

Email Set-up – Mac Mail

Version: 1.0.0

Updated On: 21/05/2019 at 11:00

Introduction

This guide outlines the procedure for setting up emails on Mac Mail.

Instructions

1. Start **Mac Mail**
2. Click on **Mail** then **Accounts...** from the top menu
3. Select **Add Other Account...** from the bottom of the Internet Accounts Window
4. Select **Mail account**
5. Enter the following details on the **Add a Mail account** pop-up:
 - a. **Name** should be what you want your recipients to see
 - b. **Email Address** should be is your email address
 - c. **Password** should be the password to your email
6. Click **Sign In**
7. If you see an error saying **Unable to verify account name or password** and the pop-up expands, ensure the details are as follows:
 - a. **Email Address** should be automatically populated from step 5
 - b. **User Name** should be you email address
 - c. **Password** should be automatically populated from step 5
 - d. **Account Type** should be **IMAP**
 - e. **Incoming Mail Server** should be **emails.formationhosting.com**
 - f. **Outgoing Mail Server** should be **emails.formationhosting.com**
8. Click **Sign In**
9. Ensure **Mail** is selected on the sync page.
10. Click **Done**
11. Click on the new Email account from the Internet Accounts window
12. Change the description to how you want your email account to be shown on your device (useful if you have multiple email accounts on your device)
13. Close the Internet Accounts window



Step 3 - 4



Step 7 - 8

Troubleshooting

Could not connect to server

If you get a message saying something like “could not connect to server” it could be that you’ve entered your details incorrectly too many times which has blocked your IP on our server (which is done automatically for security reasons).

This block only lasts 10 minutes, so wait 15 minutes to try again.

Something Went Wrong

If you see the **Something went wrong** screen after getting to step 13, ensure that the details are entered correctly as per step 12.

If you still get the same screen your password may need resetting. Contact Formation on **01926 298 777**.

Other Issues

If you have any other issues, please contact your IT department/company, supplying them with this guide.