



# What to ask your ISP if you're having issues sending, receiving, or configuring Mail

Last Modified: June 15, 2009

Old Article: 307367

Article: HT1277

## Summary

Are you having issues sending, receiving, or configuring Mail? If so, ask your Internet service provider (or email provider) the following questions to verify that your account is set up correctly in Mail. You can print (or copy and paste to a text document) and keep this "cheat sheet" to record your email provider's settings for future reference. This sheet can make it easier for you when configuring Mail in Mac OS X or on iPhone or iPod touch, or when contacting your provider.

## Products Affected

Mail, iPhone, Mac OS X 10.4, Mac OS X 10.3, Mac OS X 10.2, Mac OS X 10.1, iPod touch, Mac OS X 10.5

## My Email account settings

General settings		
Questions	Answers	Notes
Full name:		Your name as you would like it to appear on messages you send, such as Tom Clark.
My email address:	_____@_____.	Such as tomclark@example.com.
My email provider:		The name of your ISP or email provider such as Yahoo, Gmail, Comcast, AOL, etc.

Incoming mail server settings		
Questions	Answers	Notes
Account type:	POP [ ] IMAP [ ] Exchange [ ]	
Incoming mail server hostname:		Such as mail.example.com
Username:		
Password:		
Incoming server port number:		
Incoming server authentication method:	Password [ ] MD5 [ ] NTLM [ ] Kerberos [ ]	
Incoming mail server supports Secure Sockets Layer (SSL)?	Yes [ ] No [ ]	

Outgoing mail server settings		
Questions	Answers	Notes
Outgoing server hostname:		Such as smtp.example.com
Outgoing server port:	25 [ ] 465 [ ] 587 [ ] Other:	
The outgoing mail server supports Secure Sockets Layer (SSL):	Yes [ ] No [ ]	
Outgoing server authentication type:	Password [ ] MD5 [ ] NTLM [ ] Kerberos [ ]	

Outgoing server requires a username and password:	Yes [ <input type="checkbox"/> ] No [ <input type="checkbox"/> ]	If yes: <ul style="list-style-type: none"> <li>▪ Username:</li> <li>▪ Password:</li> </ul>
Can these settings be used from any Internet connection?	Yes [ <input type="checkbox"/> ] No [ <input type="checkbox"/> ]	<i>If you use your ISP's own email service (instead of a third-party such as Gmail), sometimes it may not work if you use another Internet access point, such as a cafe with wireless Internet. Check with your email provider that the settings they give you will work on other networks.</i>

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