Setting up CatMail in Outlook 2007

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.

**Step 1:** Open the Account Settings option under the Tools menu.

**Step 2:** Click the New… button.
Step 3: Select Microsoft Exchange, POP3, IMAP, or HTTP and click the Next button.

Step 4: Check the box marked Manually configure server settings or additional server types and click the Next button.
Step 5: Choose Internet E-mail and click the Next button.

Step 6: Enter your information in the boxes.

- Your Name: will show up on all outgoing emails, so please use your real name
- E-mail Address: is your full UA email address (@email.arizona.edu)
- Account Type: IMAP
  - Note: we do not support POP as a method of retrieving CatMail
- Incoming mail server: imap.gmail.com
- Outgoing mail server (SMTP): smtp.gmail.com
- User Name: is your full UA email address (@email.arizona.edu)
- Password: is your CatMail Secondary password, not your regular NetID password. If you need a CatMail Secondary password, please view Appendix 1.
- **Remember password** should be checked if this is a personal computer
  - **Note:** if you leave this unchecked you will have to enter your CatMail Secondary password every time you check email.
- Click the **More Settings** button

**Step 7:** Click the **Outgoing Server** tab, then make sure the **My outgoing server (SMTP) requires authentication** box is checked and choose **Use same settings as my incoming mail server**. Then click the **Advanced** tab.

![Internet E-mail Settings](image)

**Step 8:** Enter the following information in the boxes.

1. Incoming server (IMAP): 993
2. Use the following type of encrypted connection: SSL
3. Outgoing server (SMTP): 587
4. Use the following type of encrypted connection: SSL
5. Click the **OK** button
Step 9: Click **Test Account Settings**... if you would like to make sure all your settings are correct before creating the account, or click **Next** to create the account.
Step 10: You’re done!

If you have problems with this process, or need further assistance, please contact the 24/7 IT Support Center at (520) 626-8324, or by visiting us at http://247.arizona.edu. You can also submit a support request at http://uassist.arizona.edu, but please note that support requests submitted through the UAssist system 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.