

Macintosh Mail (Ventura)

Setting up an email account

In order to be able to send and receive emails from and to your new email account you will need to first set up the account in your Apple Mail software on your Apple computer. This guide is for users of Apple Mail. If you do not use Apple Mail, please go to www.aprompt.co.uk/guides/ to select the correct guide for your email software.

Before continuing make sure you have the following information to hand:

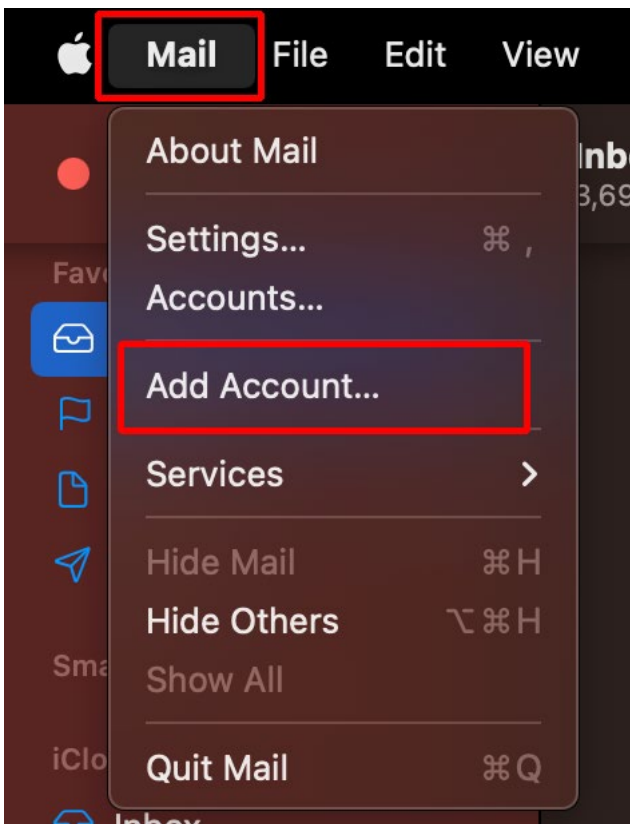
- Your new **email address** (aprompt will provide this)
- The **password** for your email address (aprompt will provide this)
- Your **incoming mail server (IMAP)** address (aprompt will provide this)
- Your **Outgoing mail server (SMTP)** address (aprompt will provide this)

Your email address, password, incoming mail server (IMAP) and Outgoing mail server (SMTP) are all provided by aprompt.

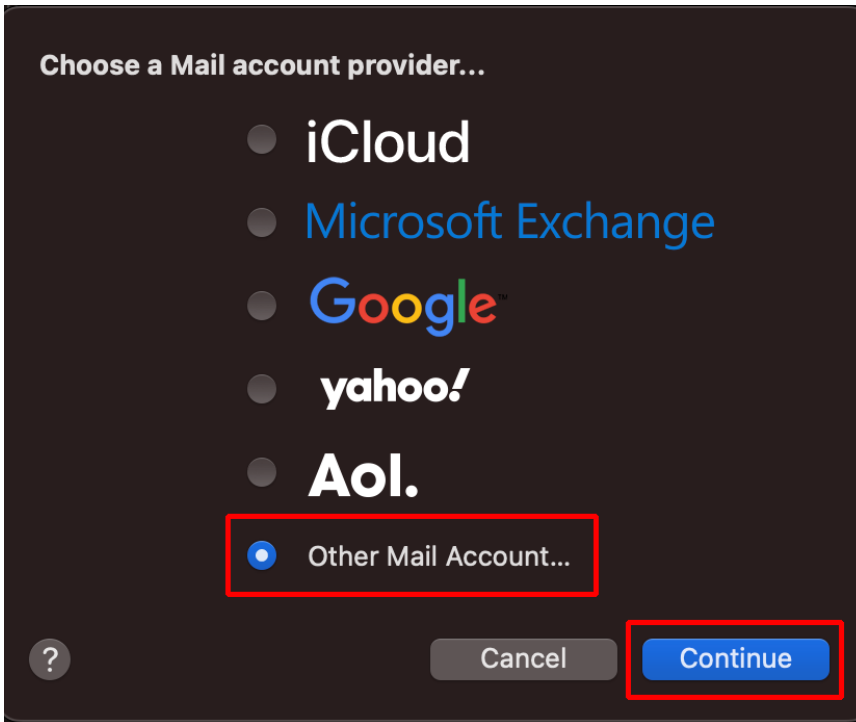
Once you have your email address, password, incoming mail server address and outgoing mail server address you are ready to set up your email account.

Step 1: Open **Finder** and launch **Mail** app  on your **Mac**.

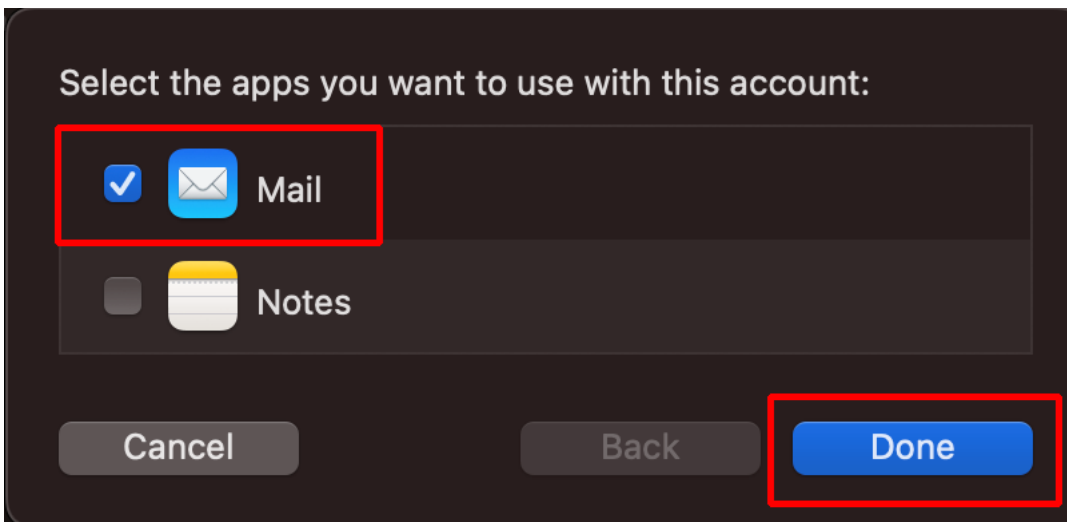
Step 2: Click **Mail** then click **Add Account**



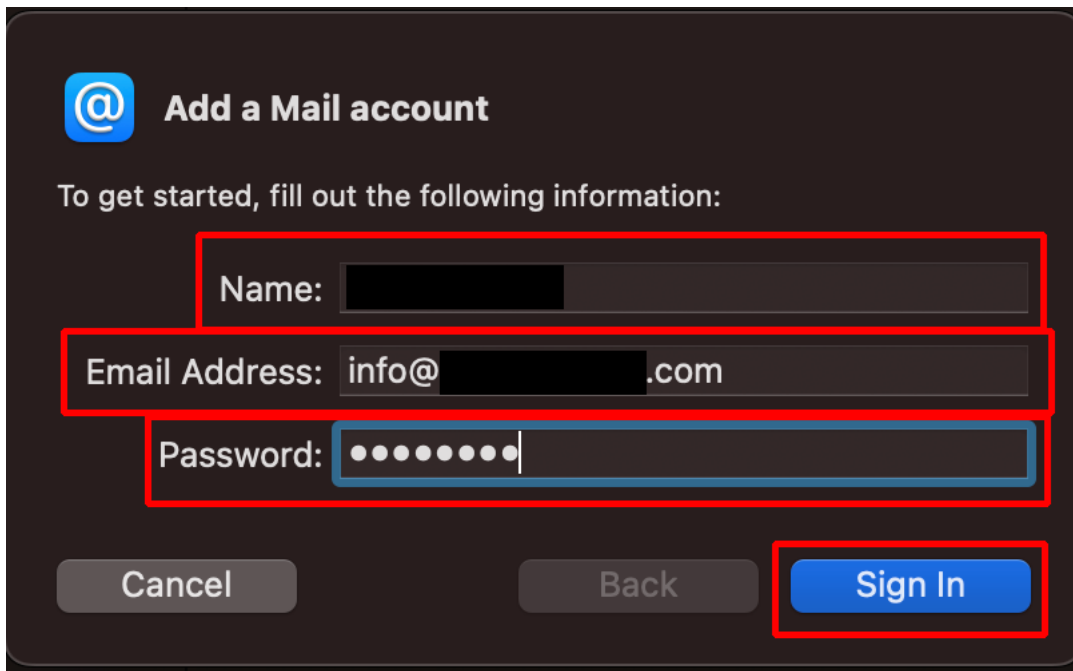
Step 3: Select "Other Mail Account...", then click **Continue**



Step 4: On the "Select the apps you want to use with this account" check/tick "Mail" and untick/uncheck "Notes" and then click **Done**.



Step 5: Enter your **name** (this can be your company name or your name), your new **email address** and the email **password** we have provided to you – then click “**Sign In**”



@ Add a Mail account

To get started, fill out the following information:

Name:

Email Address: info@.com

Password:

Step 4:

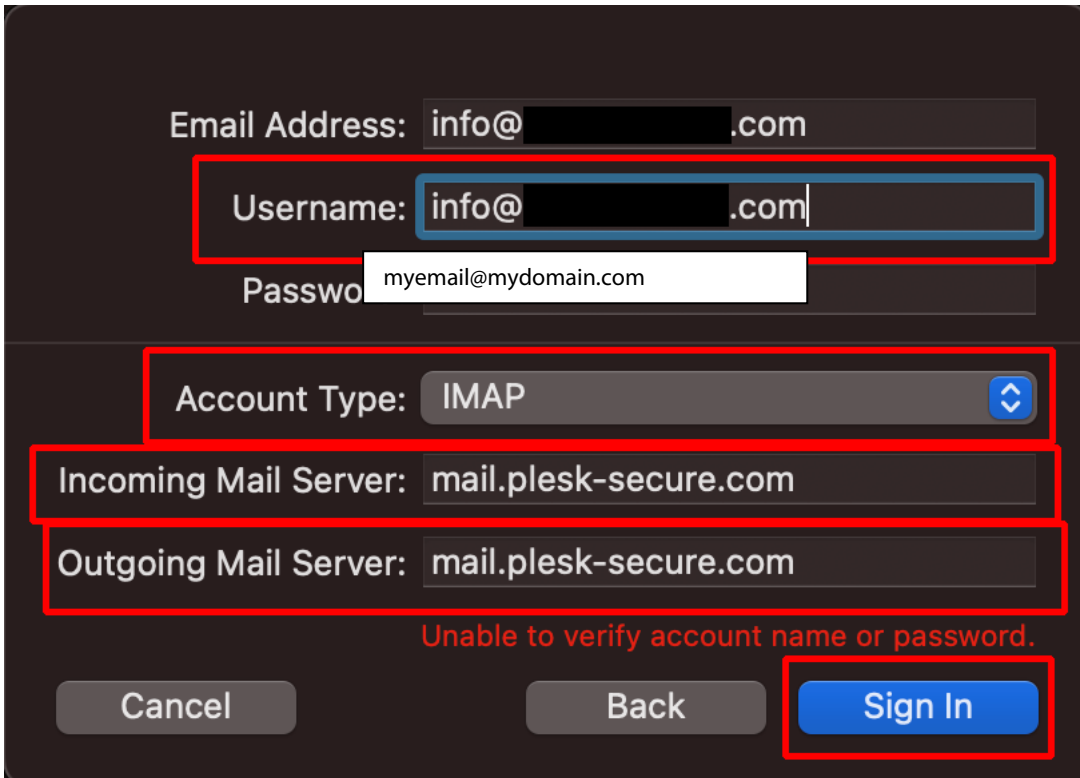
Enter the Username (this is your email address).

Choose "IMAP" as the Account Type.

For "Incoming Mail Server" enter: **mail.plesk-secure.com**

For "Outgoing Mail Server" enter: **mail.plesk-secure.com**

Then click **Sign In**



The screenshot shows a dark-themed mail configuration form. The fields are as follows:

- Email Address: info@[redacted].com
- Username: info@[redacted].com (highlighted with a red box)
- Password: myemail@mydomain.com
- Account Type: IMAP (highlighted with a red box)
- Incoming Mail Server: mail.plesk-secure.com (highlighted with a red box)
- Outgoing Mail Server: mail.plesk-secure.com (highlighted with a red box)

Below the fields, there is a red error message: "Unable to verify account name or password."

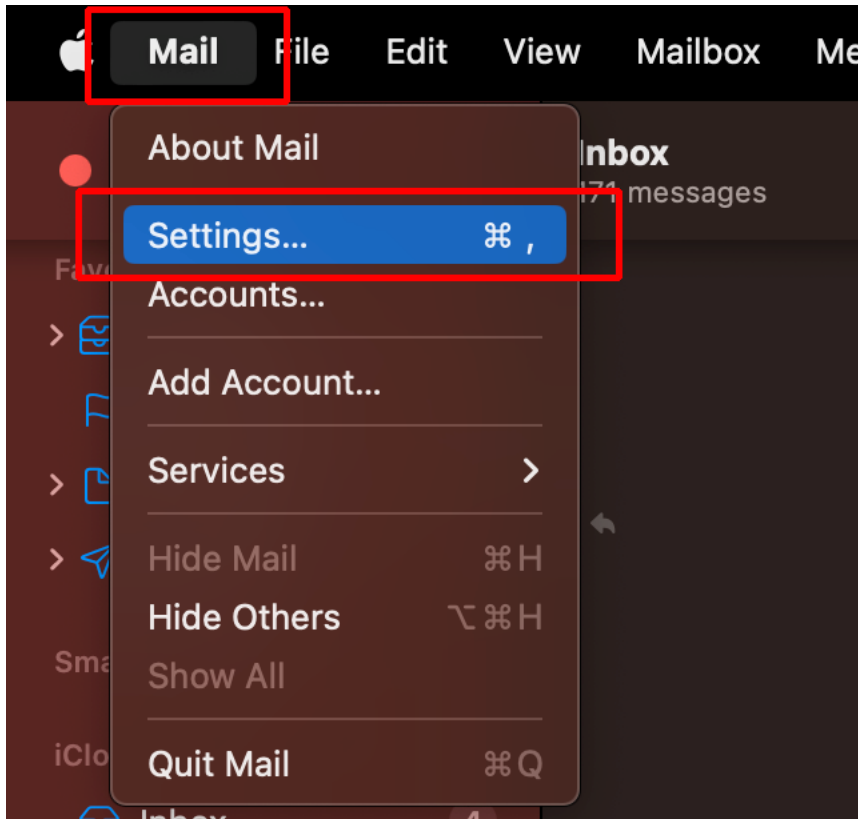
At the bottom, there are three buttons: "Cancel", "Back", and "Sign In" (highlighted with a red box).

Step 5:

Checking your Settings

Some settings will need to be amended from the default values used by Mac Mail during the account setup.

Click **Mail** (top left corner) – then click **Settings**:



Step 6:

Click on **Accounts**, select your aprompt IMAP account from the left-hand column and then click on **Server Settings**:

Incoming Mail Server (IMAP)

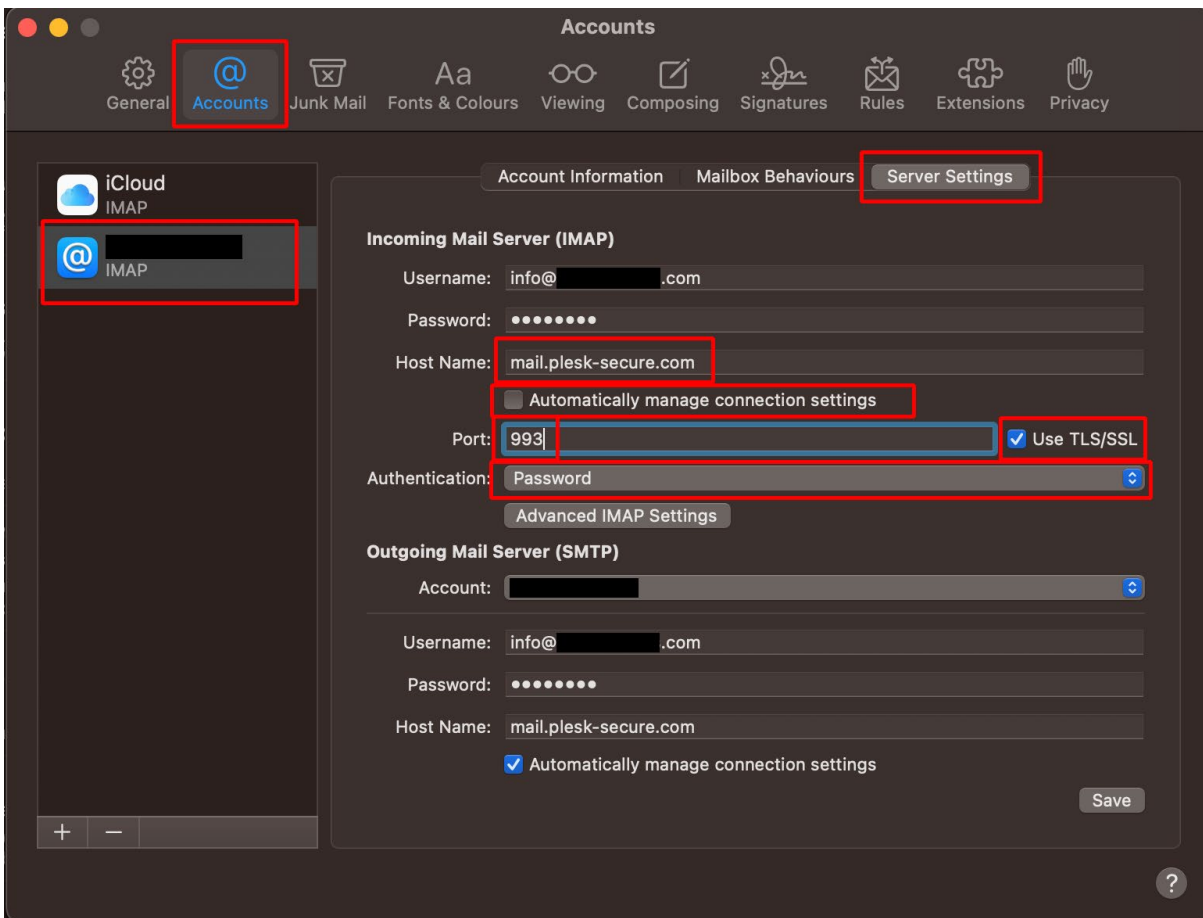
Change the "Hostname" to: **mail.plesk-secure.com** (if it is not already set to this value)

Untick **"Automatically manage connection settings"**

Change the Port to: **993**

Tick **"Use TLS/SSL"**

Change the Authentication method to: **Password**



Step 7:

Outgoing Mail Server (SMTP)

Change the "Hostname" to: **mail.plesk-secure.com** (if it is not already set to this value)

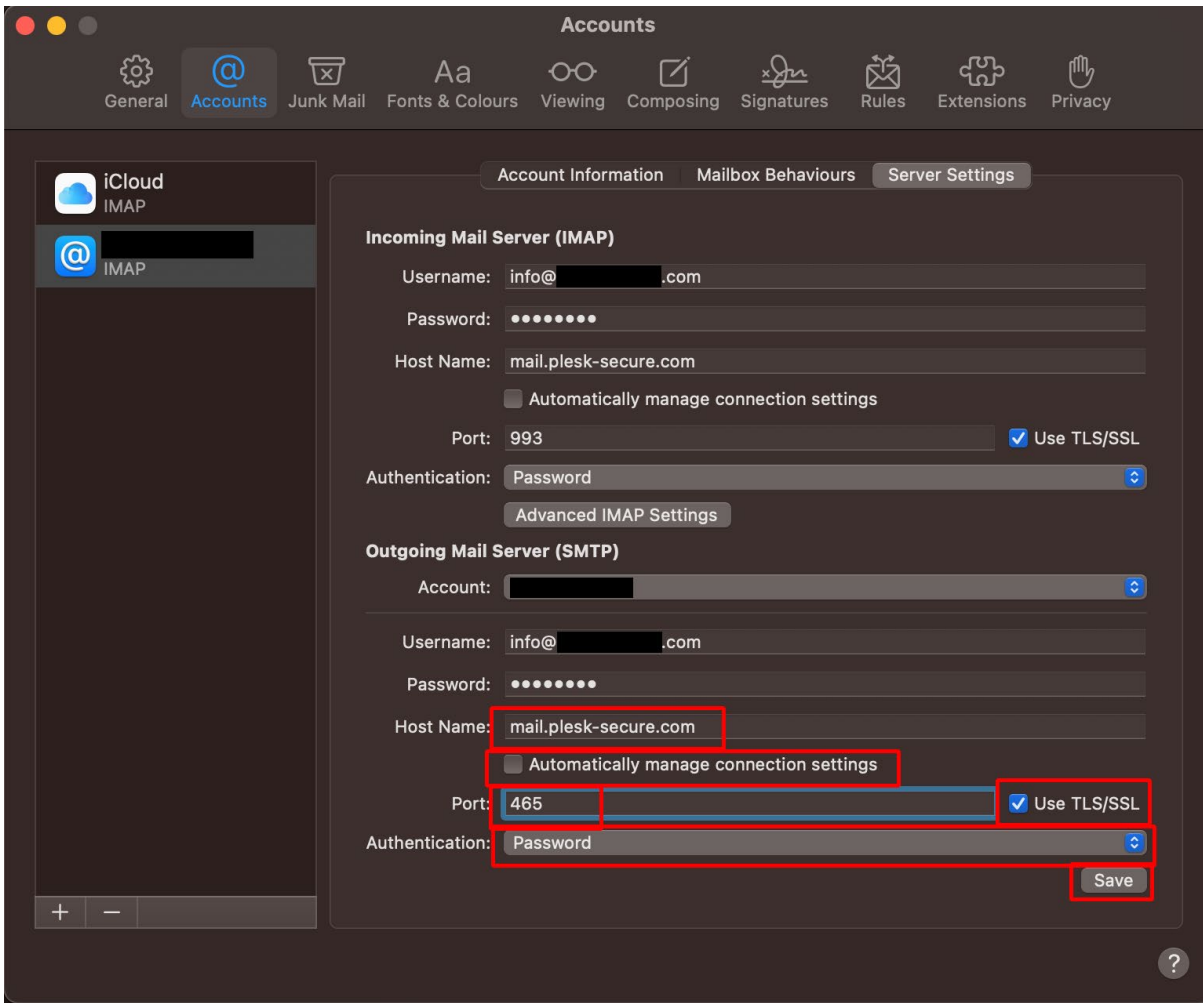
Untick "**Automatically manager connections settings**"

Change the Port to: **465**

Tick "**Use TLS/SSL**"

Change the Authentication method to: **Password**

Click **Save**



Congratulations. You've now configured Mac Mail to send and receive email using IMAP.

Your new email address has now been set up. It is a good idea to test your new email address by sending a test email. You can send a test email to aprompt at **support@aprompt.co.uk** and type EMAIL TEST in the subject line. We will then send you an email back. If you successfully send us an email and receive a reply your new email is fully working (if you have several email addresses in Mac Mail make sure you use the correct email account to send the test message).

Trouble Shooting

I can't send or receive emails

If you have never been able to send or receive any emails on your new account it could be that your email account username (your email address), password, incoming mail server or outgoing mail server (SMTP) has been typed incorrectly. The most common error is not using the full email address in the user name field.

If you have been sending and receiving email but now cannot it may be one of two possible reasons. Firstly it might be your Internet connection, test your connection by opening your web browser and try and load a website (preferably one you haven't visited before), if the page fails to load then your Internet connection is down and you need to speak to your ISP (Internet Service Provider). If you can load a web page then it's possible our email servers are experiencing problems, this is a rare occurrence but if it does happen it is usually resolved within a few hours. Use our WebMail service to check whether your email account is working okay, see the WebMail section below. If the problem lasts longer than a few hours contact the aprompt support department on 0845 224 5806 (Mon – Fri 9.00am – 5.30pm) or by email to support@aprompt.co.uk (24 hours).

WebMail

All aprompt email accounts come with an online WebMail service. WebMail allows you to check, read and write emails from a special website and is useful for users who are not at their own PC (and therefore cannot access their Outlook) or who prefer not to setup their email account on their computer. As WebMail is Internet based you can access your emails from any computer, anywhere in the world which is connected to the Internet (please note – WebMail cannot display emails you have already received and downloaded into Outlook).

To access your WebMail service open your web browser and enter the following url:

<http://webmail.yourdomain.com> (where yourdomain.com is your domain name without the www.)

(note the address is your usual web address but the www has been replaced with webmail)

Enter your full email address in the Mailbox field and your password in the Password field and click login. You can now read your emails or compose new messages.

If you are having problems receiving emails you can use your WebMail service to check your email account is functioning correctly. If you can logon to your WebMail account then your email account is functioning without any problems and the error is being caused by an incorrect setting in your Outlook.