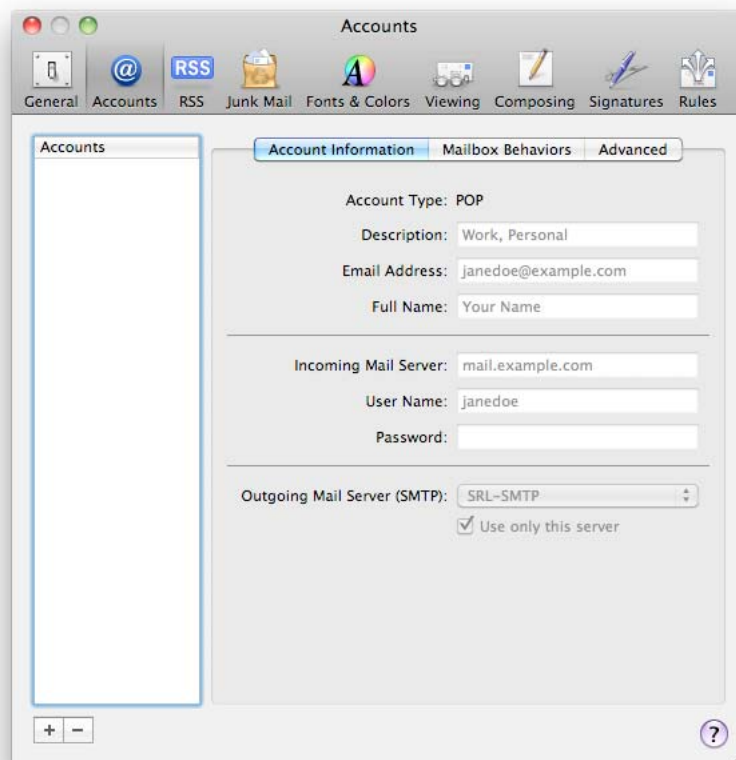




Configure Apple Mail

1. Please make sure your Macintosh computer is switched on and connected to the internet. These instructions assume you are using MacOS X and the latest version of Apple Mail included with MacOS X.
2. You will require the settings sheet which contains the settings that you received from Tech Support when your account was first created.
3. Open the Apple Mail program and select **Preferences** from the **Mail** menu. The Preferences window will appear. Press the icon marked Accounts and the settings window will appear listing all accounts presently installed on the computer:



4. Press the **Plus** button to start the Setup Wizard. A window will appear similar to the one shown below:



5. Please enter your full name in the box marked **Full Name**. This is the name that the recipient of your eMail messages will see in their "Sender" column. Similarly, enter your eMail address in the **Email Address** box as you would like it to appear to the recipient. Thereafter, enter your eMail password in the **Password** box.
6. Press the **Continue** button.

7. The **Incoming Mail Server** window will appear. Select **POP** as the account type as shown below:



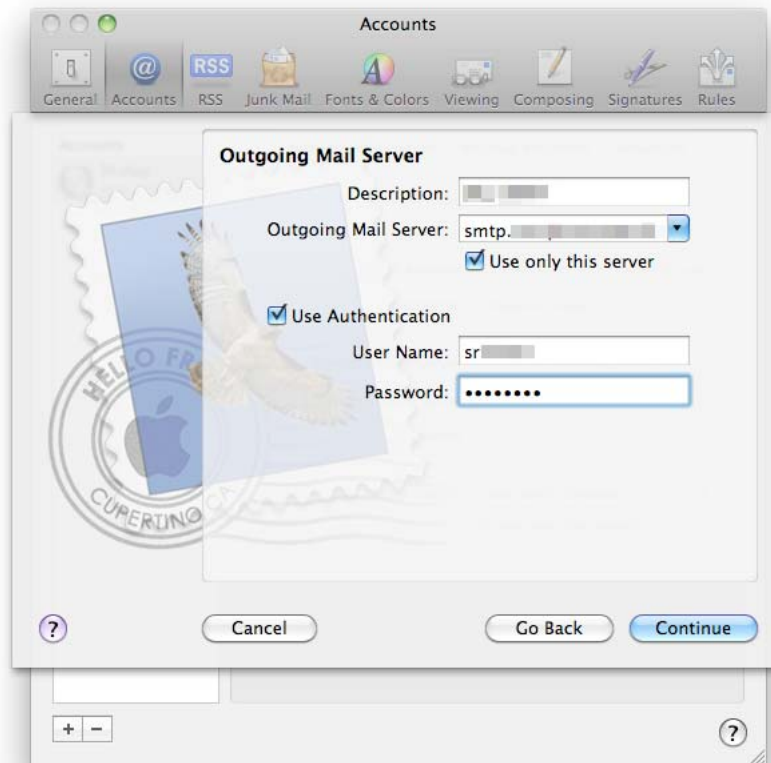
8. Enter the name of the **Incoming Mail Server** as "mail.domain.co.uk" using your own domain name as shown on your settings sheet.
9. Enter your eMail username in the box marked **User Name** and enter your eMail password in the **Password** box.
10. Press the **Continue** button.

11. The **Incoming Mail Security** window will appear.



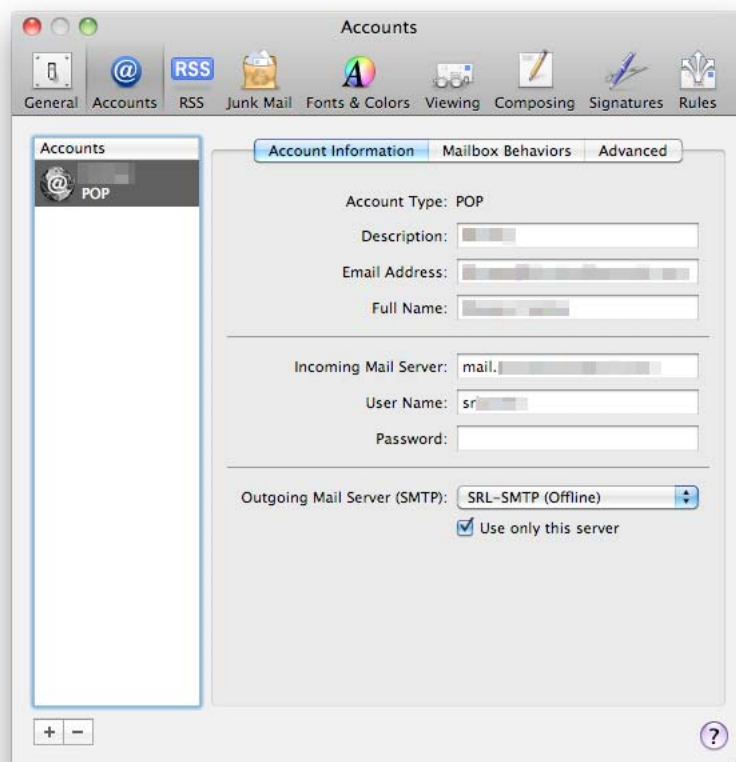
12. Please ensure the button marked **SSL** is unticked and that the **Authentication** method **Password** is selected.
13. Press the **Continue** button.

14. The **Outgoing Mail Server** window will appear. Enter the name of the **Outgoing Mail Server** as "smtp.domain.co.uk" using your own domain name as shown on your settings sheet.

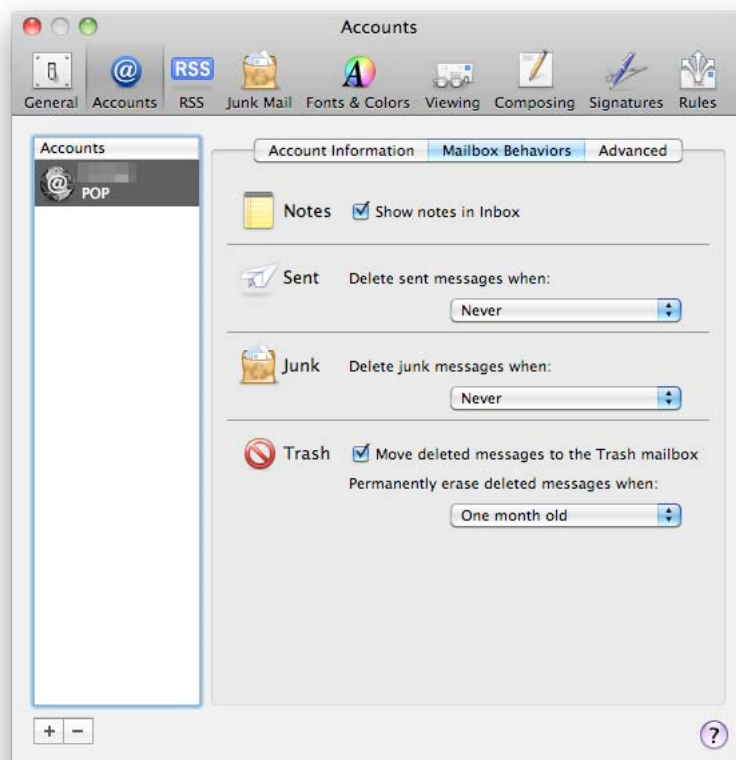


15. Ensure that the **Use Authentication** button is ticked and enter your eMail username in the box marked **User Name** and your eMail password in the box marked **Password**.
16. Press the **Continue** button.

17. You will return to the **Account Information** section of the Accounts settings window and you will see your settings as entered:

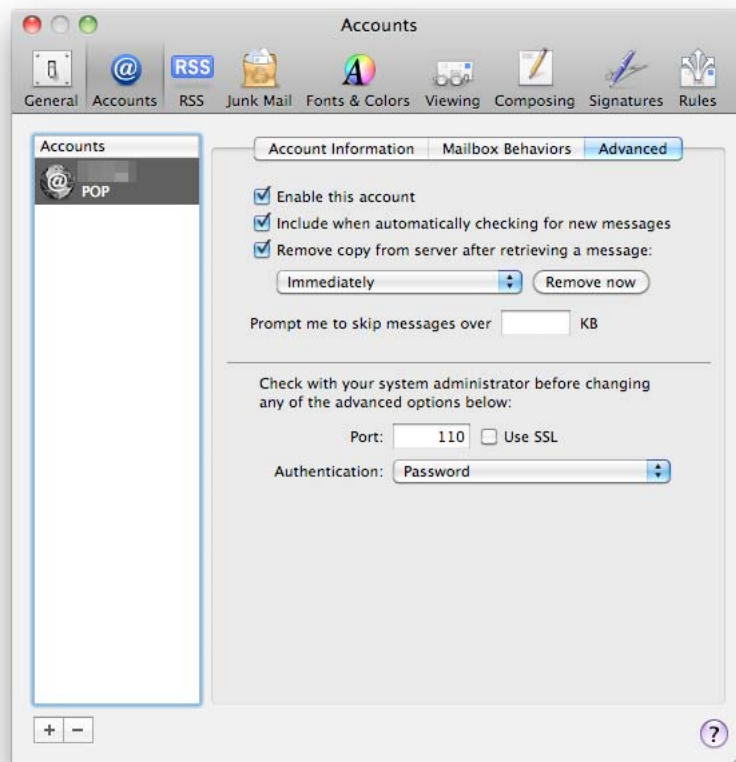


18. Press the **Mailbox Behaviours** button to check your default settings for storing your eMail messages:



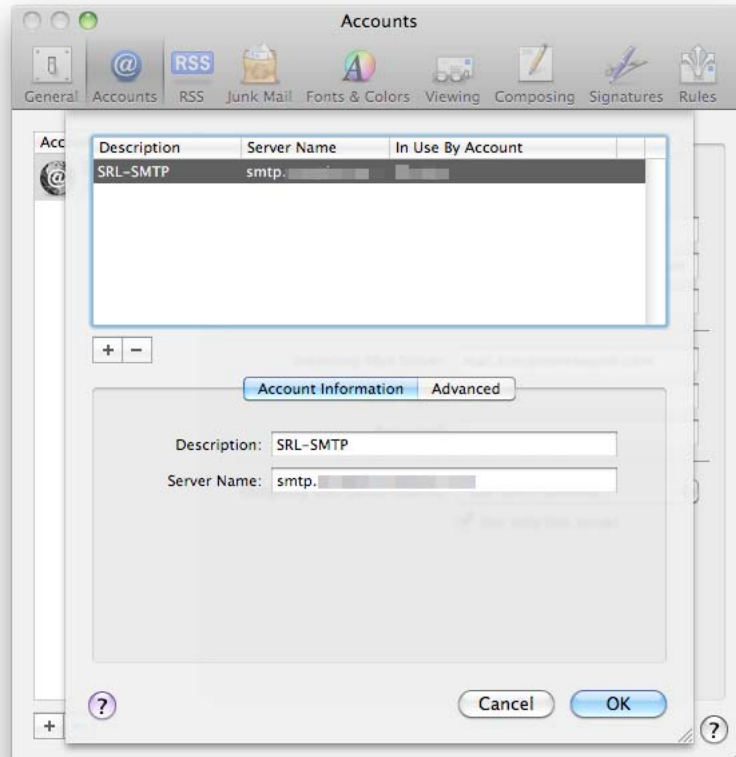
In most cases, the default settings are fine although you should ensure that your eMail folders do not become over filled.

19. Press the **Advanced** button which will display the Advanced settings window:



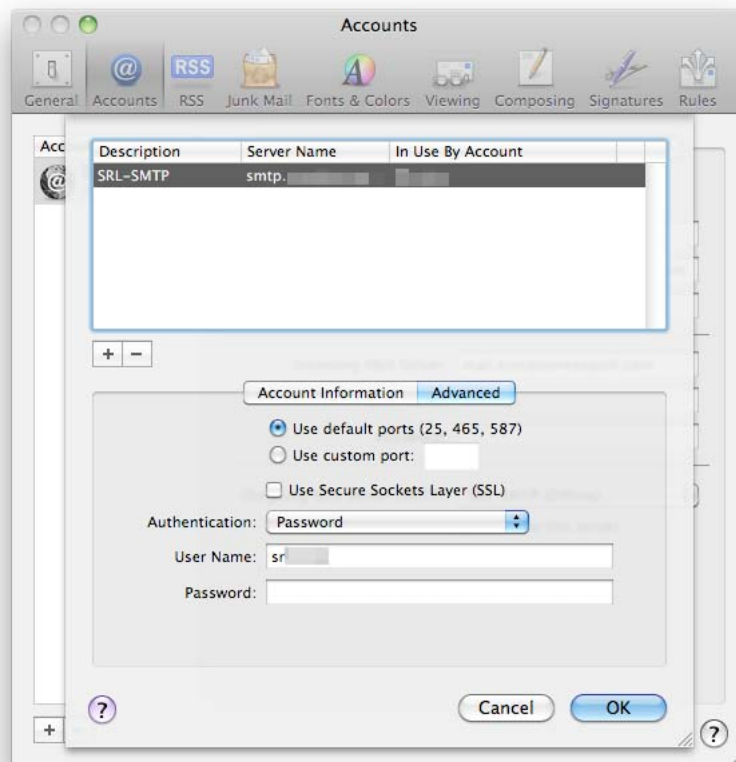
20. Please ensure that the button marked **Enable This Account** is ticked and that the button marked **Include When Automatically Checking For New Mail** is also ticked.
21. Please tick the button marked **Remove Copy From Server After Retrieving A Message** and that the **Immediately** popup is selected. Failing to delete messages from the server can cause your mailbox to become full and thereby cause new messages to be rejected. If you are changing this setting on a previously configured account, press the **Remove Now** button to synchronise with the mail server.
22. The box marked **Prompt Me To Skip Messages Over** can be left blank.
23. Finally, please ensure the **Port** remains at 110 and that the **Authentication** is shown as **Password**.
24. Press the red button at the top left of the Preferences window to dismiss the settings window. Depending on the changes made, you may be asked if you wish to save the settings at that stage. Save the settings by pressing the **Save** button.
25. If you are experiencing problems in sending outgoing mail, please return to the first screen which is marked Account Information to check the **Outgoing Mail Server** settings. Select the popup menu and choose **Edit SMTP Server List** to check or change the settings.

26. Choosing to **Edit SMTP Server List** will display the SMPT Server List window:



27. Select the chosen SMTP server in the list and check the settings shown in the **Account Information** pane. The **Server Name** should be spelt precisely as shown in your settings sheet.

28. Switch to the **Advanced** pane. Check that the **Server Ports** are set to **Default** and that the custom port box is blank:



29. Similarly, check that the **Use SSL** tickbox is unticked and that **Authentication** is set to **Password**. Ensure that the username and password are the same as your incoming mail username and password. Press **OK** to save the changes and then exit from the **Preferences** settings as before.
30. You are now ready to send and receive your eMail using Apple Mail!
31. In general, you should ensure that you manually delete your old eMail from your eMail software as part of your routine maintenance operations. Overfilling your mail folders can cause the eMail software to fail and you could potentially lose all eMail messages stored inside the mail folders. Important messages should be stored outside of your eMail software and form part of your regular backup process. If you need guidance on backup procedures, please contact Tech Support.
32. For more information about Apple Mail software, please contact Apple directly via the Internet at <http://www.apple.com> for the latest updates.

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