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:

<table>
<thead>
<tr>
<th>Protocol</th>
<th>Server hostname</th>
<th>Port</th>
<th>SSL</th>
<th>Authentication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incoming</td>
<td>IMAP</td>
<td>993</td>
<td>SSL/TLS</td>
<td>Normal Password</td>
</tr>
<tr>
<td>Outgoing</td>
<td>SMTP</td>
<td>587</td>
<td>STARTTLS</td>
<td>Normal Password</td>
</tr>
</tbody>
</table>

**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”

* 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”).
Mail (iOS):
1. Settings → Passwords & Accounts → Add Account → Other → Add Mail Account
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