How to set-up the Mac OS X "Mail" application to check ECU e-mail via IMAP (faculty/staff)
by Mike Dixon

This tutorial will step you through the process of setting up the Mac OS X Mail application so that you can check your ECU e-mail and look up names on the ECU global address list using the Mac OS X Address Book. This tutorial is based on the version of Mail and Address Book that comes with Mac OS X 10.3 "Panther". If you have an older version of Mac OS X, your screens might differ slightly from the examples that follow. The set-up will be using the IMAP protocol, which means the e-mail in your IN box, sent items folder, and deleted items folder, stays on the server but you can read and respond to it.

This tutorial was created in response to an e-mail system upgrade that took place on February 20th, 2004, requiring some changes in Mac-compatible ECU e-mail application settings.

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Before you begin, you will need:

- a Macintosh computer that is running Mac OS X 10.2 or later (10.3 "Panther" highly recommended)
- a ECU faculty/staff e-mail account
- an Internet connection, preferably high-speed, but 56k will work.

Launch Mail, find Accounts.

Modify existing account -or- create a new one
Click "Accounts" in the toolbar. Single-click the account on the left you wish to modify so that your account will work with the new e-mail settings.

A. Click "Accounts" in the toolbar.
B. Click the "+" button in the bottom-left corner of the window.
C. In the "Account Type" menu, choose "Exchange".

Filling in the info

The screen shot to the right shows the proper settings for a faculty/staff member checking ECU e-mail using Mail. Fill in your appropriate information the way my personal information is filled in. Notice the receiving mail server (incoming) and the sending mail server (outgoing) are the same.

You have the option not to type in your password, for security reasons. If you leave that blank, Mail will prompt you for a password on occasion when checking/sending e-mail.

TOP

Authenticating when you send e-mail

ECU requires that you authenticate every time you send an e-mail using ECU e-mail servers. Outlook does this automatically. Luckily, Mail and other similar programs provide an automated way of handling it too.

While still in the Account set-up window (step 3), click the button "Server Settings" under your outgoing server info. You will see a window similar to the one to the right. Make sure your settings look like this (except use your user ID and password!).

You can click the "special mailboxes" and "advanced" tabs to see if you would like to make any adjustments to those areas.

When you're done, close the window, and make sure you save your changes if it asks you.
Let Mail access the ECU global e-mail directory when addressing e-mails

In Outlook, you can click the Address Book and search the entire ECU directory for e-mail addresses and phone numbers. It even provides categories like "faculty/staff", etc.

Mail can do some of this, although it gives you the entire directory without categories to help you sort out the 20,000+ students in the list. It also won't provide you with all the information that Outlook will provide, such as office location and position/title.

Setting up this feature, called the LDAP server, is not difficult. In order for this feature to work in Mail, you need to launch Mac OS X Address Book (see Applications folder, icon looks like the one to the right).

Setting up Mac OS X Address Book to access ECU e-mail directory

If Mail is still open, you can leave it open or quit the application.

A. Locate Address Book which is normally located in the Applications folder on your hard drive.
B. Once it launches, click on the "Address Book" menu and choose "preferences".
C. Click the LDAP icon.
D. You will see a window [see Figure 1, click it to enlarge], although yours won't have any items in the list.
E. Click the "+" in the bottom-left corner to add a server.
F. Fill in the information as shown [see Figure 2, click it to enlarge] and click Save. That's it.

Checking your settings (Mail & Address Book)

In Mail:

If you typed in the proper information, you should see a new set of folders in the folder bar to the left or right of the large Mail window. Depending on your Internet connection, it might take a few seconds to several minutes for Mail to locate all your online items in your ECU e-mail account, such as unread e-mail, e-mail in your IN box, and folders inside your IN box.

You should also be able to see folders such as "Sent Items", "Deleted Items", and so on. If you create a new e-mail, try typing in someone's last name (someone at ECU) in the "to" field. Mail should automatically start searching the ECU global e-mail address list and will come back with potential matches if you typed in the LDAP.
information properly in Address Book.

Finally, you may see "Public Folders" listed. Those are the same public folders as seen in Outlook. However, some of those contain shared calendars which will not load properly in Mail. You will also not see your personal "Contacts" or "Personal Address Book". Neither are imported into Mail.

**In Address Book:**

If you are able to receive matches while typing in a name in the "to" field of a new e-mail, the settings you typed into Address Book's LDAP settings are correct. You can do a search for ECU people in Address Book as well. Launch Address Book, click the blue group item called "Directories", click the ECU LDAP item you created and then type a name in the search field (top-right corner of Address Book's window. As you're typing, Address Book will actively reduce the potential matches for the name you're typing in.

**Personal Folders and Mail**

When looking over your new set of folders, you will not see your "Personal Folders" (if you have any in Outlook), as they are located locally on your computer inside of Outlook. They are not transferable directly to Mail.

If you want to move your Personal Folders to Mail, you will first need to re-launch Outlook and move those folders to your IN box, then open Mail and you should see them. To move them to your computer (locally stored), you might need to create a new "mailbox" which is simply what Apple calls a folder to keep your files. To do this, click the "+" in the bottom-left of the folder listing. It will ask you to name the mailbox (i.e. "my stuff") and indicate where you want it kept. Choose "On My Mac". This will create a new area in the folder listing with an iMac icon.

Now you can drag your personal folders in your ECU in box to the "On My Mac" area. It will copy them, but not erase them from ECU's server. Once you've copied them and checked to make sure everything is now "On My Mac", you can delete the duplicate folder in your ECU in box.

**References, related topics**

*How to set-up Microsoft Entourage to access ECU e-mail and the global address book*

*Learn more about Mac OS X Mail* (source: Apple.com)