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.
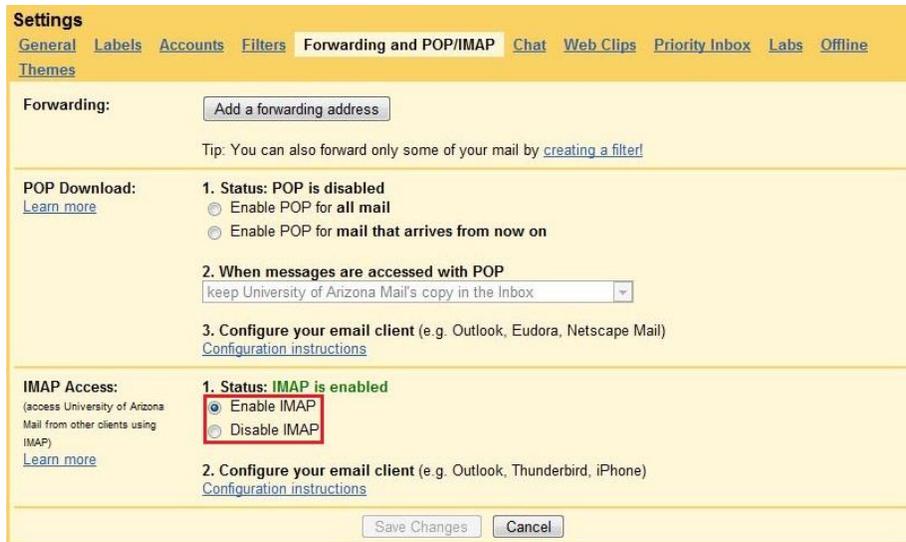
Verifying IMAP Enabled in Your CatMail Account

- First, log into your CatMail account. In the top right hand corner of your screen click on the **Settings** link.
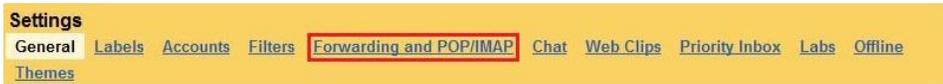
- Once you have clicked on **Settings** you will have a list of options to choose from. Please click on **Forwarding and POP/IMAP**.

- 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.

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

- Enter the information you gathered in the appropriate boxes.

- Provide your secret hint answer.

- You are now done.

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