



HELP DESK

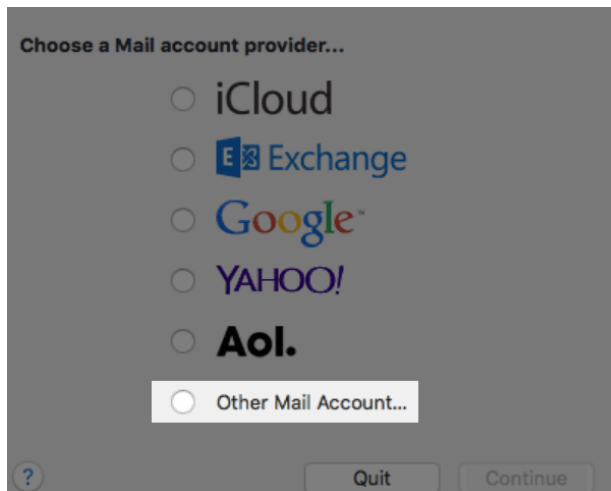
EMail Setup for Mac

TO SETUP MAIL (FOR MAC), FOLLOW THE STEPS BELOW:

1. Open Applications > Mail



2. Choose your email provider from the list, or Choose Add Other Mail Account then click Continue.



3. Enter your Full Name, or as you would like it to appear on your sent email.

4. Enter your Email Address and password, Then Click the Continue button.
A message should appear saying "Account must be manually configured". Click Next.

Add a Mail Account

To get started, provide the following information:

Full Name:

Email Address:

Password:

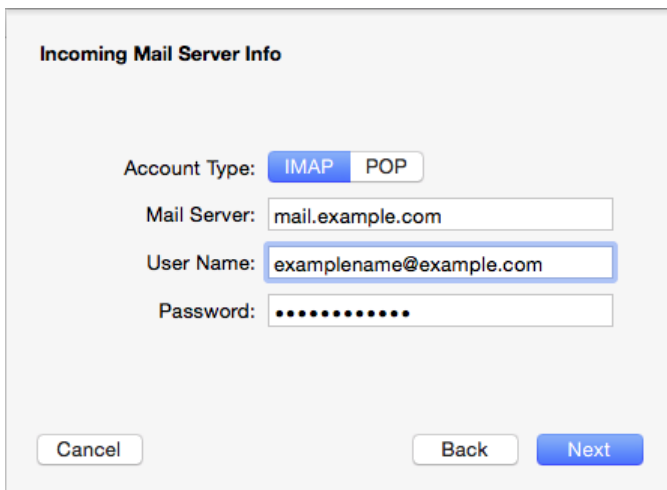
Account must be manually configured

INCOMING MAIL SERVER SETTINGS (RECEIVING EMAILS)

When entering information for your Incoming Mail Server you will need to decide if you would like to use POP (Post Office Protocol) or IMAP. (IMAP is recommended if you will be using this email account with multiple devices since they will all synchronize.)

POP - will download and remove all of the emails from our server.

IMAP - will synchronize the emails between your email client(s) and the server.



Incoming Mail Server Info

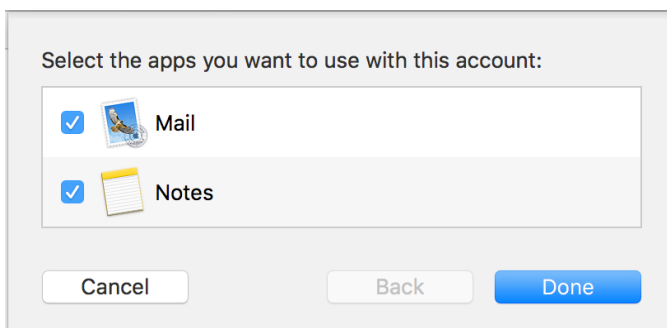
Account Type: IMAP POP

Mail Server:


User Name:


Password:

1. Choose your account type. You may select either POP or IMAP.
2. Please enter your own domain name as the Incoming mail server, replacing mail.example.com
3. Enter your full email address as the User Name and enter the Password. Click Next.
4. You'll then be asked to confirm which apps that you'd like to attach the email account to. Select email and any others that you'd like and click Done.



Select the apps you want to use with this account:

 Mail

 Notes

That's it!

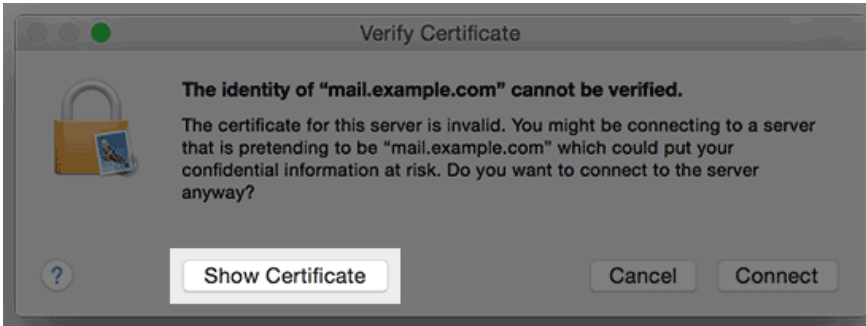
You just configured your email address on Apple Mail.

As always, if you have any questions, please feel free contact us at support@cogdigital.com.au

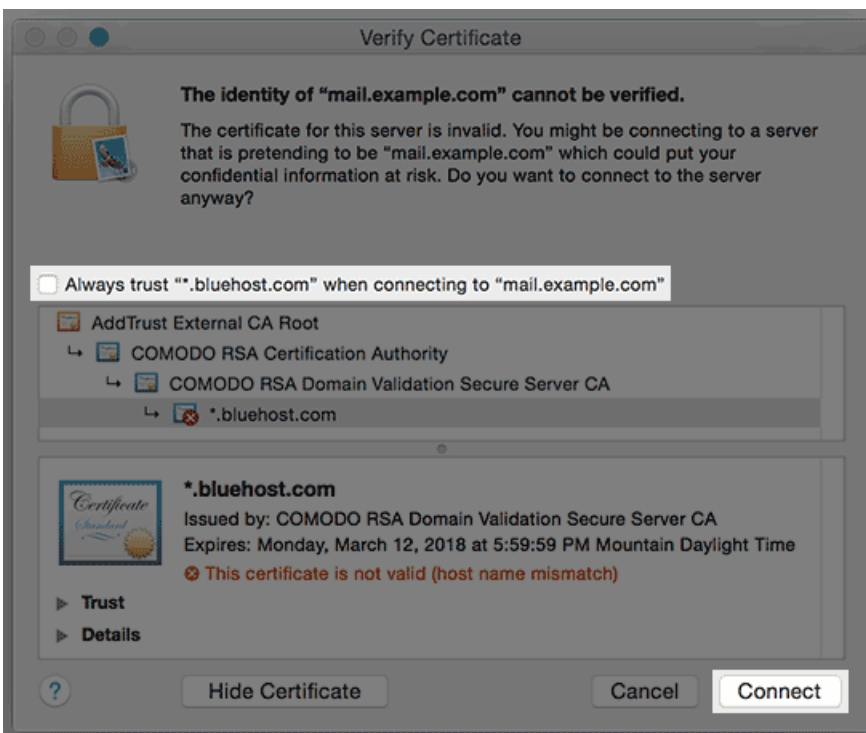
SSL CERTIFICATE WARNING

If you choose to use SSL, you may receive a message warning you that the certificate is not trusted. If you receive this message, please follow these steps:

1. Click Show Certificate.



2. Check the box to always trust the certificate.



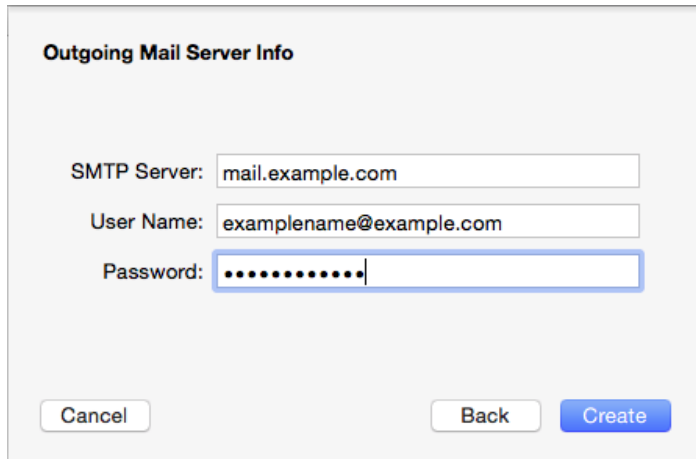
3. Click Connect.

That's it!

As always, if you have any questions, please feel free contact us at support@cogdigital.com.au

OUTGOING MAIL SERVER SETTINGS (SENDING EMAILS)

1. The Outgoing Mail Server is the same as your incoming mail server.
(this will be something like mail.example.com)



The screenshot shows a dialog box titled "Outgoing Mail Server Info". It contains three input fields: "SMTP Server" with the value "mail.example.com", "User Name" with the value "example@example.com", and "Password" with a masked password of ten dots. At the bottom, there are three buttons: "Cancel", "Back", and "Create".

2. Enter your full email address as the User Name and password.

Note: Outgoing username and password could say "optional" in the field.
Please be sure to add your username and password to it.

3. You may receive a message saying Additional account information required.
For the port number, you can use port 26 with no SSL or port 465 with SSL.
4. Make sure the Authentication is set to Password.
5. Click the Create button.

That's it!

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