Setting up CatMail on Outlook 2010

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) To begin setting up your CatMail account, click on the **File** menu in the top left hand corner of the main Outlook screen.

![File menu in Outlook](image)

2) **Click Add Account**.

![Add Account in Outlook](image)
3) Click **Next**.

![Microsoft Outlook 2010 Startup window]

4) Select **Yes** and **Next**.

![Account Configuration window]

5) You have the option to use a very basic email setup or manually create the account. For CatMail you will need to manually create the account and enter the settings. Select **Manually configure server settings or additional server types**. After you have selected this, the top portion of the window will grey out. Click on **Next**.
6) Select Internet E-mail and click Next.

7) In the Your Name: field, enter your name.

8) In the E-mail Address: field enter your email address. Be sure you include @email.arizona.edu NOT @catmail.arizona.edu as the end of your email address or you will not be able to send or receive emails.

9) Account Type: IMAP

10) Incoming mail server: imap.gmail.com

11) Outgoing mail server (SMTP): smtp.gmail.com

12) User Name: enter your full U of A email address not just your UA NetID (yourNetID@email.arizona.edu)

13) Password: enter your CatMail Secondary Password, not your usual NetID password. If you do not have your CatMail Secondary Password or need a new one sent to you, please refer to Appendix 1 of this document for instructions.

14) Check Remember password unless you want to enter your CatMail Secondary Password every time you check email. Leave it unchecked if you share a computer with other people.

15) Click on the More Settings . . . button.
16) Click on the Advanced tab.

The settings you want to use on this page are listed below.

- Incoming server (IMAP): **993**
- Use the following type of encrypted connection: **SSL**
- Outgoing server (SMTP): **465**
- Use the following type of encrypted connection: **SSL**

After entering this information, click on the Outgoing Server tab.

17) Check **My outgoing server (SMTP) requires authentication**. You can leave the option of **Use same settings as my incoming mail server** selected so, if you ever have to change your CatMail Secondary Password, you will only need to change it in one place. After verifying that these settings are correct, click the OK button.
18) You will return to the previous screen after pressing OK. At this point you have two options. 
You can choose to Test Account Settings ... manually to be sure that the account is working 
before finishing, or you can simply press Next, where the settings will be verified anyway (if the 
Test Account Settings by clicking the Next button is checked).

19) Regardless of which option you chose from above, you may see a window pop up like below. If 
so, you may have entered your username or password incorrectly. Please verify that your 
username is in the format NetID@email.arizona.edu and that you are using your CatMail 
Secondary Password. If either of those are incorrect you will continue receiving this screen until 
they are fixed. Once you have entered the correct information you will proceed to the next 
window.

20) The image below shows that both the incoming and outgoing server settings are correct, and 
the system was able to successfully send and receive a test email message. If either of the two 
tasks fails, please press Close and return to earlier in the document to be sure you have all of 
the correct settings entered. If not, press Close and you will continue to the next window.
21) Once you’ve reached this page you will have successfully completed your CatMail setup for Outlook 2010!

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

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.