Setting up CatMail on Apple Mail

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.

1. Once you have opened Apple Mail, you will need to add a new account. This is done by clicking on the File menu and then clicking on Add Account...
2. The first screen in Add Account is simply your name, your full email address, and your password. Please note that this password is your CatMail Secondary Password, **not** your regular Net ID password. If you do not have your CatMail Secondary Password, please refer to Appendix 1.

![Incoming Mail Server](image)

3. Next complete the following:
   a. **Account Type**: select IMAP
   b. **Description**: The description can be anything memorable; it does not affect the functionality of your account.
   c. **Incoming Mail Server**: type `imap.gmail.com`
   d. **Username**: enter `NetID@email.arizona.edu`, **not just your NetID** but the full email address.
   e. **Password**: enter your CatMail Secondary Password.

4. **Press Continue**.

If you entered either your username or password incorrectly you may receive an error message (see sample below). If so, go back and be sure that you have entered the correct information.
5. Under **Incoming Mail Security** check **Use Secure Sockets Layer (SSL)**.

6. At the **Authentication** location select **Password**.

7. Press **Continue**.

8. At the **Outgoing Mail Server** location perform the following:
   a. **Description**: can be anything you find useful.
   b. **Outgoing Mail Server**: type `smtp.gmail.com`.
   c. Check **Use only this server**. **Note**: By **not** performing this action your account may attempt to send out through a different SMTP server which may cause problems.
   d. Check **Use Authentication**.
   e. **User Name**: enter your full email address.
   f. **Password**: enter your CatMail Secondary Password.
If you entered either your username or password incorrectly you may receive this message. If so, go back and be sure that you have entered the correct information.

9. As the Outgoing Mail Security location perform the following:
   a. Check Use Secure Sockets Layer (SSL).
   b. For Authentication: select Password.

10. The Account Summary screen gives you a chance to double-check your settings. If all is in order, make sure that Take account online is checked and press Create. 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.