Configuring Thunderbird for IMAP Connections –
Windows Edition

VERSION 2.0
**Configuring Thunderbird for IMAP Connections Overview**

Like most email clients, Thunderbird offers several methods to connect to an email account. While we highly recommend that all users choose an email client that supports Exchange, this may not always be possible. If you use Thunderbird, IMAP is the preferred method of connecting to your UAConnect account, as Thunderbird does not support Exchange connections. Be aware that using IMAP to connect to your email account will only give you access to your email; an IMAP connection will not allow you to view your UAConnect calendar.

These are the steps to follow to configure Thunderbird to connect to your email using IMAP:

**Step 1:** Complete the Mail Account Setup in Thunderbird  
**Step 2:** Subscribe to IMAP folders (Optional)

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**Step 1: Complete the Mail Account Setup in Thunderbird**

- If this is the first time you have used Thunderbird, it will automatically open the Mail Account Setup dialog box. If not, click **Tools > Account Settings**...
• Click the **Account Actions** drop down menu, and then choose **Add Mail Account**...

![Image of Account Actions](image1)

• In the **Mail Account Setup** dialog box, fill in the **Your name**, **Email address** and **Password** text boxes. Click the **Continue** button.
  
  ○ **Email address**: Takes the form of `your_netid@email.arizona.edu`
  
  ○ **Password**: Your UA NetID password

![Image of Mail Account Setup](image2)
- The program will automatically try to set up the servers for the account. This automatic configuration attempt will fail. Click the **Manual config** button immediately (see Figure 1), or wait until after the automatic configuration fails to edit the server settings (see Figure 2). This button will not appear until after clicking the **Continue** button in the **Mail Account Setup**.

![Manual config button](image1)

**Figure 1: Manual config button**

![Automatic configuration error](image2)

**Figure 2: Automatic configuration error**
• The program will automatically fill in the **Server hostname**, **Port**, **SSL**, and **Authentication** values for both the incoming and outgoing servers. All of these need to be changed. The other fields that are auto-filled should be left with the default values.
  
  o **Incoming server**
    
    - **Server hostname**: mail.catnet.arizona.edu
    - **Port**: 993
    - **SSL**: SSL/TLS
    - **Authentication**: Normal password
  
  o **Outgoing server**
    
    - **Server hostname**: smtpgate.email.arizona.edu
    - **Port**: 465
    - **SSL**: SSL/TLS
    - **Authentication**: Normal password

![Mail Account Setup](image)
- If you wish to test the settings, click the Re-test button. Click the Create Account button to complete the process.

- Thunderbird should automatically download all folders and emails that are on the server. If all email messages are not downloaded, click the Get Mail button to get messages. If recent messages appear to be missing, click on any other folder in the folder list, then click on the Inbox.

- In some cases, Thunderbird only shows a few default folders: Inbox, Trash, Deleted Items, Junk Mail, and Sent Items. If Thunderbird fails to download all folders, proceed to Step 2: Subscribe to IMAP folders. NOTE: Trash is a built-in Thunderbird folder, while Deleted Items is your UAConnect equivalent. Both will appear when making an IMAP connection to your account.
Step 2: Subscribe to IMAP folders (Optional)

Thunderbird should automatically subscribe to all of your folders. However, if you find that folders are missing, you may need to subscribe to them. The steps below explain how to subscribe to IMAP folders in Thunderbird.

- Click File > Subscribe...

- Put checks next to each folder to which you wish to subscribe. If you want to subscribe to a subfolder, you must subscribe directly to that subfolder; simply subscribing to its parent folder will not give you access.
Click the **Subscribe** button, and then click the **OK** button.