

MacMail Setup Guide

IMAP Email Setup Guide

The following guide should help you make your way through setting up email on an iPhone or iPad. There may slight be differences between my images and your phone or iPad. If you have any trouble, please don't hesitate to let us know and we'll be happy to walk you through it.

Username: Full email address (example: bob@drbob.com)

Hostname: secure.emailsrvr.com

Incoming Port: 993

Outgoing Port: 587 (*sometimes 465 if outgoing mail is not working*).

SSL: Enabled

Update Your Temporary Password

The password we've provided is a TEMPORARY password only; it is NOT secure. PLEASE make sure that you update it immediately. To change your email password, first log into the account via webmail.

1. Select Settings in the upper right corner under your name
2. Select Change Password
3. Enter the Current Password (you were provided with this at the time of account creation)
4. Enter the New Password of your choice
5. Re-enter the New Password to confirm
6. Click Save

We recommend that you always change your password before adding your email account to Outlook or a phone, that way you do not have to go back in later to change it.

Please scroll to the next page to begin setup.

Step 1: Set Up Account

Click on Mail in the upper left corner of MacMail. Select Add Account and then select Add Other Mail Account.



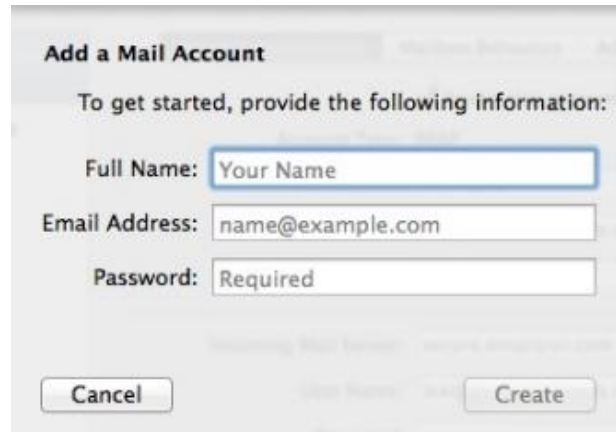
Step 2: Add Email Account

In the box that appears, you need to fill out:

Full Name: Your Full Name

Email Address: Your FULL email address

Password: Your selected password



The screenshot shows a dialog box titled "Add a Mail Account". Below the title, it says "To get started, provide the following information:". There are three input fields: "Full Name:" with the text "Your Name", "Email Address:" with the text "name@example.com", and "Password:" with the text "Required". At the bottom left is a "Cancel" button, and at the bottom right is a "Create" button.

Click Create.

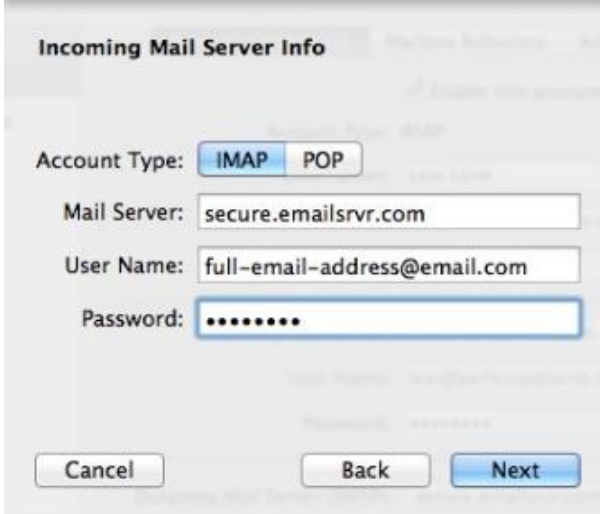
Step 3: Incoming Mail Sever Info

Account Type: IMAP

Mail Server: secure.emailsrvr.com

Username: Your FULL email address

Password: Your selected password



The screenshot shows a dialog box titled "Incoming Mail Server Info". It contains the following fields and controls:

- Account Type:** Two buttons, "IMAP" (selected) and "POP".
- Mail Server:** A text input field containing "secure.emailsrvr.com".
- User Name:** A text input field containing "full-email-address@email.com".
- Password:** A text input field with masked characters (dots).
- Buttons:** "Cancel", "Back", and "Next" (highlighted in blue).

Click Next.

Step 4: Outgoing Mail Server Info

SMTP Server: secure.emailsrvr.com

User Name: Your FULL email address

Password: Your selected password



Outgoing Mail Server Info

SMTP Server: secure.emailsrvr.com

User Name: full-email-address@email.com

Password: ●●●●●●●

Cancel Back Create

Click Create.

Step 5: Account Information

You need to access your Account Information by selecting Mail » Preferences » Accounts.

On the account page, select your new domain-based account that you've set up, and it will bring you to the Account Information page.

Account Information | Mailbox Behaviors | Advanced

Enable this account

Account Type: IMAP

Description: Work, Personal, Clinic Name

Email Address: full-email-address@email.com

Full Name: Your Full Name / Clinic Name

Incoming Mail Server: secure.emailsrvr.com

User Name: full-email-address@email.com

Password: *****

Outgoing Mail Server (SMTP): secure.emailsrvr.com:aly.hoff

Use only this server

TLS Certificate: None

Here you will want to ensure that your setup is similar to the above:

Account Type: IMAP

Description: Work, Personal, Clinic Name

Email Address: **Your FULL email address**

Incoming Mail Server: secure.emailsrvr.com

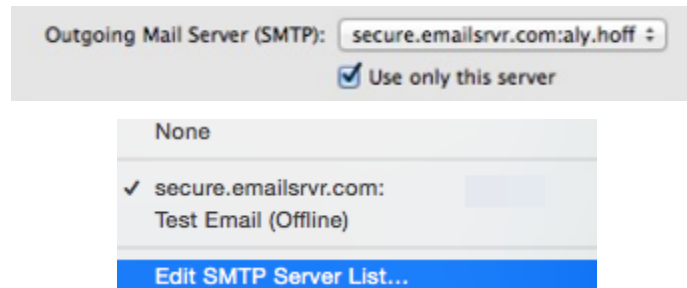
Password: Your selected password

Outgoing Mail Server (SMTP): secure.emailsrvr.com (*Use only this server*)

TLS Certificate: None

Step 6: Set Outgoing Port

In the **Account Information** screen, select the drop down next to **Outgoing Mail Server (SMTP)** and select **Edit SMTP Server List**. A new window will appear, select the **Advanced** tab.



Outgoing Mail Server (SMTP): secure.emailsrvr.com:aly.hoff :
 Use only this server

None

secure.emailsrvr.com:
Test Email (Offline)

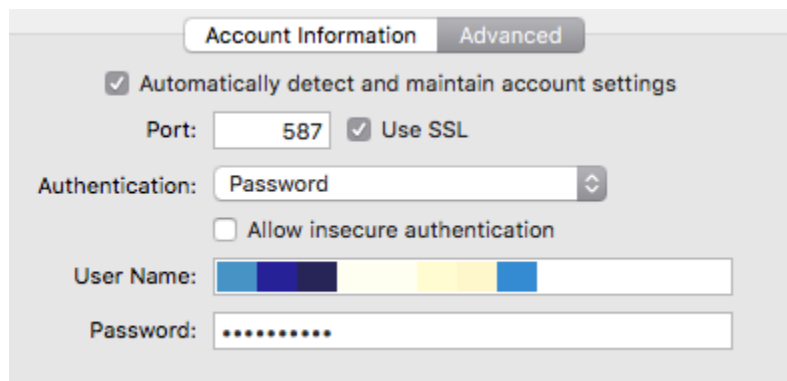
Edit SMTP Server List...

Port: 587

Authentication: Password

Username: Your FULL email address

Password: Your selected password



Account Information Advanced

Automatically detect and maintain account settings

Port: 587 Use SSL

Authentication: Password

Allow insecure authentication

User Name: [Masked]

Password: [Masked]

Step 7: Mailbox Behaviors

Select the tab **Mailbox Behaviors**. Please ensure that it is set up exactly as it shows below.

Drafts: Store draft messages on the server

Sent: Store sent messages on the server

Delete sent messages when: Never

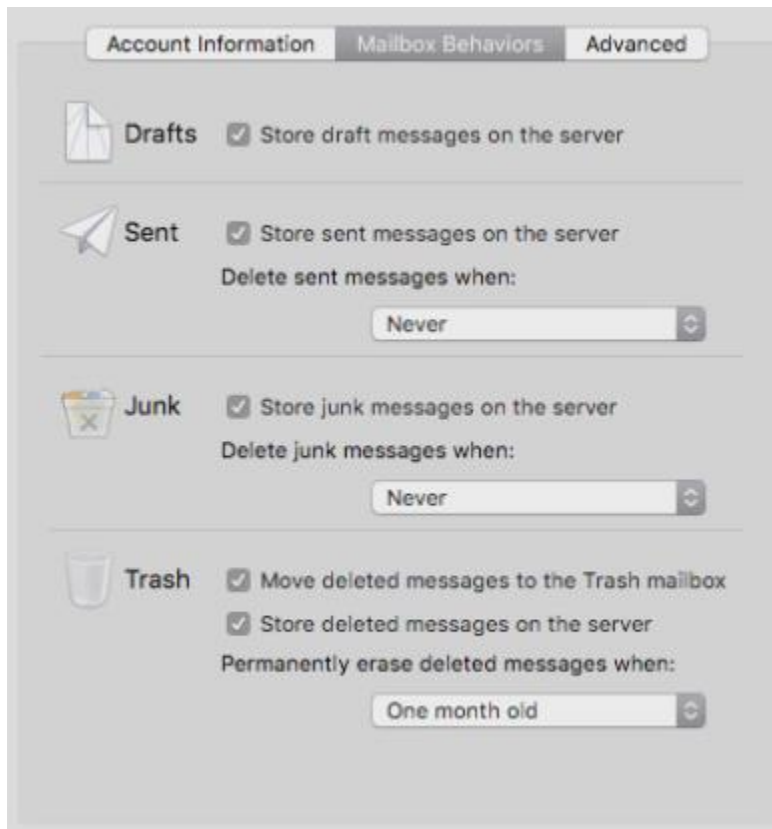
Junk: Store junk messages on the server

Delete sent messages when: Never

Trash: Move deleted messages to the Trash mailbox

Store deleted messages on the server

Permanently erase deleted messages when: One month old



The screenshot shows a settings panel with three tabs: "Account Information", "Mailbox Behaviors" (selected), and "Advanced". The "Mailbox Behaviors" section contains four rows of settings, each with an icon and a label:

- Drafts:** Represented by a document icon. The checkbox "Store draft messages on the server" is checked.
- Sent:** Represented by a paper airplane icon. The checkbox "Store sent messages on the server" is checked. Below it, the label "Delete sent messages when:" is followed by a dropdown menu set to "Never".
- Junk:** Represented by a trash can icon with an 'X'. The checkbox "Store junk messages on the server" is checked. Below it, the label "Delete junk messages when:" is followed by a dropdown menu set to "Never".
- Trash:** Represented by a trash can icon. The checkbox "Move deleted messages to the Trash mailbox" is checked. Below it, the checkbox "Store deleted messages on the server" is checked. Below that, the label "Permanently erase deleted messages when:" is followed by a dropdown menu set to "One month old".

Step 8: Advanced Options

On the **Advanced** tab, select the following options:

Automatically detect and maintain account settings
Include when automatically checking for new messages.

IMAP Path Prefix: This may say “INBOX” (this is fine)

Port: 993 (Use SSL enabled)

Authentication: Password

Account Information Mailbox Behaviors **Advanced**

- Automatically detect and maintain account settings
- Include when automatically checking for new messages
- Compact mailboxes automatically
- Automatically download all attachments
- Send large attachments with Mail Drop

Check with your system administrator before changing any of the advanced options below:

IMAP Path Prefix:

Port: Use SSL

Authentication:

Allow insecure authentication

Use IDLE command if the server supports it

You're finished!