Zimbra for Mac Mail – IMAP

Configuration Guide

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Using this Configuration Guide

This Guide is for administrators at companies using Global Relay services who are responsible for user management, as well as the day-to-day management of Global Relay Archive.

This Guide provides you with step-by-step instructions for configuring a Zimbra account in Mac Mail using an IMAP connection.

NOTE: We recommend you configure your account with an IMAP connection.

An IMAP connection syncs email data between devices, because all data is kept on the Zimbra server. When you read or delete an email, information is synced across all devices where you access your email account.

A POP connection downloads messages off the server, and multiple connections are not synced. When you read or delete an email, this action might not be reflected across other devices.
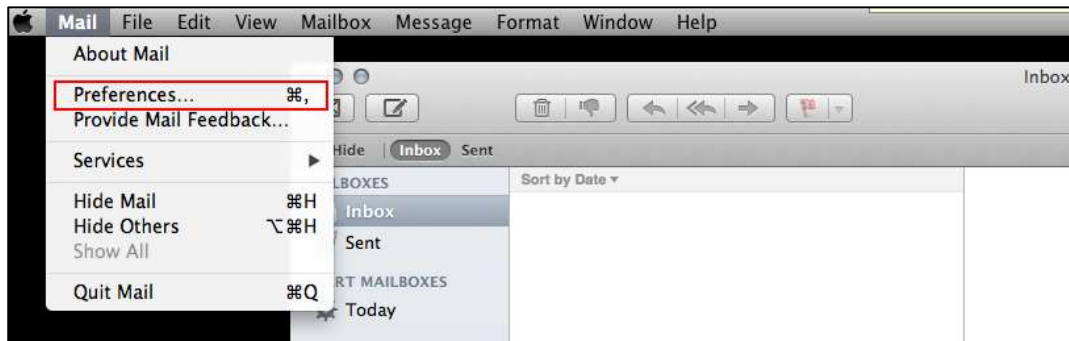
For example, if all devices are set up to "leave a copy of messages on the server," multiple devices download and store the same data independently. So deleting a message on one device (e.g. phone) will not be reflected on other devices (e.g. computer).

Configuring a Zimbra Account with IMAP

1. From the Dock, click the **Mac Mail** icon.

2. From the Mail menu, select **Preferences**.

3. At the top of the page, click the **Accounts** tab and then, in the bottom left corner of the accounts list, click the **+** button.

4. Complete the following fields and click **Continue**:

   - **Full Name**: Enter your First and Last name.
     This will be displayed on all Outgoing messages.

   - **Email Address**: Enter your full email address.

   - **Password**: Enter your email password.

5. In the Incoming Mail Server dialog box, set up the following information and click **Continue**:
   - **Account Type**: Select **IMAP** from the drop-down menu.
   - **Description**: Enter a description of the account, e.g. work email.
   - **Incoming Mail Server**: Enter **mail3.globalrelay.com**
   - **User Name**: Enter your full email address.
   - **Password**: Enter your email password.

6. In the Outgoing Mail Server dialog box, set up the following information and click **Continue**:
   - **Description**: It is recommended this field shares the same name as the incoming settings to avoid confusion.
   - **Outgoing Mail Server**: Enter **mail3.globalrelay.com**
     NOTE: While typing, this field may suggest a previous server name; continue typing the correct information and tab to the next field.
   - **Use only this server**: Select the checkbox.
   - **Use Authentication**: Select the checkbox.
   - **User Name**: Enter your full email address.
   - **Password**: Enter your email password.

7. In the Account Summary dialog box, ensure all settings are correct and click **Create**.
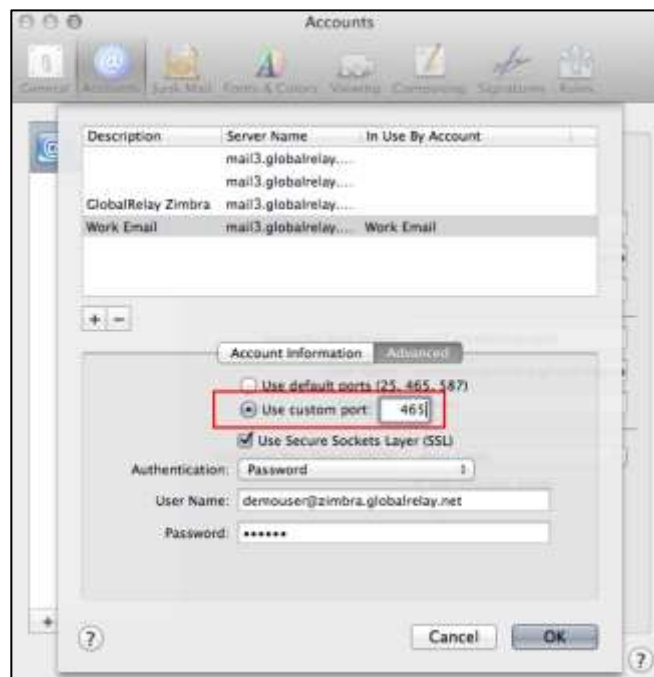

8. In the Preferences section, in the left pane, select the account you just added.

9. From the Outgoing Mail Server (SMTP) drop-down menu, select **Edit SMTP Server List**.
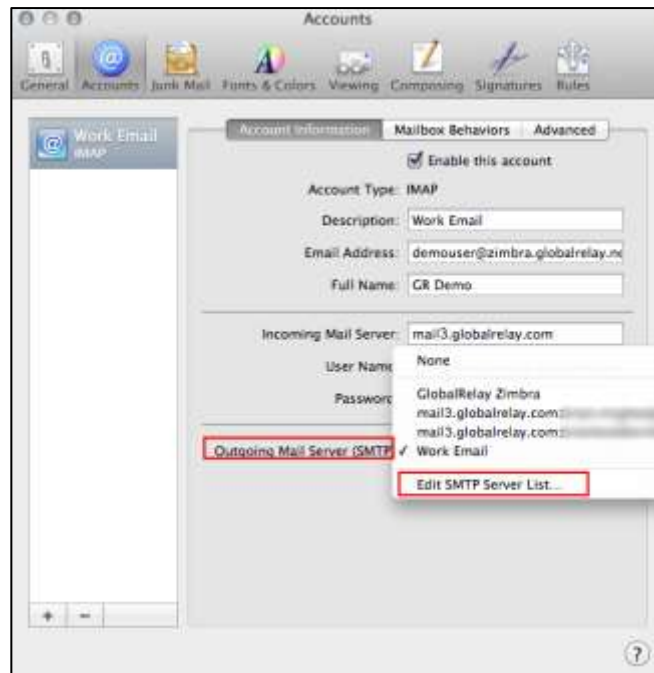
10. For the account you just added, set up the following information and then click **OK**:

- **Use custom port**: Enter **465**.
- **Use Secure Sockets Layer (SSL)**: Select the checkbox.
- **Authentication**: Enter your password.
- **User Name**: Enter your full email address.
- **Password**: Enter your email password.

11. In the Preferences section, ensure the account you just added is selected, and then in the top right corner, click the **Advanced** button.

12. Set up the following information:

   - **Include when automatically checking for new messages**: Select the checkbox.

   - **Keep copies of messages for offline viewing**: "All messages and their attachments" is recommended, but you can change this setting later, if necessary.

   - **IMAP Path Prefix**: Leave blank.

   - **Port**: Enter **993**.

   - **Use SSL**: Select the checkbox.

   - **Use IDLE command if the server supports it**: Select the checkbox.


13. In the top left corner, click the **Close** button (the circle with the "X") and then click **Save**.

Mapping Sent, Junk, and Trash Folders

To ensure Mac Mail properly stores messages for the Sent, Junk and Trash folders on our Zimbra servers, perform the following:

1. Select one of the following folders: **Sent**, **Junk**, or **Trash**.

2. From the Mailbox menu, click **Use This Mailbox For** and select the appropriate action.
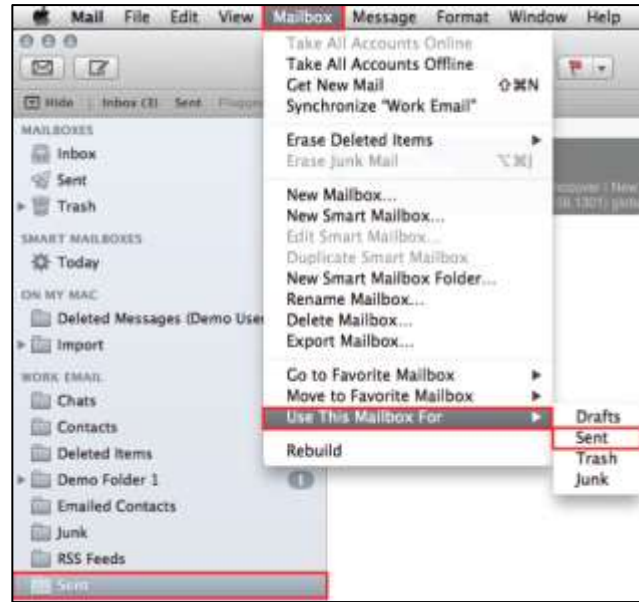
3. Repeat Steps **1** and **2** for the remaining two folders.

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