

## Macintosh Mail

### 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/](http://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:

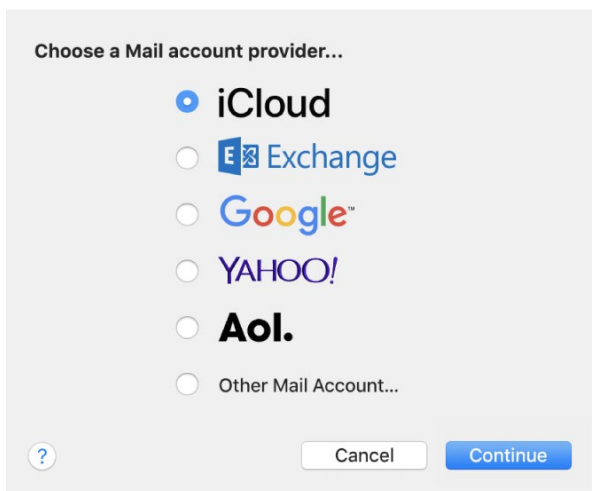
- Your new **email address** (aprompt will provide this)
- The **password** for your email address (aprompt will provide this)
- Your **incoming mail server (IMAP)** address (aprompt will provide this)
- Your **Outgoing mail server (SMTP)** address (aprompt will provide this)

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.

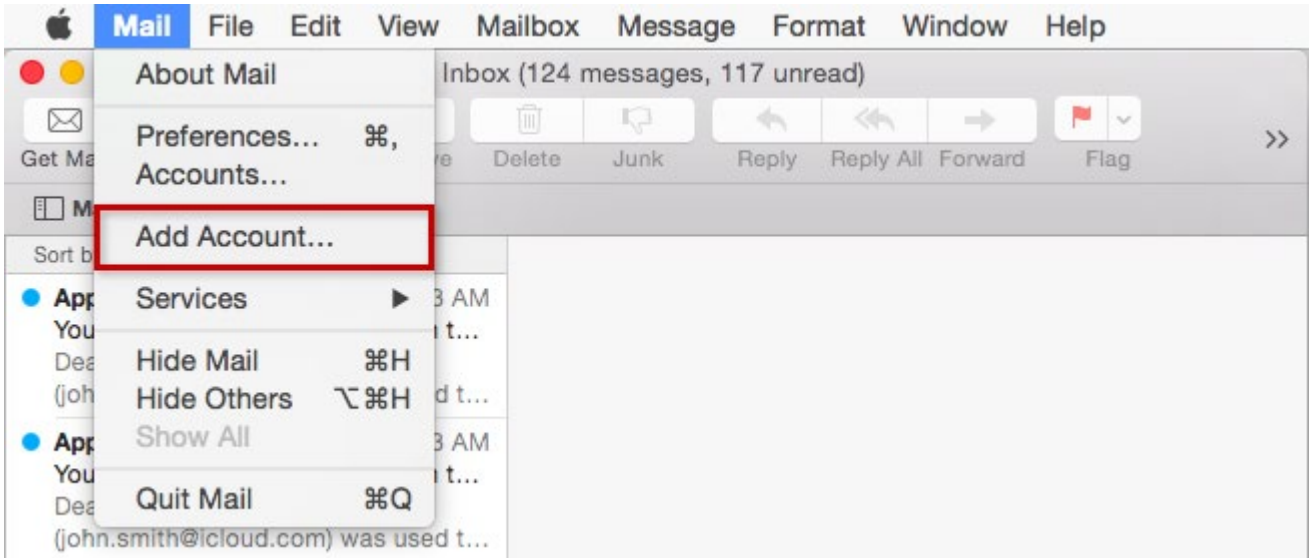
**Step 1:** Open **Finder** and launch **Mail** app  on your **Mac**.

**Step 2:** The first time you open the **Mail** app on your **Mac**, it may prompt you to add an account. Select “Other Mail Account...” - then enter your account information.

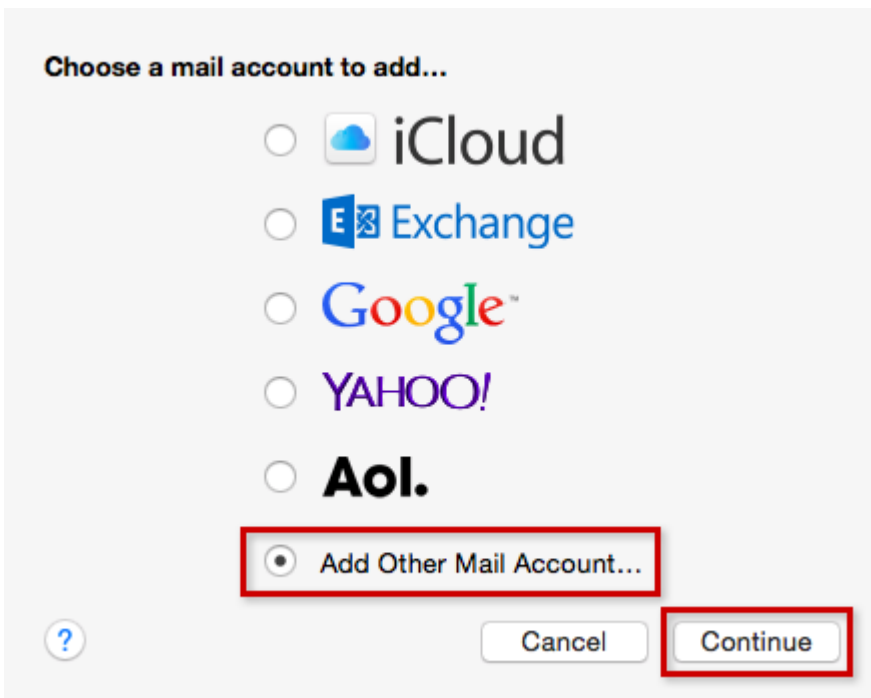


If you already added an email account, you can still add more. In **Mail**, choose **Mail > Add Account**, Select “Other Mail Account...”, then enter your account information. Make sure the Mail checkbox is selected for the account.

Click **Mail > Add Account**.



**Step 3:** Select **Add Other Mail Account** and click the **Continue** button.



**Step 4:** Enter your **Full Name**, **Email Address** and **Password**. When finished, click the **Create** button.

**Add a Mail Account**

To get started, provide the following information:

Full Name:

Email Address:

Password:

**Step 5:** After receiving a message that the **Account must be manually configured** click the **Next** button.

**Add a Mail Account**

To get started, provide the following information:

Full Name:

Email Address:

Password:

Account must be manually configured

**Step 6:** Supply the **Incoming Mail Server Info** using the table below as a guide. Click the **Next** button when finished.

Account Type	IMAP
Mail Server	Enter your incoming IMAP mail server provided by aprompt
User Name	Your complete e-mail address
Password	Your password for the e-mail address

### Incoming Mail Server Info

Account Type:  IMAP  POP

Mail Server:

User Name:

Password:

**Step 7:** Supply the **additional Incoming Mail Server Info** using the table below as a guide. Click the **Next** button when finished.

Parameter	Value
Port	993
Use SSL	Checked
Authentication	Password

**Incoming Mail Server Info**

Path Prefix:

Port:   Use SSL

Authentication:

**Step 8:** Supply the **Outgoing Mail Server Info** using the table below as a guide. Click the **Create** button when finished.

SMTP Server	Enter your outgoing SMTP mail server provided by aprompt here
User Name	Your complete e-mail address
Password	Your password for the e-mail address

**Outgoing Mail Server Info**

SMTP Server:

User Name:

Password:

**Step 9:** Supply the **additional Outgoing Mail Server Info** using the table below as a guide. Click the **Create** button when finished.

Port	465
Use SSL	Checked
Authentication	Password

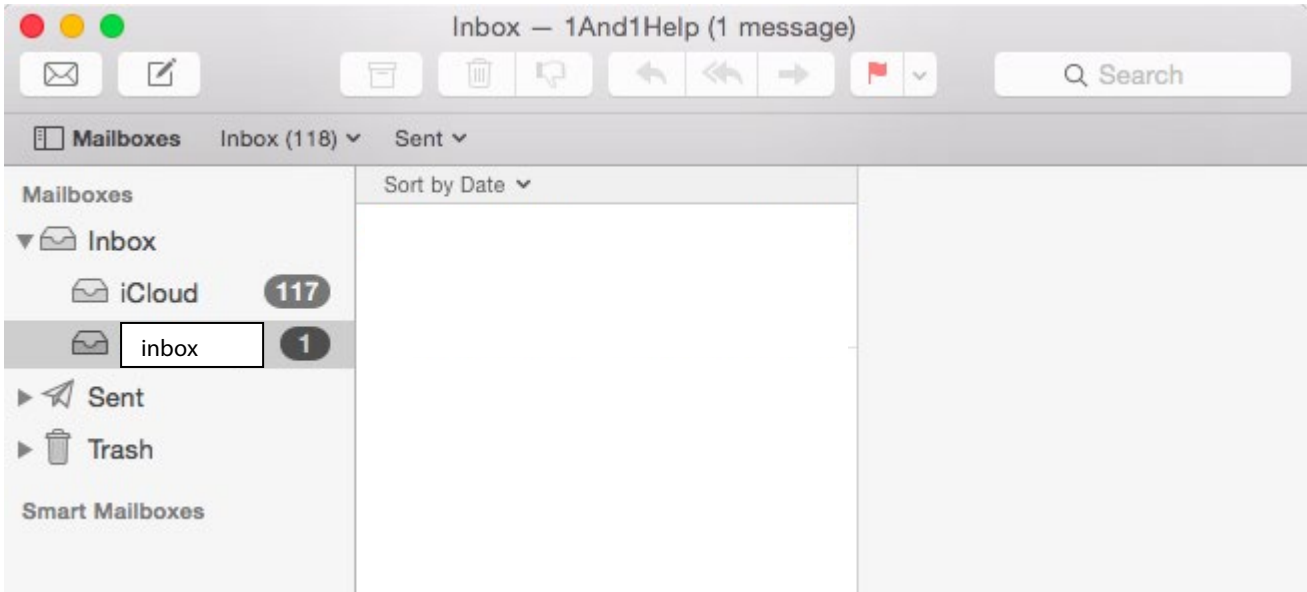
**Outgoing Mail Server Info**

Port:   Use SSL

Authentication:



**Step 10:** Mac Mail will connect to your account and begin downloading your mail to your inbox.



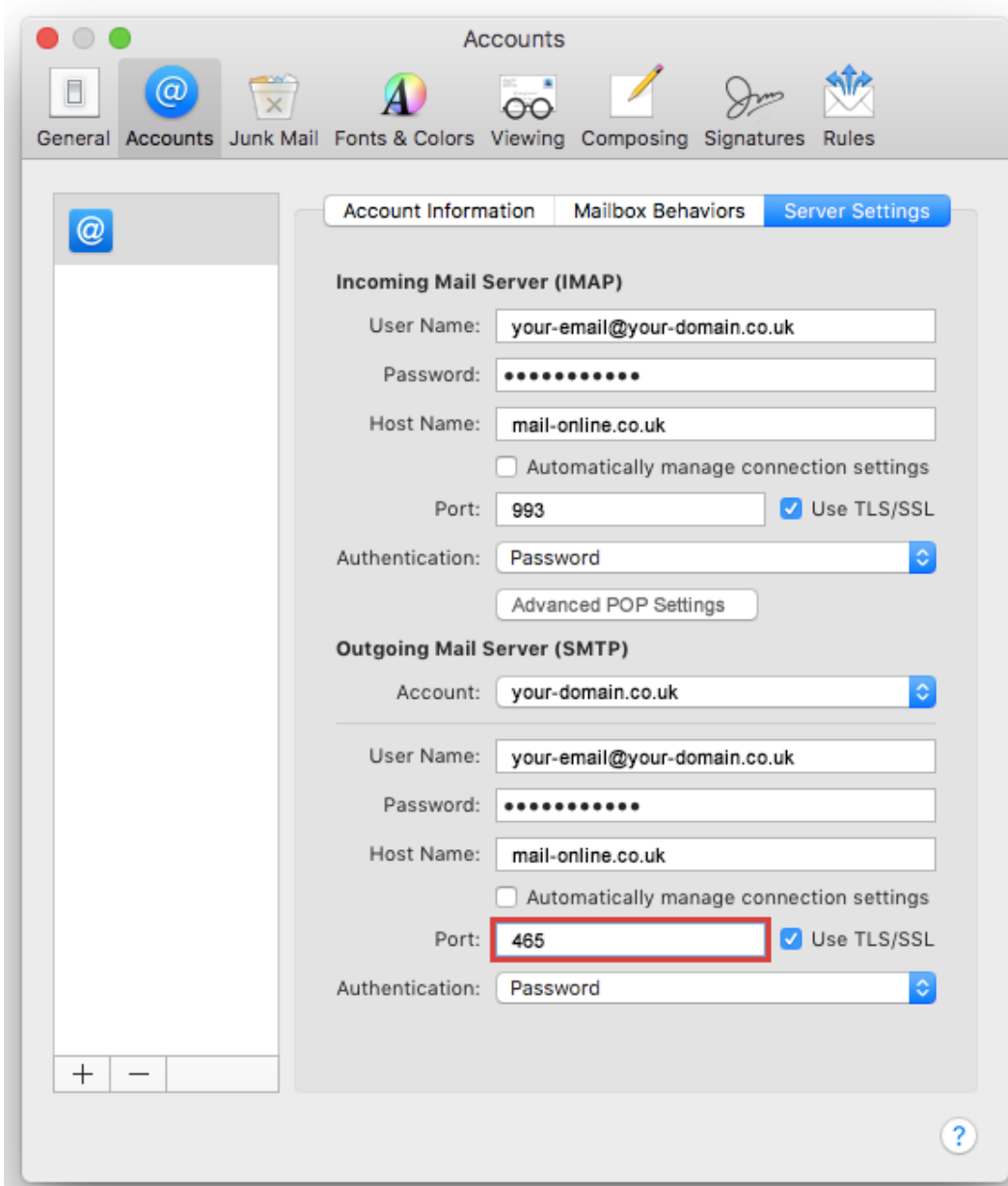
Your new email address has now been set up. It is a good idea to test your new email address by sending a test email. You can send a test email to aprompt at **support@aprompt.co.uk** and type EMAIL TEST in the subject line. We will then send you an email back. If you successfully send us an email and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

## Checking your Settings

To check your account settings in the Mail app on your Mac, choose Mail > Preferences, click **Accounts**, then click **Server Settings**.

Untick the **"Automatically manage connection settings"** underneath the **"Incoming Mail Server (IMAP)"** and **"Outgoing Mail Server (SMTP)"**

Check your settings against the settings shown below (*the user name, password and host name will be those provided by aprompt*) – pay particular attention to the **server port numbers** and the **"Authentication"** settings (which should be set to **"Password"**).



## 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](mailto: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.