



Support Database

Setting up email in Mail for Mac OS X 10.7

To setup a mail box using IMAP within Mac Mail on OSX please follow the instructions below. Note that this applies to standard and premium mailboxes only - Exchange mailbox users should follow the instructions provided with the Exchange mailbox.

1. Open Mail and select Mail > Preferences.
2. A new window will open on the General Tab - select the Accounts tab
3. Click the '+' button on the bottom left of the window. This will load the 'Add Account' Screen.
4. On the window that appears, enter the following details:

Full Name: Your name exactly as you want it to appear to recipients when they receive email from you

Email Address: your full email address - eg jsmith@my-domain.com

Password: your mail box password

5. click 'Continue'

6. You will then be on the 'Incoming Mail Server' screen, fill the details out as following:

Account Type: IMAP

Description: your full email address - eg jsmith@my-domain.com

Incoming Mail Server: mail.<domain> - replace <domain> with your domain name, so for example mail.my-domain.com

User Name: your full email address - eg jsmith@my-domain.com

Password: your mail box password

7. Then click 'Continue'

8. Next you'll be on the 'Outgoing Mail Server' screen, fill those options out as following:

Description: mail.<domain> - replace <domain> with your domain name, so for example mail.my-domain.com

Outgoing Mail Server: mail.<domain> - replace <domain> with your domain name, so for example mail.my-domain.com

Use only this server (Tick This Option)

Use Authentication (Tick This Option)

User Name: your full email address - eg jsmith@my-domain.com

Password: your mail box password

9. Finally click 'Continue'

10. Once the account has been created we still need to tweak some settings. Back on the Accounts window ensure your mail box is selected on the left hand side. You should see three options 'Account Information', 'Mailbox Behaviours' and 'Advanced'. Ensure you're on 'Account Information'.

11. Look for the 'Outgoing Mail Server (SMTP)' option and from the drop down menu select 'Edit SMTP Server List..'

12. On this page select the 'Advanced' button in the middle of the page and ensure that they are set as following:

- 'Use default ports (25, 465, 587) is selected
- 'Use Secure Sockets Layer (SSL)' is unchecked
- 'Authentication' is set to Password

13. Click OK.

14. Back on the Accounts window ensure your mail box is still selected on the left hand side. On the three options near the top of the window select 'Advanced' this time. Ensure these settings are as follows:

- 'Use SSL' is unchecked
- 'Authentication' is set to Password

15. That will be everything - just close the Accounts window and you should now be able to send and receive email. If your email is still not functioning correctly, please check that your domain's MX records are correctly set up to point to our mailservers, and contact support if you have further questions.