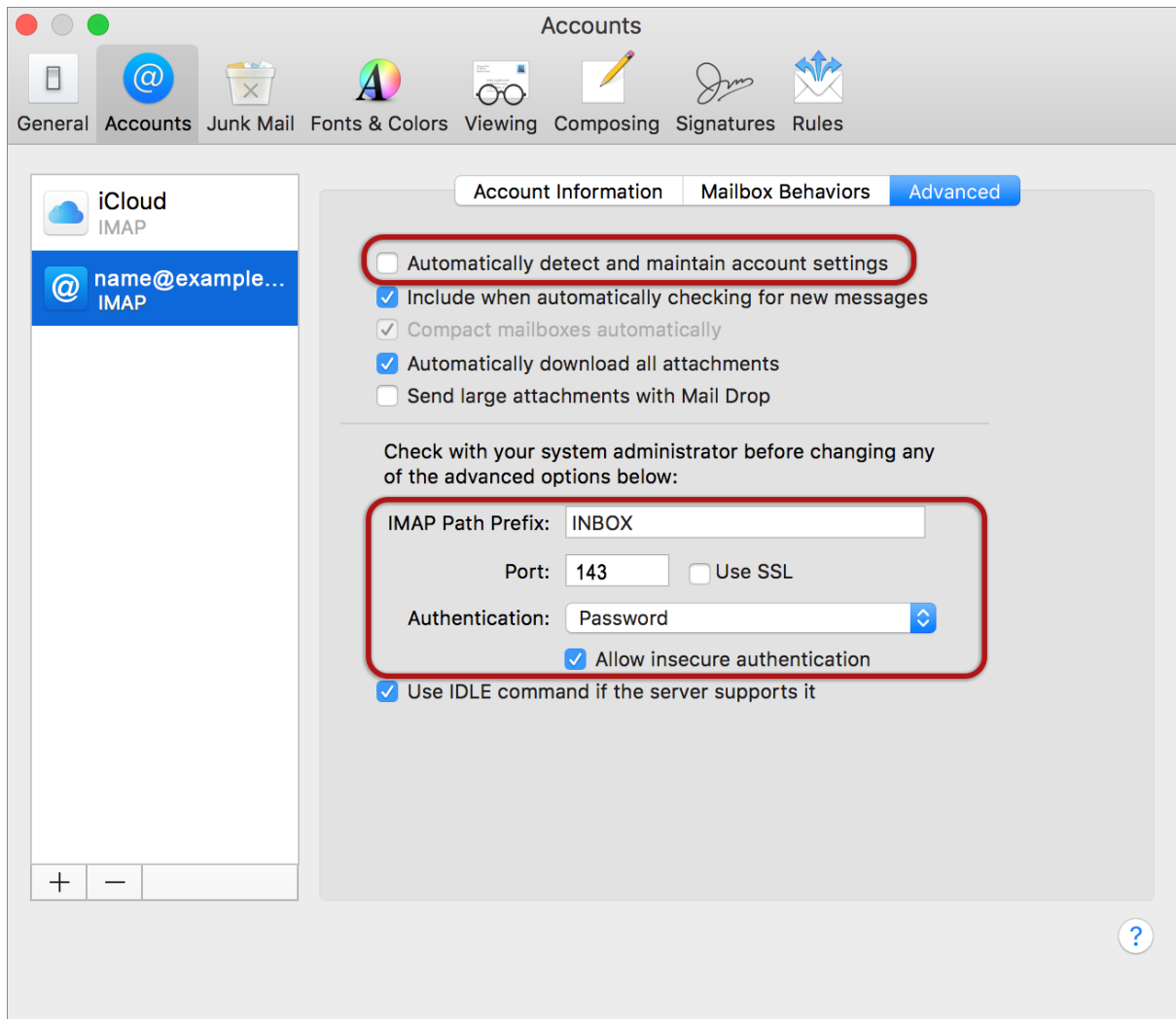
Description	Server Name	In Use By Account
Example	smtp.example.com	name@example.com

Automatically detect and maintain account settings
 Port: Use SSL
 Authentication:
 Allow insecure authentication
 User Name:
 Password:

Incoming Server settings

12. 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

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