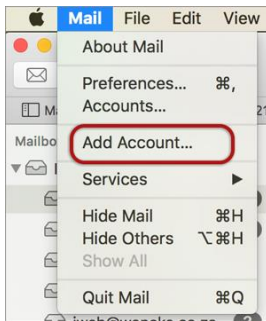
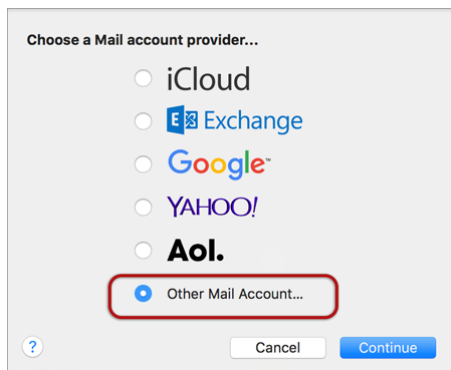


## Set up IMAP email in macOS Sierra Mail

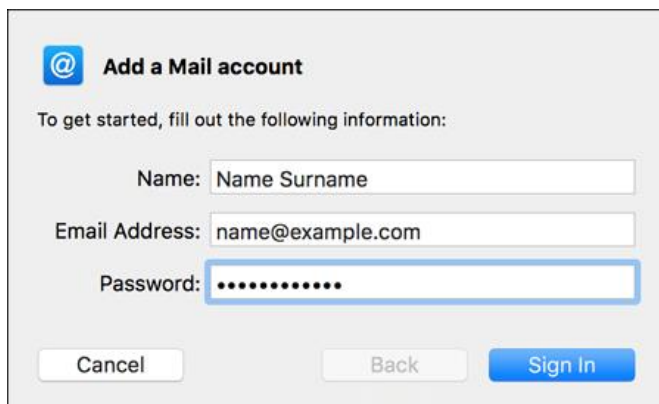
1. Launch Mail.
2. From the toolbar at the top, select Mail and then “Add Account”



3. Select “Other Mail Account”



4. Enter your details
  - Name (which will appear in the ‘From’ field when you send emails)
  - Email Address
  - Password (*Please contact us if you’ve forgotten your password*)
  - > Sign In



5. Complete the settings as follows:

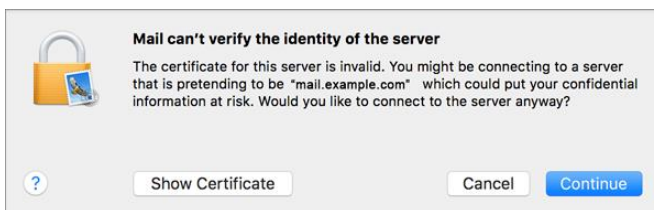
- User Name is the full email address
- Account Type is IMAP
- Incoming and Outgoing mail server names that were sent to you by Visualize IT
- Ignore Unable to verify account name or password
- > Sign In

Email Address: name@example.com  
User Name: name@example.com  
Password: .....  
Account Type: IMAP  
Incoming Mail Server: mail.example.com  
Outgoing Mail Server: smtp.example.com  
Unable to verify account name or password.  
Cancel Back Sign In

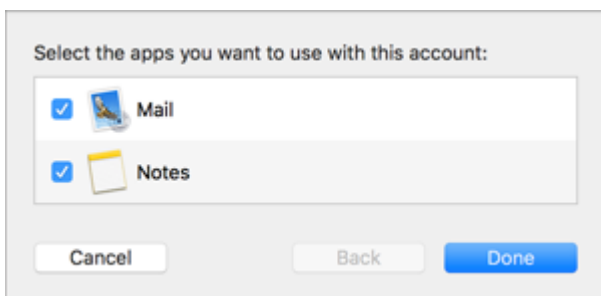
6. Ignore the 2 server identity messages > Continue

\*You can add the certificate to your trust settings to avoid seeing this message in the future.

- Click "Show Certificate" and select "Always Allow"



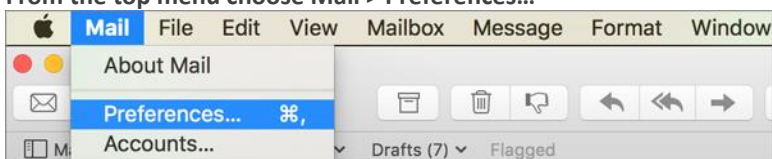
7. Select any apps > Done



8. Your Mail account is now set up. You will see your new account in the list with any other mail accounts. However, to avoid any future issues, continue with these few tweaks:

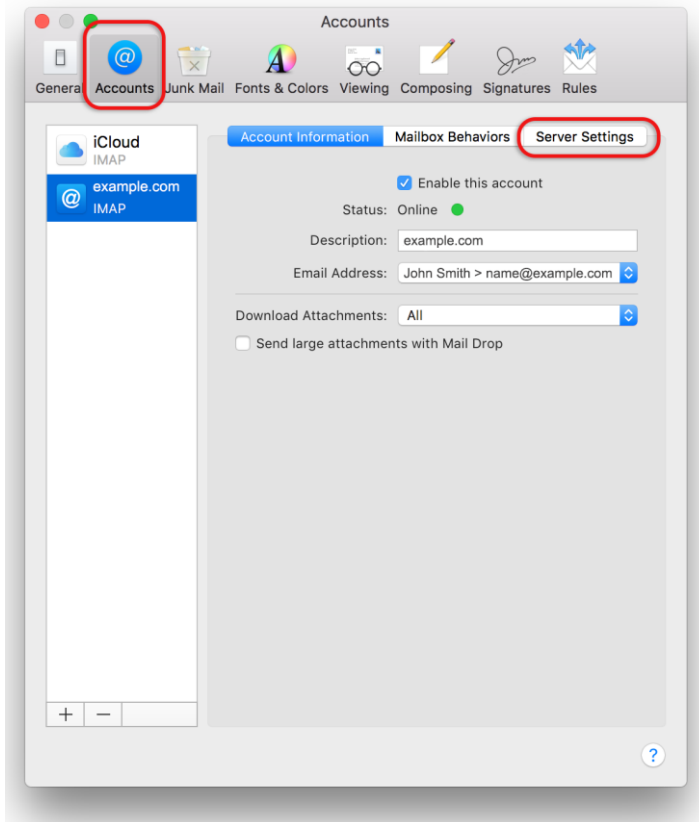
Further settings

9. From the top menu choose Mail > Preferences...



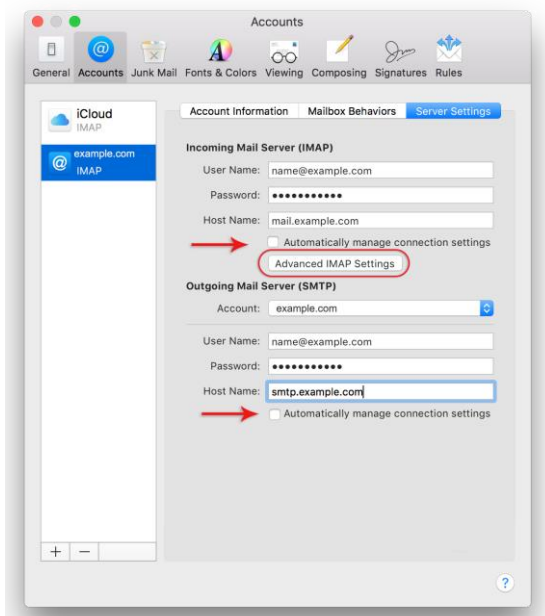
## Account Information

10. On the Accounts tab, choose your new account from the list on the left, and then click Server Settings

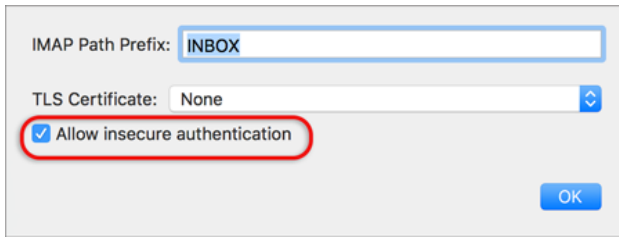


Now for some important customisations:

11. Deselect (uncheck) the boxes for Automatically manage connection settings for both Incoming and Outgoing Mail Servers –additional fields will now be displayed.
12. Select “Advanced IMAP Settings”

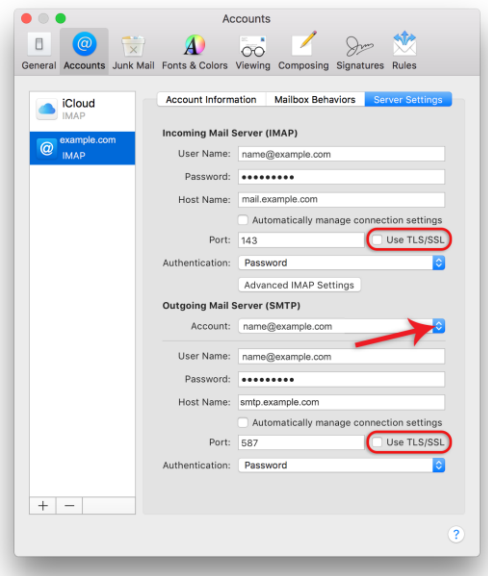


13. Select Allow insecure authentication > OK



14. Deselect (uncheck) the boxes for Use TSL/SSL for both Incoming and Outgoing Mail Servers.

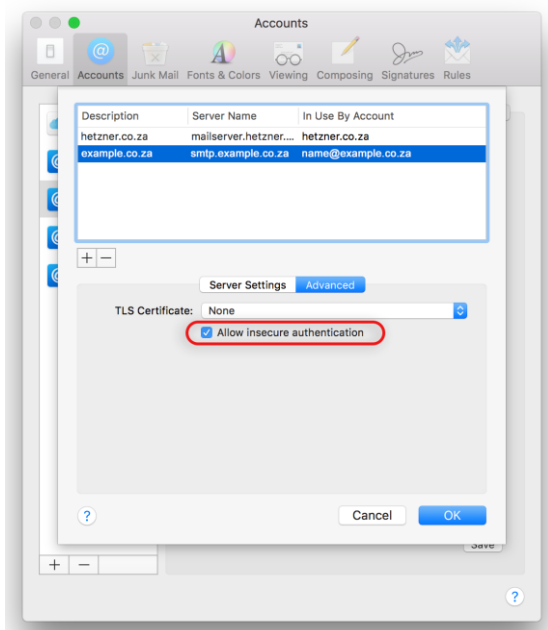
15. Under Outgoing Mail Server (SMTP) click the dropdown arrow at Account



16. Select Edit SMTP Server List



**17. Tick “Allow insecure authentication”**



**18. Click OK and Save. (Note: this button only becomes visible when settings have changed)**

**Your IMAP account is now set up!**