



Zimbra for Mozilla Thunderbird – IMAP

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# **Configuration Guide**

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## Using this Configuration Guide

This guide provides you with step-by-step instructions for configuring a Zimbra account in Mozilla Thunderbird 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.

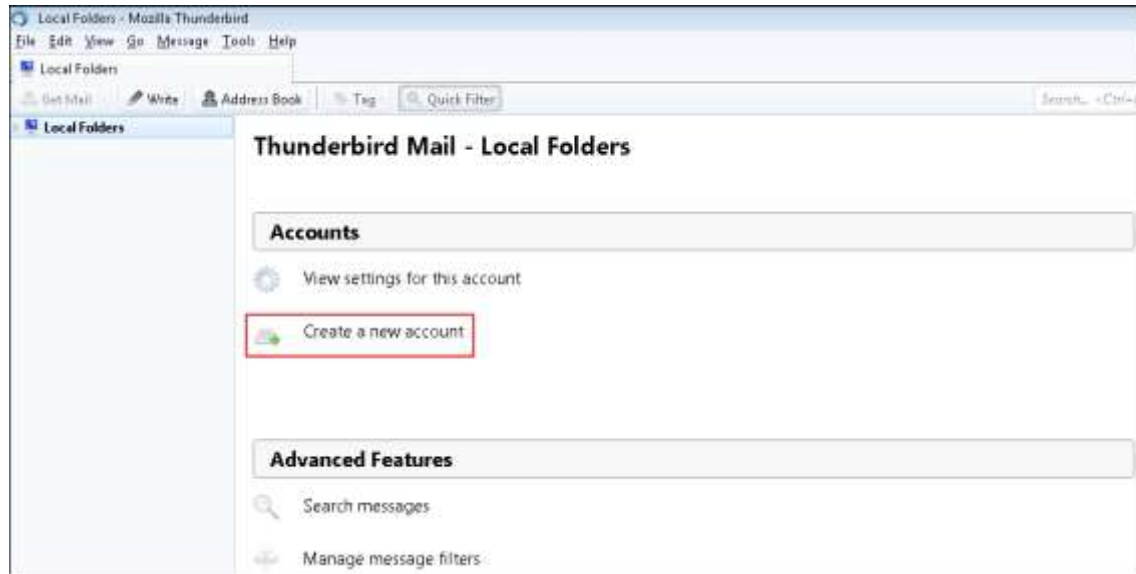
Optionally, if using an IMAP connection, you might have to subscribe or unsubscribe to IMAP folders with Thunderbird and set Zimbra as the default account.

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. a smartphone) will not be reflected on other devices (e.g. a computer).

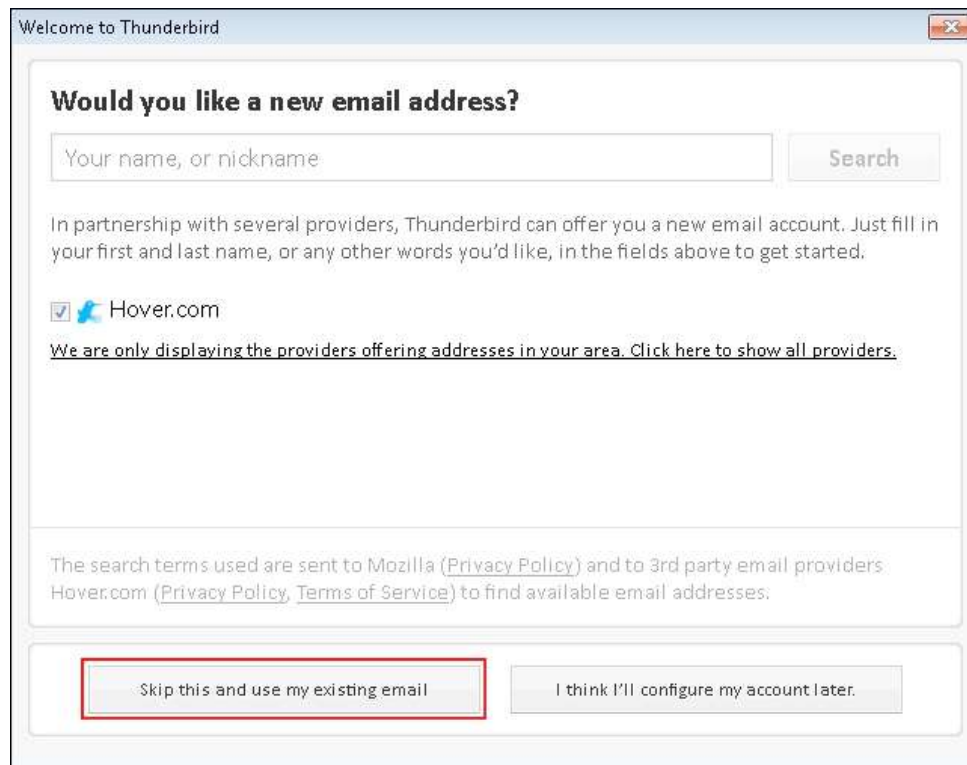
Optionally, if using a POP connection, you might have to set Zimbra as the default account.

# Configuring a Zimbra Account with an IMAP Connection in Mozilla Thunderbird

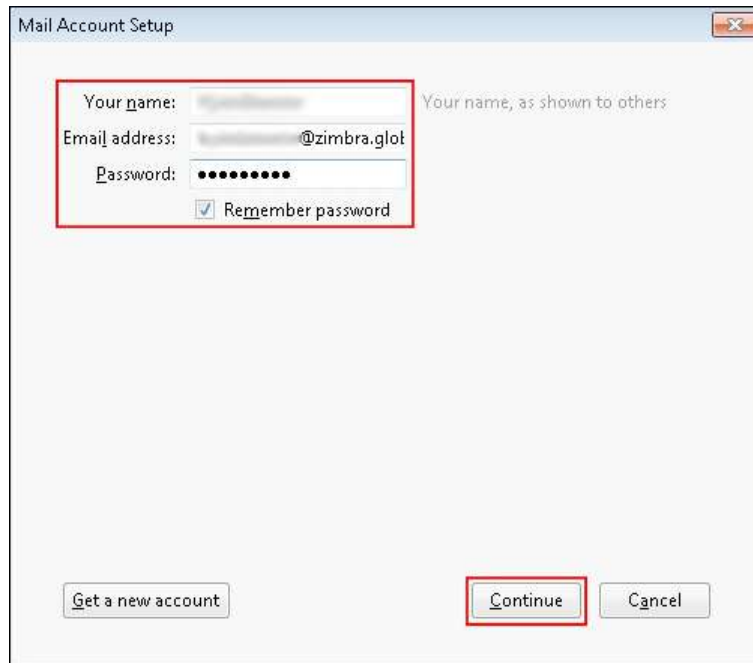
1. On the Thunderbird home screen, under Accounts, click **Create new account**.  
You will be prompted to create a new email address.



2. Click **Skip this and use my existing email**.



3. On the Mail Account Setup screen, set up the following information:
  - **Your name:** This will be the name displayed on all messages that you send.
  - **Email Address:** Enter the full Zimbra email address.
  - **Password:** Enter your Zimbra mailbox password.
  - **Remember password:** Select this option unless you want to manually enter your password every time you open Thunderbird.



4. On the Mail Account Setup dialog, if you get the error, "Thunderbird failed to find the settings for your email account," ignore it.
5. On the Mail Account dialog, set up the following information:
  - Your name, Email address, and Password
  - **Incoming:**
    - Select **IMAP** from the drop-down list.
    - Server hostname: Enter **mail3.globalrelay.com**
      - Port: Select **993**.
      - SSL: Select **SSL/TLS**.
      - Authentication: Select **Normal password**.
  - **Outgoing:**
    - Server hostname: Enter **mail3.globalrelay.com**
      - Port: Select **465**.
      - SSL: Select **SSL/TLS**.
      - Authentication: Select **Normal password**.

Mail Account Setup

Your name:  Your name, as shown to others

Email address: @zimbra.glo

Password:

☒ Remember password

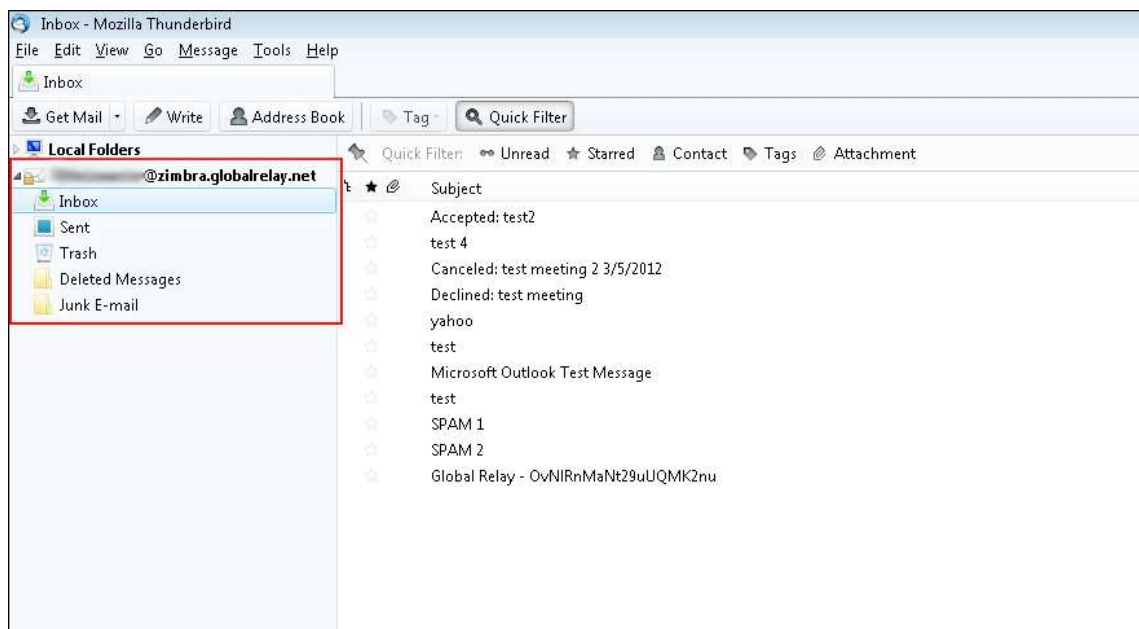
**Thunderbird failed to find the settings for your email account. Ignore this error message**

	Server hostname	Port	SSL	Authentication
Incoming: IMAP	mail3.globalrelay.com	993	SSL/TLS	Normal password
Outgoing: SMTP	mail3.globalrelay.com	465	SSL/TLS	Normal password

Username: @zimbra.globalrelay

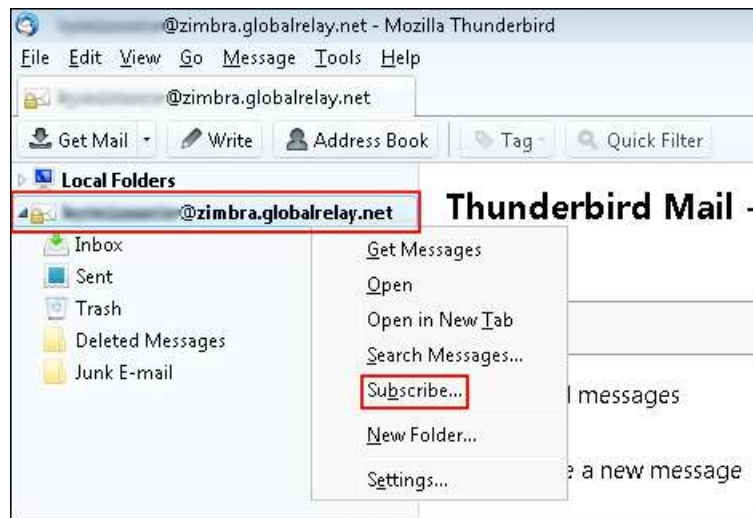
Get a new account Advanced config Re-test **Done** Cancel

- Click **Done**.  
If all information has been entered correctly, you will see the IMAP account in Thunderbird.

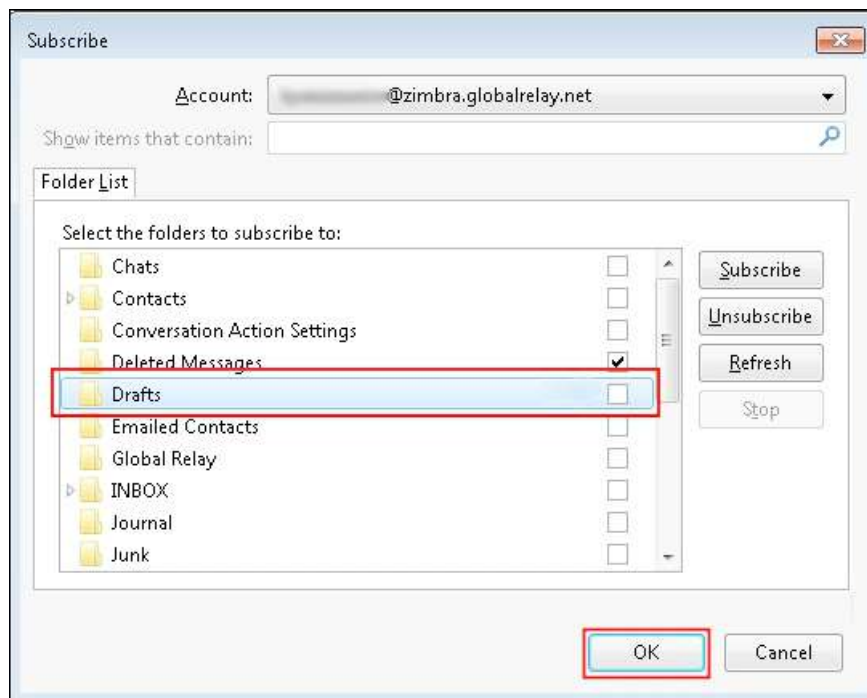


## Subscribing or Unsubscribing to IMAP Folders within Thunderbird (Optional)

1. Right-click the account name and select **Subscribe**.



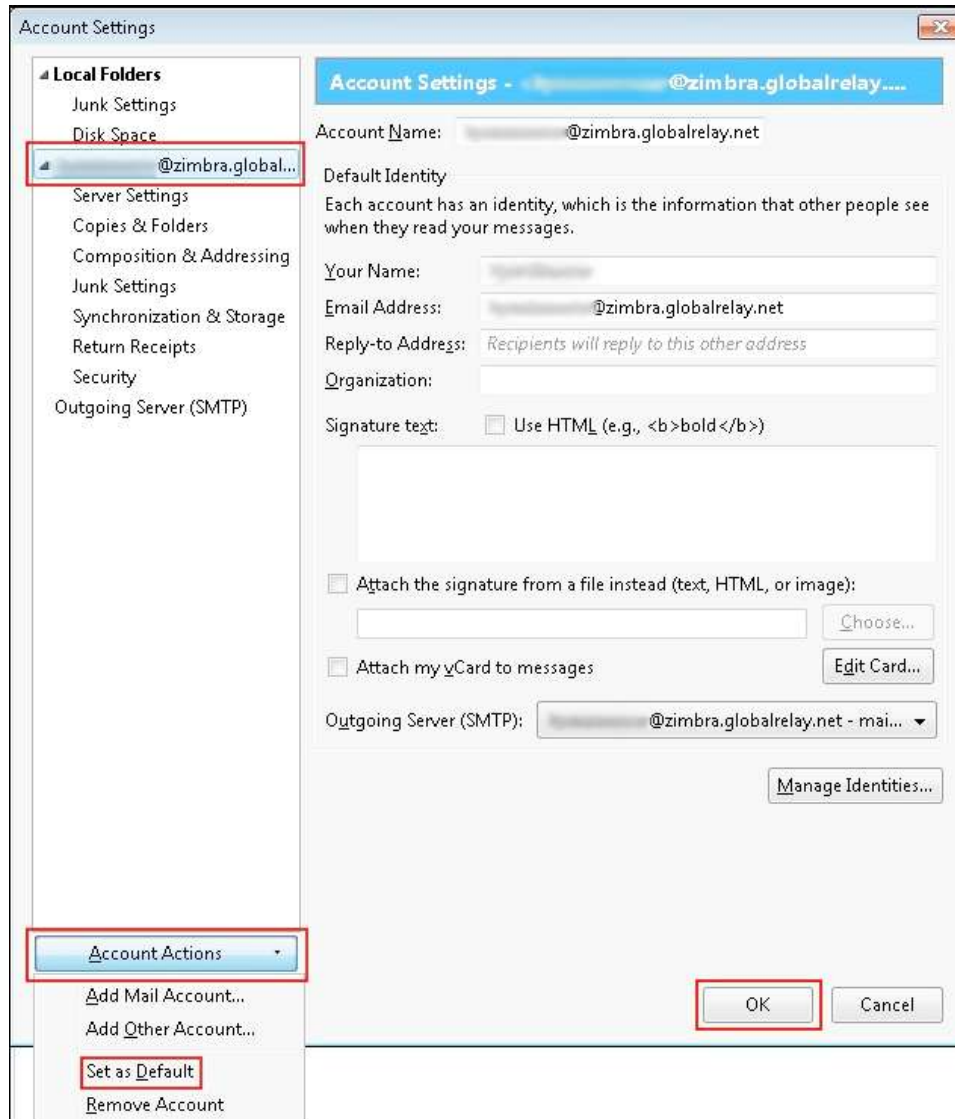
2. Select the folders that you want to subscribe to, and then click **Subscribe**.



3. Deselect folders you do not want to subscribe to, and then click **Unsubscribe**.
4. Click **OK**.

## Setting Zimbra as the Default Account (Optional)

1. Under the Tools menu, select **Account Settings**.
2. In the Account Settings window, click the account name.



3. Under the Account Actions menu, select **Set as Default**.
4. Click **OK**.



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