

Mail: An E-mail Client for Mac OS X

Configuring the Mac E-mail client for use with IC E-Mail Accounts

Overview

Mail is the e-mail client program provided with Mac OS X. This guide covers setting up your Ithaca College e-mail account in Mail on both Mac OSX 10.4 (Tiger) and Mac OSX 10.5 (Leopard). It also provides instructions for configuring Mac OS X Mail to search the Ithaca College directory for e-mail addresses.

Creating an Account

1. Launch Mail.
 - If this is the first time using Mail, a New Account window will open. Click **Continue**.
 - If this is not the first time using Mail and an additional account is being added, Select **Mail > Preferences...** from the menu bar. Then click the **+** (plus) button in the lower, left corner of the window to add a new account.
2. From the **Account Type** pull-down, select **IMAP**. In the **Account Description** text box, type in a short name to help you identify this account (i.e. IC Mail). Type in your full name where it says **Full Name**. Lastly, type in your full e-mail address (i.e. jsmith@ithaca.edu) in the **E-mail Address** field. Click **Continue**.
3. The **Incoming Mail Server** should be set to icmail.ithaca.edu and the **User Name** should be set to the Netpass username (i.e. jsmith) of your Ithaca College email account. Leave the **Password** field blank. Click **Continue**.

NOTE: An error will occur stating that Mail was unable to login to the mail server. Click **Continue** to bypass this error.

4. Make sure that the **Use Secure Sockets Layer** box is checked and that Password is selected under **Authentication**. Click **Continue**.
5. The **Outgoing Mail Server** should be set to icmail.ithaca.edu. Click **Continue**.

NOTE: Mail will check the connection to the SMTP server. This will take a minute or two and an error message will be displayed. Click **Continue** to bypass this error.

6. Check the **Use Secure Sockets Layer** box. Click **Continue**.
7. Verify that all the information is correct. If everything appears comparable to Figure 1, click **Continue**. If not, click **Go Back** to fix the errors.
8. In the next window, click **Done**.

During this setup there were a few errors. These errors can now be fixed in a process called authentication.

Authenticating and Securing an Account on Mac OSX 10.4 (Tiger)

1. In Mail, go to **Mail > Preferences...**
2. Click **Accounts** at the top of the window.
3. If more than one e-mail account is being monitored using Mail, make sure that the Ithaca College e-mail account is selected from the left-hand column.
4. Click the **Advanced** button located near the top, right of the window.
5. Make sure that **Use SSL** is checked and that the port number is 993.

Figure 1. New Account Summary



Quick Guide

6. Click the **Account Information** button near the top of the window. Click **Server Settings...** from the bottom of the window.
7. In the pop-up window, make sure that the **Server port** is set to 25. If Port 25 fails, try **587**.
8. For the **Authentication** pull-down, choose **Password** and enter your e-mail username in the appropriate field. Do not enter your password in the Password field. You will be required to type in your password to authenticate yourself to the system during each e-mail session when you first receive e-mail.
9. Click **OK** and close the window. When prompted, click **Save**.
10. Quit Mail and restart the computer to make sure the new settings have been applied.

Authenticating and Securing an Account on Mac OSX 10.5 (Leopard)

1. In Mail, go to **Mail > Preferences...**
2. Click **Accounts** at the top of the window.
3. If more than one e-mail account is being monitored using Mail, make sure that the Ithaca College e-mail account is selected from the left-hand column.
4. Click the **Advanced** button located near the top, right of the window.
5. Make sure that **Use SSL** is checked and that the port number is 993.
6. Click the **Account Information** button near the top of the window. Click on the drop-down menu next to Outgoing Mail Server (SMTP).
7. Choose **Edit Server List** and make sure the outgoing mail server **icmail.ithaca.edu** is selected.
8. Click **Advanced**.
9. Choose **Use Default Ports (25, 465, 587)**. If that option is not available, set the **Server Port** to 25. If Server Port 25 does not work, try **587**.
10. Make sure the **Use Secure Sockets Layer (SSL)** checkbox is checked.
11. For the **Authentication** pull-down, choose **Password** and enter your e-mail username in the appropriate field. Do not enter your password in the Password field. You will be required to type in your password to authenticate yourself to the system during each e-mail session when you first receive e-mail.
12. Click **OK** and close the window.
13. Close the **Preferences** dialog box.
14. Click **Save** to save your changes.
15. **Quit** Mail and **restart** the computer to make sure the new settings have been applied.

Ithaca College Directory Settings

Mail can be configured to use the Ithaca College LDAP directory to look up campus e-mail addresses. All college owned computers are already configured, but others may want the convenience of setting this up to access it from off campus or on other non-college owned computers.

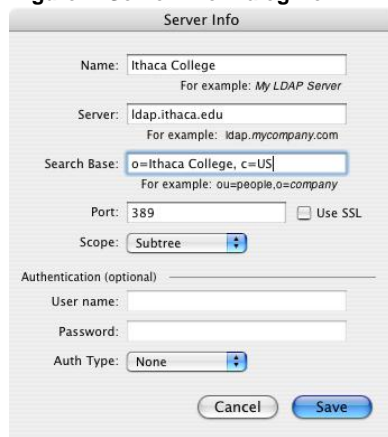
1. Choose **Mail > Preferences...** and click on the **Composing** button on the toolbar. Check the "Automatically complete addresses" option.
2. Click on **Configure LDAP...** and click the **+** (plus) button to enter the following details in the **Server Info** window:

Name: Ithaca College
Server: ldap.ithaca.edu
Search Base: o=Ithaca College, c=US
Port: 389
Scope: Subtree

3. Authentication is not necessary for this step.
4. Click **Save**. Mail is now set up to use the Ithaca College network address book. Close the window and click **Save** when prompted.

While typing in the To: or Cc: fields of the compose window, Mail will list a number of recipient names that match the pattern that was typed. Click on one of the addresses from the list to auto-complete the e-mail address instead of typing it out. Mail will start matching patterns only after the second character of the e-mail address is typed.

Figure 2. Server Info Dialog Box



Passwords and Security Questions

Ithaca College e-mail accounts require security questions and "strong" passwords (i.e. passwords must contain a mix of letters, numbers and special characters). The online E-mail Account Utility allows users to activate a new e-mail account, manage their security questions and password, as well as reset forgotten or expired passwords. The utility can be accessed at <https://www.ithaca.edu/passwords> (bookmark this page for future use!).

For More Information

A variety of support services are available from ITS if you would like additional help:

Computer training on a variety of topics is available to faculty, staff, and students at no charge through the Technology Learning Center (TLC). Check out the current TLC training schedule online at <https://www.ithaca.edu/its/workshops>

Online documentation and tutorials on IC-supported computing software and systems are available at <https://www.ithaca.edu/its/trainindoc>

Frontline computing support is available through the ITS Helpdesk in 104 Job Hall; send e-mail to helpdesk@ithaca.edu or call 607-274-1000.

Backline consulting support is available in the Technology Learning Center, room 101 Friends Hall.

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