

Generic CatMail Setup Instructions

Before beginning this process, make sure that **IMAP is enabled** in your account and that you have your **CatMail Secondary Password**. For more information on CatMail Secondary Password refer to **Appendix 1** at the end of this document.

Server information:

- Incoming Server: **imap.gmail.com**
- Port: **993**
- SSL: **Enabled**

- Outgoing Server: **smtp.gmail.com**
- Port: **587**
- SSL: **Enabled**

- User name: **Full UA Email address** (NetID@email.arizona.edu)
- Password: **CatMail Secondary Password** (see Appendix 2)

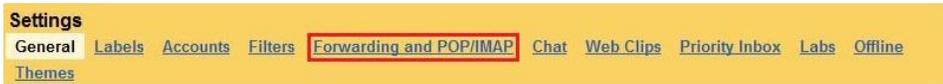
Any other settings besides description can typically be left as default. Description can be anything you would like to use, as it does not affect the email account directly, only what it is listed as on your email client.

If you have further questions please contact the 24/7 IT Support Center at (520) 626-8324 or by submitting a support request at <https://uassist.arizona.edu>. Please note that support requests can take up to 48 hours for a response.

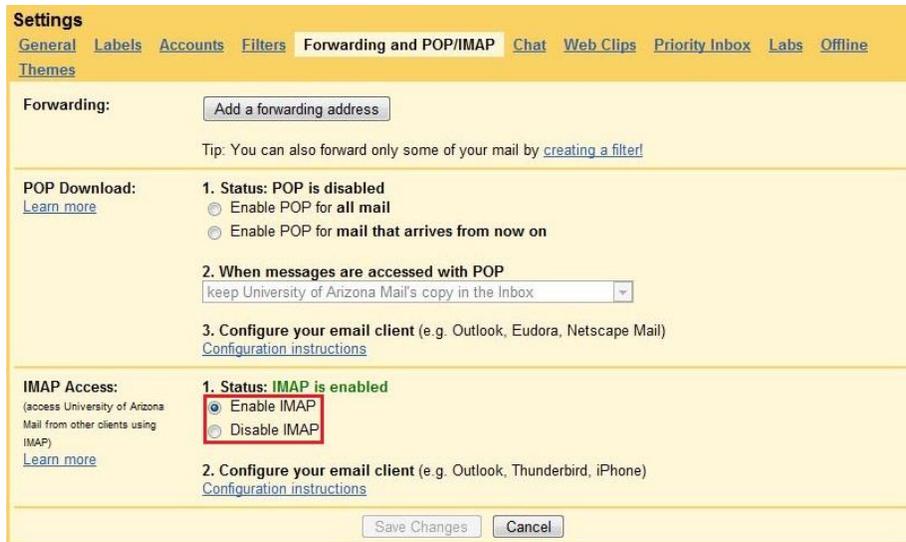
Verifying IMAP Enabled in Your CatMail Account



- First, log into your CatMail account. In the top right hand corner of your screen click on the **Settings** link.



- Once you have clicked on **Settings** you will have a list of options to choose from. Please click on **Forwarding and POP/IMAP**.



- In the **Forwarding and POP/IMAP** location make sure that you have **Enable IMAP** selected. If you have POP enabled that is fine, but the important part for our tutorial is that IMAP is enabled.

Appendix 1: CatMail Secondary Password & Reset

When your UA CatMail account was established you would have received an email notification letting you know what your secondary password is. The secondary password is not one you can create; it is automatically generated unlike your UA NetID which you have the ability to create. If you do not remember what your CatMail Secondary Password is you can reset it at the UA NetID webpage <https://netid.arizona.edu>. You will need your Student ID, Student PIN number, and date of birth, along with your Secret Hint answer as set up in your NetID password. If you do not have your Student ID or PIN number, these can be obtained by calling the Registrar's Office at (520) 621-3113.



The screenshot shows the UA NetID website. At the top is the University of Arizona logo and the UITS (University Information Technology Services) logo. Below that is a navigation menu with the following links: [Create UA NetID](#), [What's my UA NetID?](#), [Change UA NetID Settings](#), [WebAuth Preferences](#), [Change UA NetID Password](#), [Reset UA CatMail Password](#) (highlighted with a red box), and [Reset Forgotten](#). To the right of the navigation menu is a list of services that require a NetID: E-mail and UITS computing accounts, UAccess applications, University site-licensed software, and OSCR computer labs. Below this list is a note about the Account Program and a section titled "Why is the UA NetID necessary?" which states that the NetID verifies your identity for online services.

- First, go to <https://netid.arizona.edu>
- Click on **Reset UA CatMail Password**
- Next, choose your **Affiliation** and click **Next**



- Steps
1. Affiliation
 2. Identification
 3. Secret Hint
 4. Confirmation

Step 1: Select Affiliation

When accessing [CatMail](#) from the Web (when you see UA's WebAuth login screen), use your UA NetID password. When setting up other applications or mobile devices to read email or sync calendar from CatMail, use your CatMail password. The following steps allow you to reset your CatMail password. **This process does not change your UA NetID password.**

Your affiliation is your association with the University of Arizona (UA). Please check the button that best describes your **primary** affiliation with UA.

- UA Student
- UA Employee (Faculty, Staff, Appointed)
- UA Departmental Sponsored Visitor (DSV)

[Next >](#)

- Enter the information you gathered in the appropriate boxes.



Steps

- 1. Affiliation
- 2. Identification
- 3. Secret Hint
- 4. Confirmation

Step 2: Identify Yourself (Student)
Enter the following information below:

- **Your student ID**
- **Personal Identification #**
- **Your birthdate**

Student ID:

PIN:

Birthdate: Month: Day: Year:

- Provide your secret hint answer.



Steps

- 1. Affiliation
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Step 3: Answer your "secret hint"
When you created your UA NetID, you selected a "secret hint", and provided an answer. Please provide that same answer to the hint, as displayed below.

Note: You must answer with the same spelling, punctuation, etc, that you used in your original answer.

Hint: What is your father's middle name?

Your Answer:

- You are now done.



Steps

- 1. Affiliation
- 2. Identification
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- 4. Confirmation

Step 5: Confirmation
Successfully reset UA CatMail password for

Your **CatMail** password has been reset. You will soon receive your new CatMail password by email. If you receive your email through CatMail, please check [CatMail from the Web](#) using your UA NetID password to retrieve your new CatMail password. Please allow several minutes for password delivery. Use this new password in the settings for applications or mobile devices to be able to check mail or sync calendar from CatMail.

[UA NetID home](#)

- A new CatMail Secondary Password will be sent to your CatMail account. Login at <http://catmail.arizona.edu> to retrieve it.