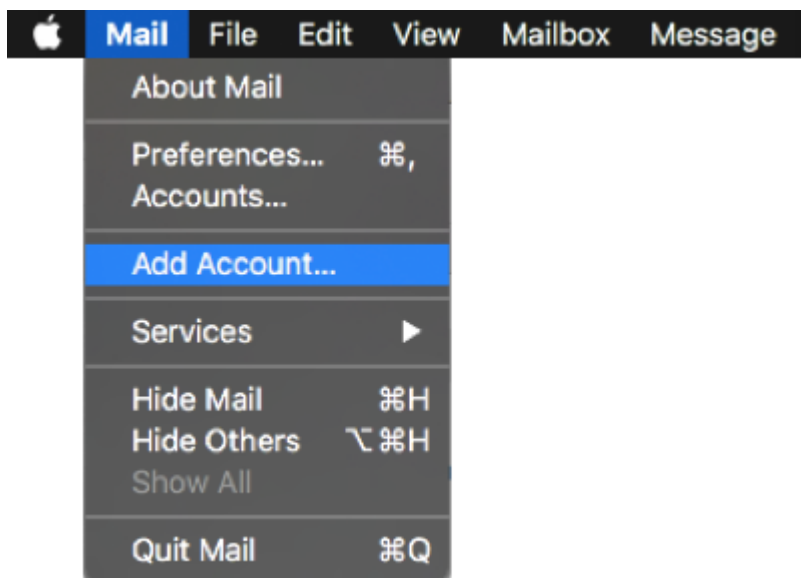


# macOS: Apple Mail 10.0 (IMAP)

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**.

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@emailsvrhelp.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:

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Account Type:

Incoming Mail Server:

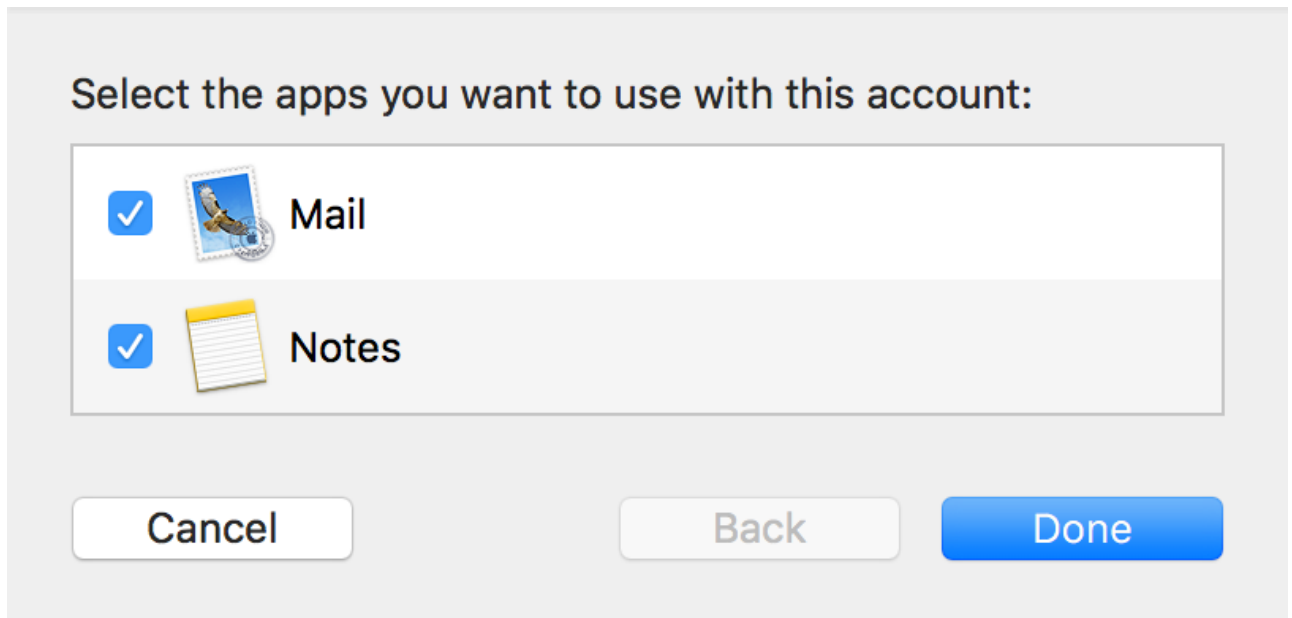
Outgoing Mail Server:

**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**

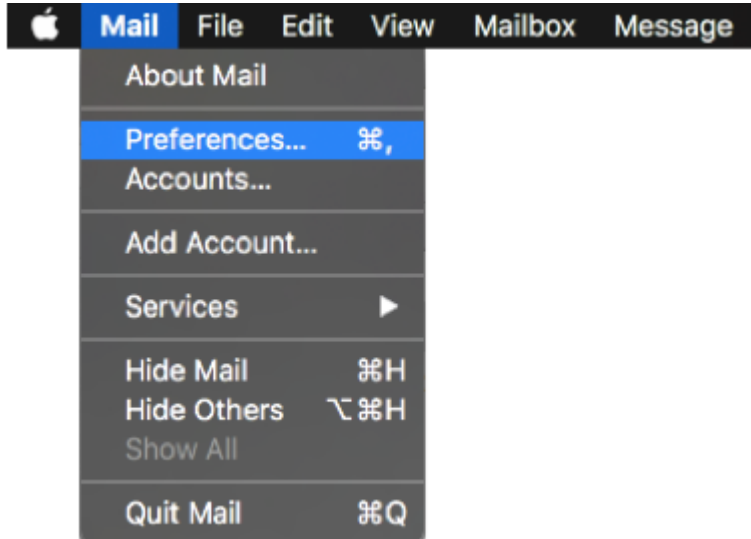
8. Select the desired syncing options. You can leave the defaults on



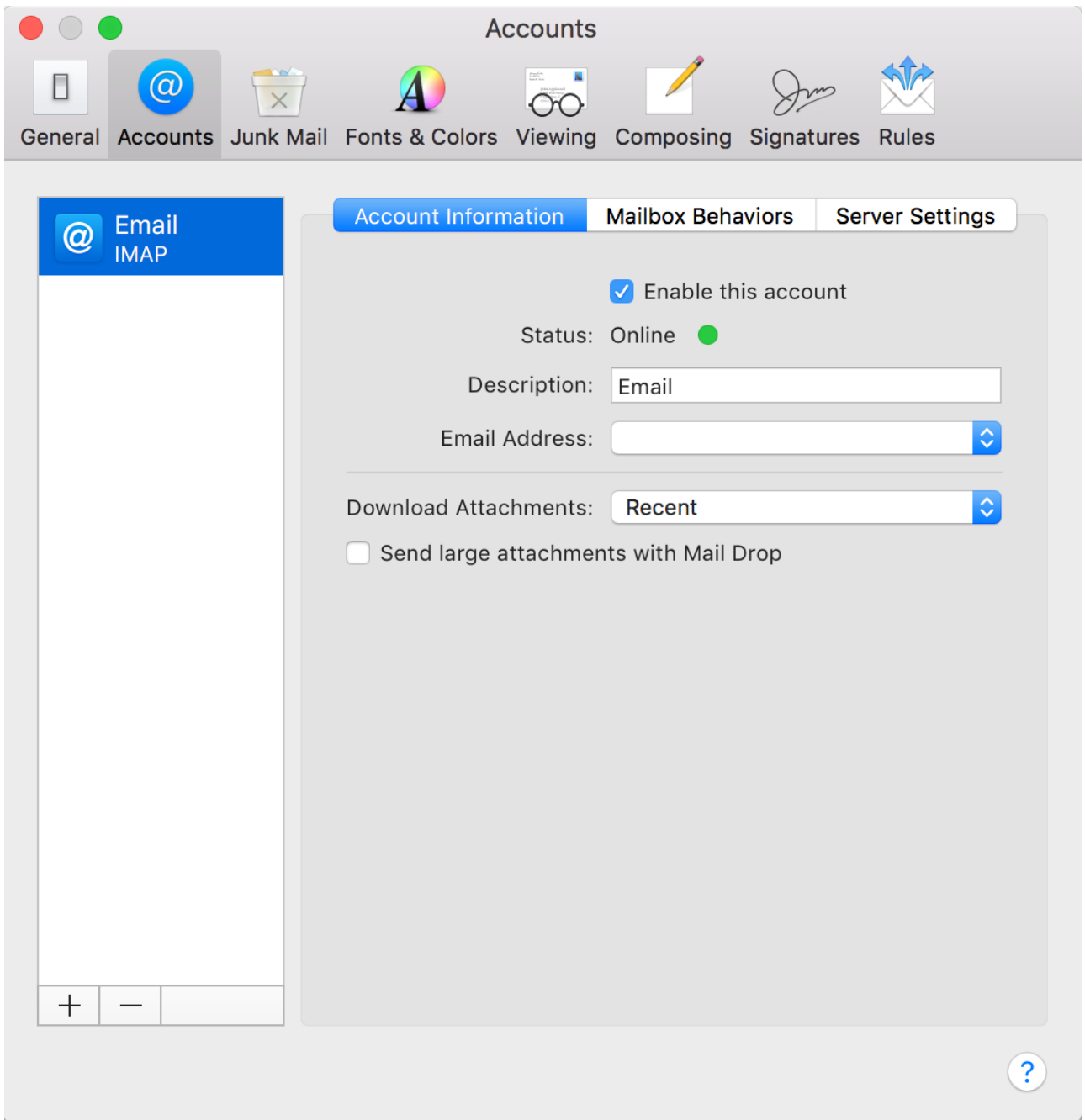
9. Click **Done**

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

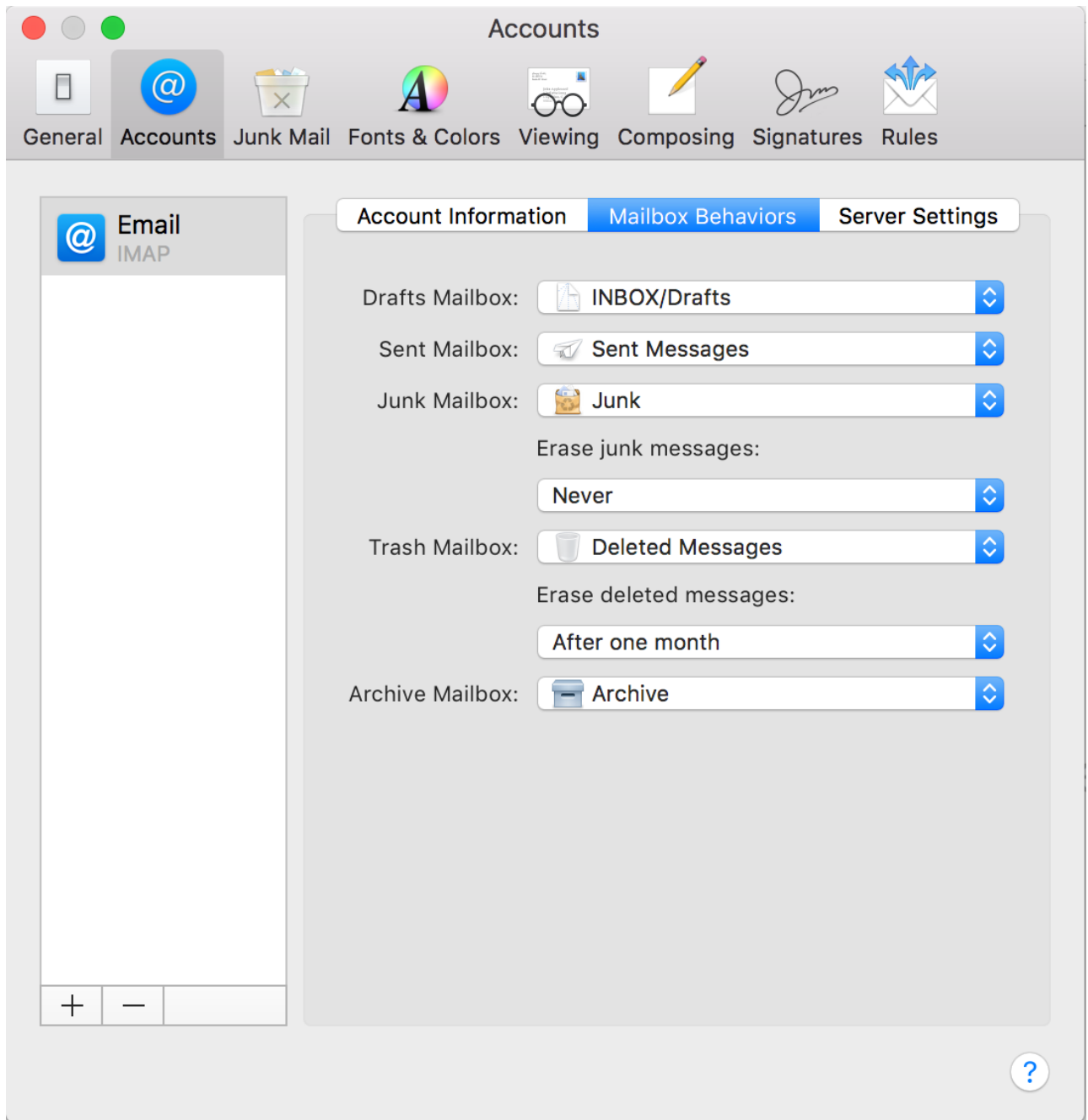
1. Within Mail, click **Mail** on the top left. Then select **Preferences**



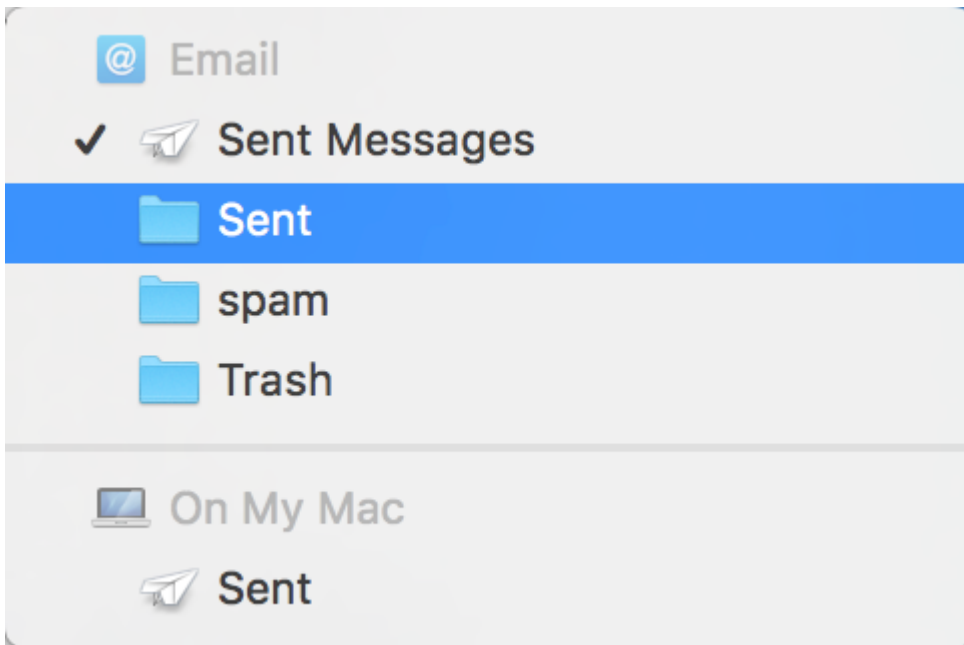
2. Select the **Accounts** tab at the top of the window, then select your IMAP email account from the left pane



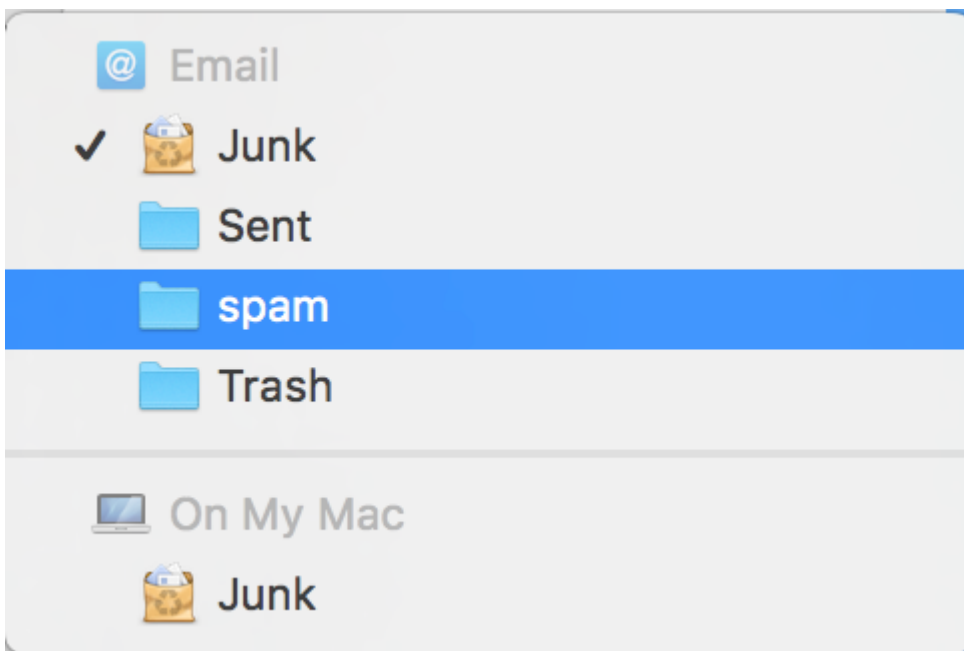
3. Select the **Mailbox Behaviors** tab



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**")

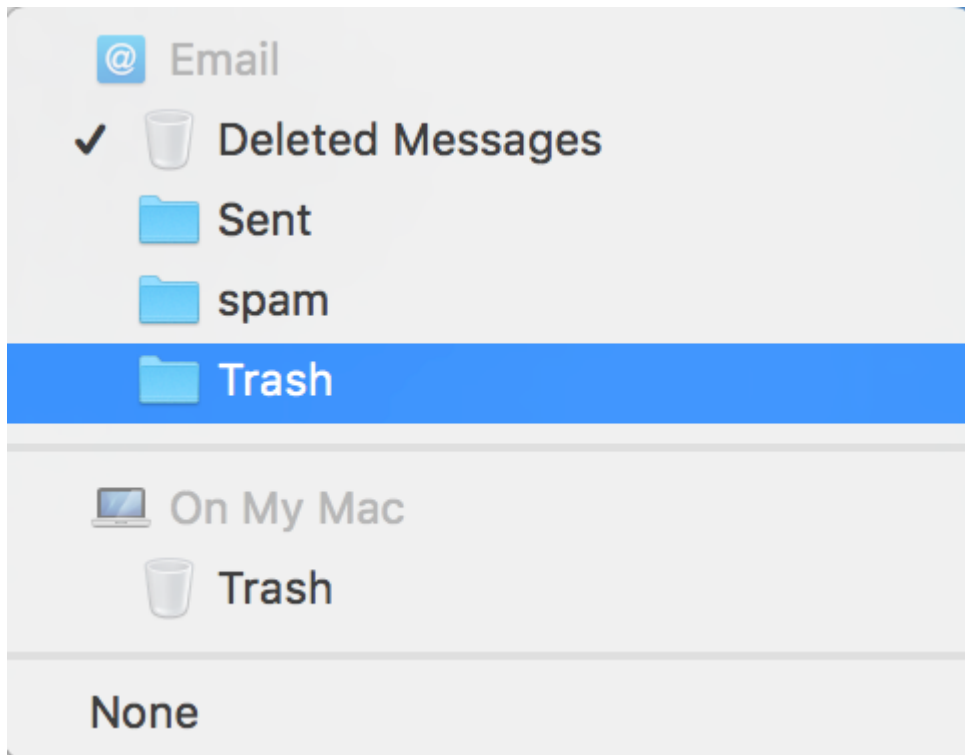


5. Click the **Junk Mailbox** dropdown and select the folder **spam** that's listed under your email address (**not** the folder listed under **On My Mac**)



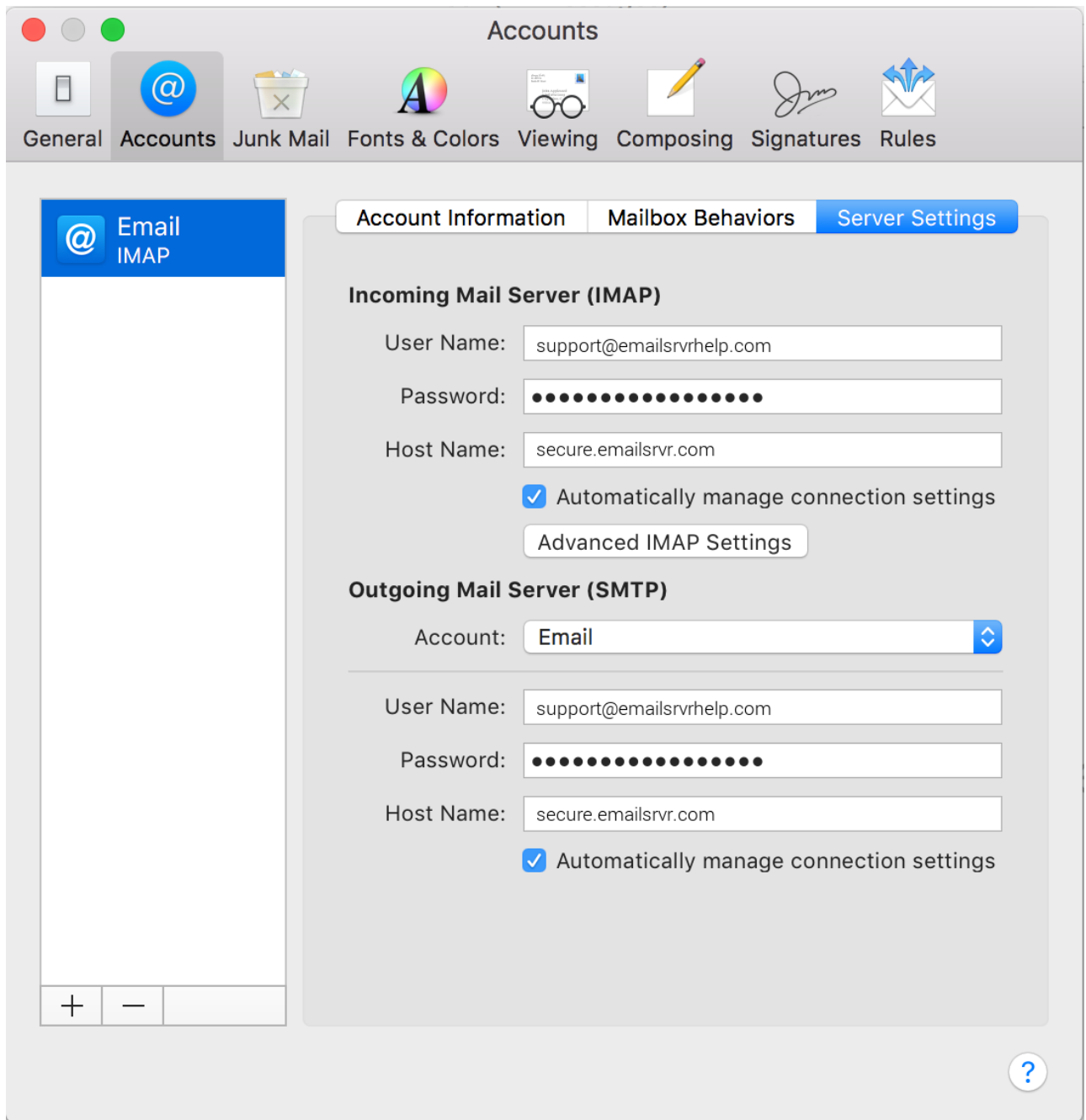
6. Click the **Trash Mailbox** dropdown and select the folder **Trash** that's listed under your email address (**not** the folder listed under **On My Mac**)





Lastly, we will make sure our SMTP server settings are correct, as Apple Mail tends to change them automatically during setup

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*, as they have the same checkbox) This will unlock a new area below

Account Information   Mailbox Behaviors   Server Settings

### Incoming Mail Server (IMAP)

User Name:

Password:

Host Name:

Automatically manage connection settings

[Advanced IMAP Settings](#)

### Outgoing Mail Server (SMTP)

Account:

---

User Name:

Password:

Host Name:

Automatically manage connection settings

Port:   Use TLS/SSL

Authentication:

[Save](#)

3. Go ahead and 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