

Adding a new email account to a mail client:

Thunderbird (Mac / Windows / Linux):

1. From the menu bar, click: Edit → Account Settings. If the menu bar is not visible, hit the Alt key to bring it up.
 2. In the new pop-up window, in the bottom left, click Account Actions → Add Mail Account...
 3. Enter Email address (username@math.umass.edu) and password, check “Remember password”, and hit Continue
 4. The correct server settings should autofill at this point. Click “Done”.
- * If the client CANNOT autofill the correct configuration and the “Done” button is greyed-out, then you will have to configure the account manually. Click “Manual config” in the bottom left of the window, and fill out the following settings:

	Protocol	Server hostname	Port	SSL	Authentication
Incoming	IMAP	mail.math.umass.edu	993	SSL/TLS	Normal Password
Outgoing	SMTP	mail.math.umass.edu	587	STARTTLS	Normal Password

Mail (Mac):

1. From the menu bar, click: Mail → Add Account... → Other Mail Account...
2. Enter Email address (username@math.umass.edu) and password, and click “Sign In”.
3. In the next window, enter your user name, password, and mail servers as follows:
 - * **IMPORTANT**: mac mail will autocorrect the “User Name” field to “automatic” unless it is the very last box filled in before clicking “Sign In”. **Be sure to edit this box last**, and ONLY put your username (i.e. do not append “@math.umass.edu”). Otherwise this misconfiguration may trigger a security IP block and prevent you from attempting to sign in again*.
 - * **If you are running OS X 10.15 (Catalina)**: Change the “Email Address” field to also be ONLY your username, and not your full email. You can find your version of OS X by clicking the Apple logo in the top left corner of your screen, and then clicking “About This Mac”

Email Address: myusername@math.umass.edu

User Name: myusername

Password: ●●●●●●●●●●

Account Type: IMAP

Incoming Mail Server: mail.math.umass.edu

Outgoing Mail Server: mail.math.umass.edu

Unable to verify account name or password.

Cancel Back Sign In

* If you think you may have triggered a block, please email support with your IP address (which you can find by googling “my ip ipv4”).

4. **As of 6/28/22:** After clicking “Sign In”, it will look like a failure and you will see the message “Unable to verify account name or password”. However the text on the “Sign In” button will have changed to say “Next”. Go ahead and click the “Next” button, and it will work!

Mail (iOS):

1. For iOS 13 and below:

Settings → Passwords & Accounts → Add Account → Other → Add Mail Account

For iOS 14:

Settings --> Mail --> Accounts --> Add Account --> Other --> Add Mail Account

Enter your Name, Full Email Address (username@math.umass.edu), and Password. Hit “Next”

2. Enter the following under **both** “Incoming Mail Server” **and** “Outgoing Mail Server”:

Host Name: mail.math.umass.edu

User Name: username (your email **without** the @math.umass.edu)

Password: your password

3. Hit Next, then Save

Gmail (POP only):

You can also check your @math.umass.edu mail from within the University Google Mail web browser. In this configuration, Gmail will check the math mail server for new mail and pull a copy to your gmail inbox every 30 minutes, so that you can view and sort messages sent to your @math.umass.edu email from within your gmail inbox.

1. Log in to your university Gmail account.

2. Navigate to the “Accounts & Import” settings: In the top right corner, click the Gear icon (if you hover your mouse over it, it should say "Settings"). Then click "See all settings" and select the "Accounts and Import" tab

3. Scroll down to "Check mail from other accounts" and click "Add a mail account"

4. In the resulting pop-up window:

- enter your @math.umass.edu email and click "Next".
- select "Import emails from my other account (POP3)". Click Next.
- Enter your department username & password. The POP Server should be the default mail.math.umass.edu and the Port should be 995.
- Make sure "Always use a secure connection (SSL) when retrieving mail" is checked
- The other 3 options are up to you:
 - Leave a copy of retrieved message on the server:

If you do choose to leave a copy of each message on the mail server, then you should be sure to log in to your @math.umass.edu account every few months or so and remove old emails. Otherwise your inbox will grow very large, filling up space on our server and risking data corruption in your inbox file

- Label incoming messages

This will create a gmail label automatically for any emails that were sent to your @math.umass.edu account. This is useful for sorting mail between accounts.

- Archive incoming messages (Skip the Inbox)

It is unlikely you want this setting, but again it is up to you!