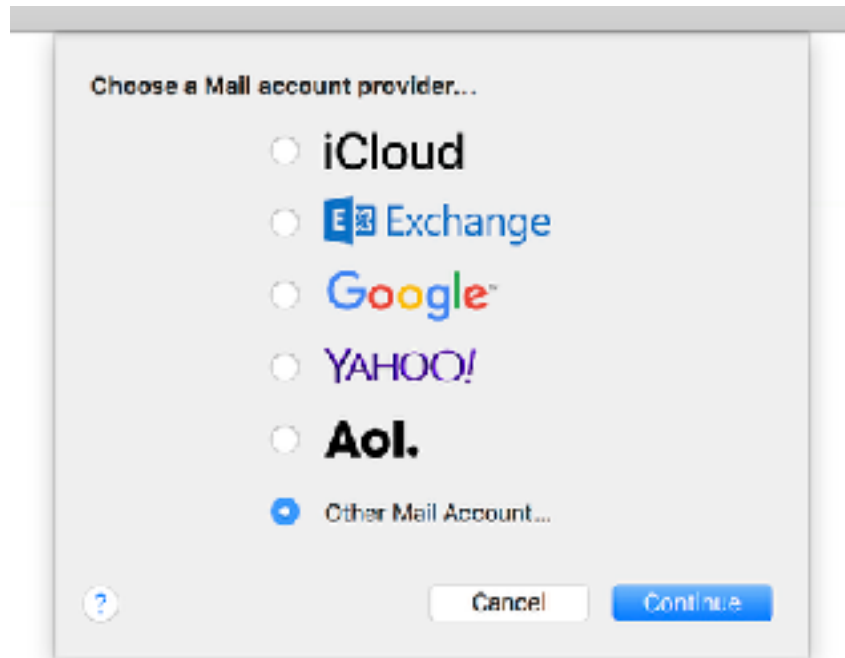


Setting up Mac Mail

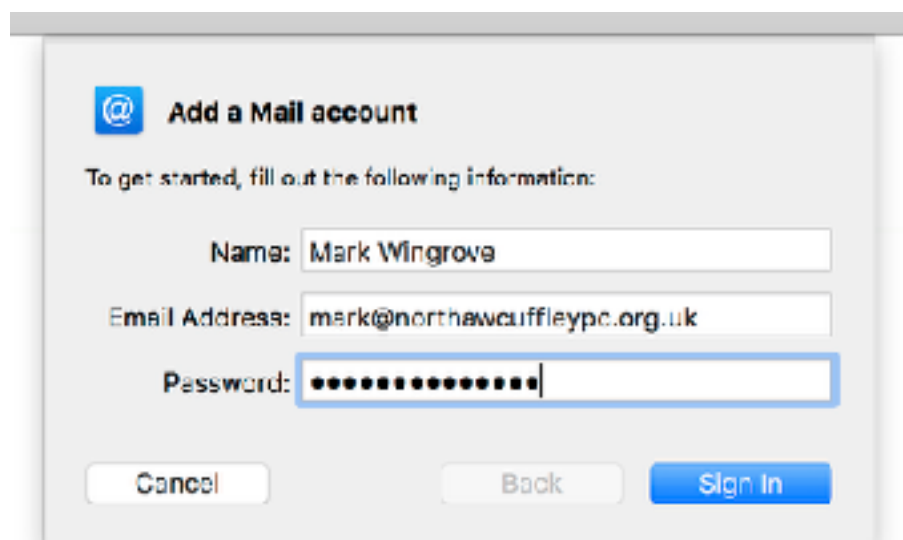
Log into your Mac, open Mail

Go to the top left hand corner and choose MAIL and ADD AN ACCOUNT
you will see this image on the screen

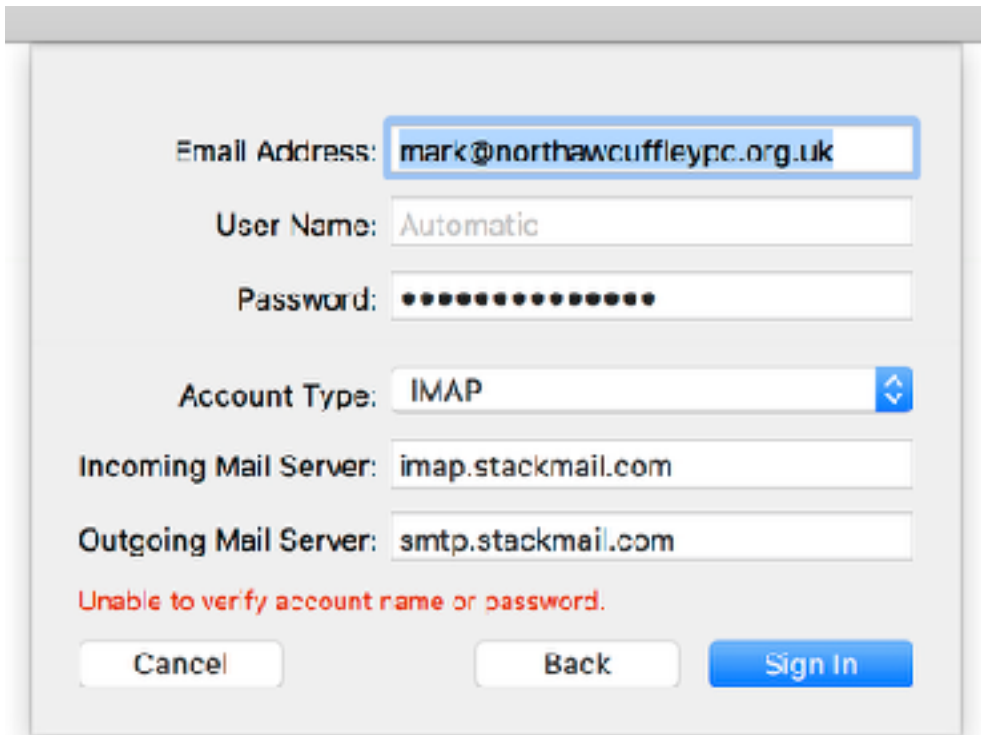


Choose Other Mail Account

You will see this form. Fill in your name (or how you want others to see you) the full email address and the password. Then click on Sign In

A screenshot of the "Add a Mail account" form in Mac Mail. The title bar includes an @ icon and the text "Add a Mail account". Below the title, it says "To get started, fill out the following information:". There are three input fields: "Name:" with the text "Mark Wingrove", "Email Address:" with the text "mark@northawcuffley.pc.org.uk", and "Password:" with a masked password of ten dots. At the bottom are three buttons: "Cancel", "Back", and "Sign In".

Next you will see this screen



Email Address: mark@northawcuffleypc.org.uk

User Name: Automatic

Password: ••••••••••

Account Type: IMAP

Incoming Mail Server: imap.stackmail.com

Outgoing Mail Server: smtp.stackmail.com

Unable to verify account name or password.

Cancel Back Sign In

Some of the fields will be populated based on the information you have already entered.

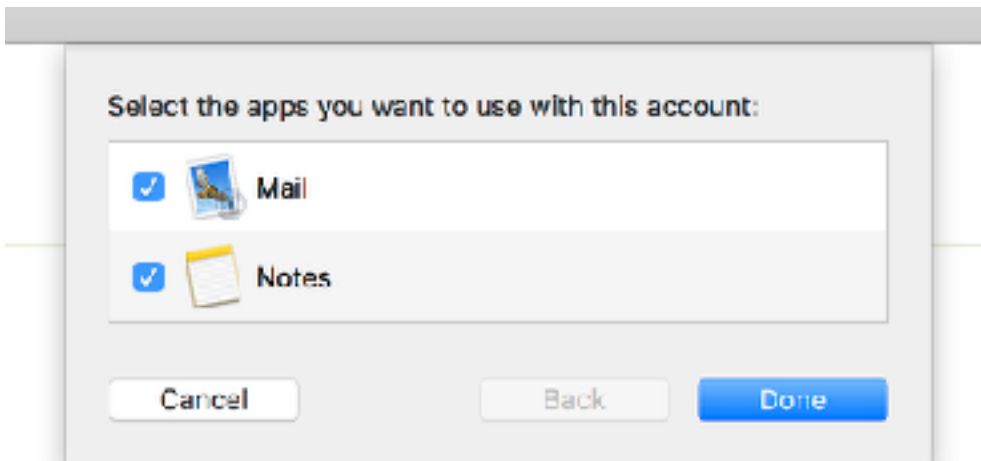
Choose IMAP for Account Type

Enter **imap.stackmail.com** (carefully) in the incoming mail server box

Enter **smtp.stackmail.com** in the outgoing mail server entry.

Ignore the message which says: Unable to verify the account name or password, this is because it attempted to log into a mail server at your domain name. That is why it is asking you for the incoming and outgoing mail server names.

When you click on Sign In it may take up to one minute before it completes the process. It will attempt to figure out the rest of the settings for email. When it completes you will see this image.



Select the apps you want to use with this account:

☒ Mail

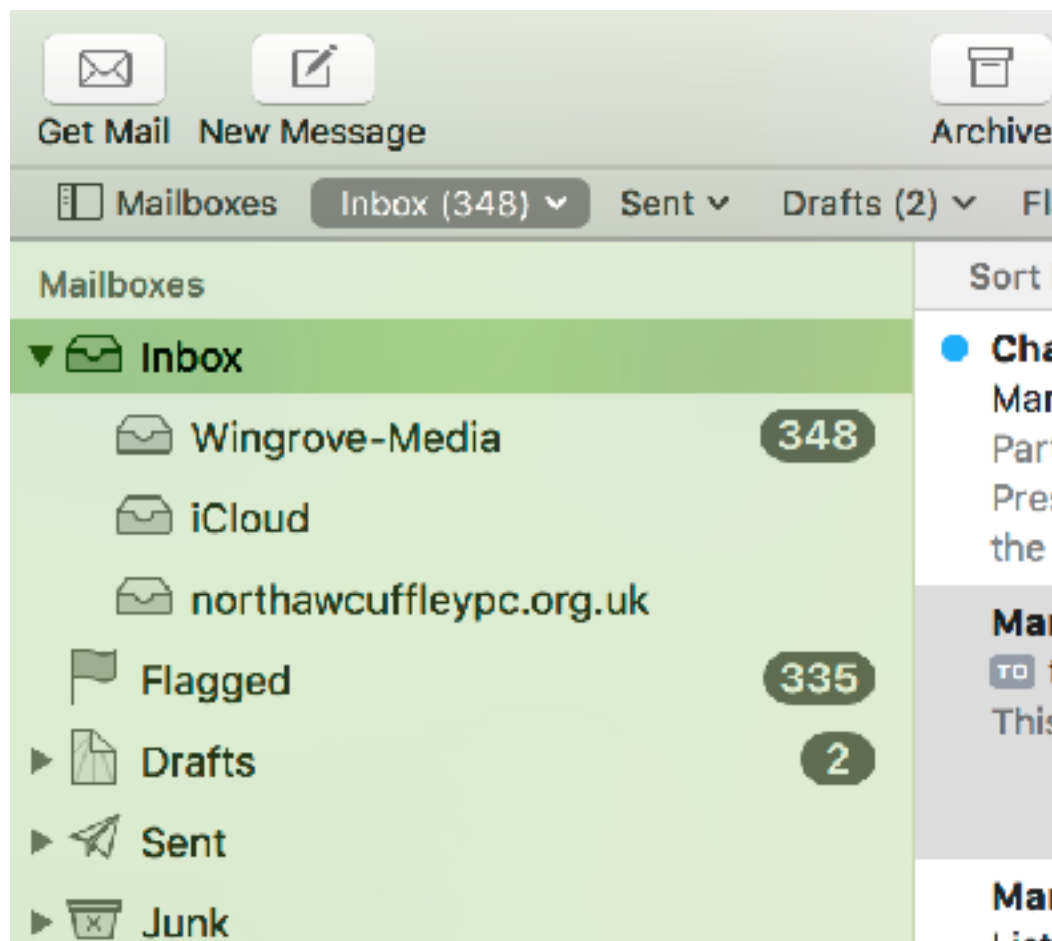
☒ Notes

Cancel Back Done

This means that your mail is now set up.

Click on Done

Check in the top left of your mail screen and you will see the new mailbox.



In my case it is called "northawcuffleypc.org.uk" if I select it I can now send and receive mail from that account.

Footnote

I am not sure why I had problems doing this the other day when you called. But I did experience similar problems on my wife's computer when trying to set this up last weekend. Sometimes it can feel like you are going around in circles. It usually just works as it did with me this time.

If the step sequence I have shown you here fails for any reason, I would like you to try the following trouble shooting steps.

- 1). Restart the computer.
- 2). Go to this web address <https://stackmail.com> and enter your FULL email address and the password. Make sure that the password you are using with the email address works. If it does not, that is the reason why these steps failed. Get back to me if that is the case.

3). If you have carefully checked that you can use webmail and get in there and send and receive messages, then it is likely something else is causing the problem. Carefully run through the process once more and if you are still stuck, call me. 07511 336046

You should also check that you have a reasonable internet connection when you attempt to do this. The process will try many different combinations, and if there is a bad internet connection some of the tests may time out causing them to fail.

It may not be possible for me to do anymore without being with you by the computer. As I am expecting to head over to NCPC over the next week or two, if you bring your computer in, or I visit you while I am over, we can get it sorted out.

Mark

9/6/18

Do feel free to call me at any time while we try to sort out this problem for you.