

Apple Mail Online



mark bering on January 30, 2020

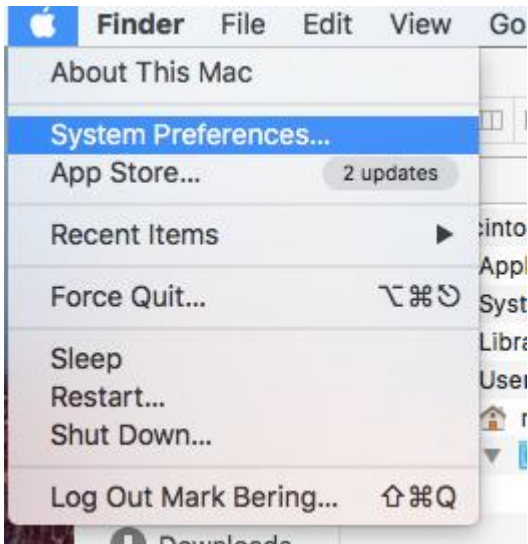
Accessing your UCSF email account **from outside of the UCSF network** through email desktop client software requires using a virtual private network (VPN) connection. Installation instructions and a link to download a copy of the Junos Pulse VPN client are available at </services/vpn/configure/how-log-vpn> [1].

Setting up your profile

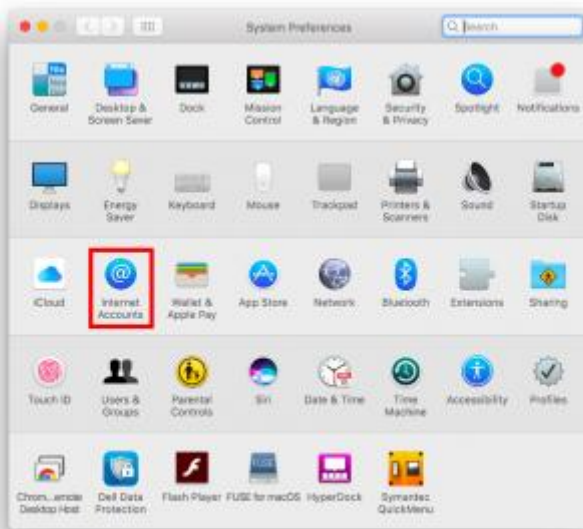
Important: Please delete your existing email account profile before attempting to reconfigure Apple Mail to connect to your mailbox after being migrated to our new cloud service. Note that there is a known connectivity issue with Apple Mail and IPv6; more information can be found here [2].

Open your System Preferences panel to add an email profile

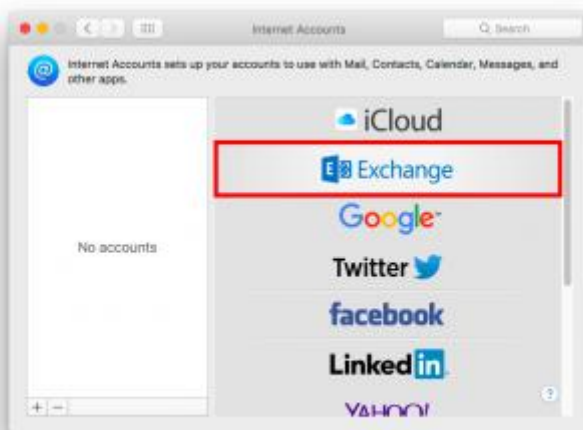
1. Click on the Apple menu and go to **System Preferences...**



2. Select the **Internet Accounts** preference panel



3. Click on the **Exchange** option



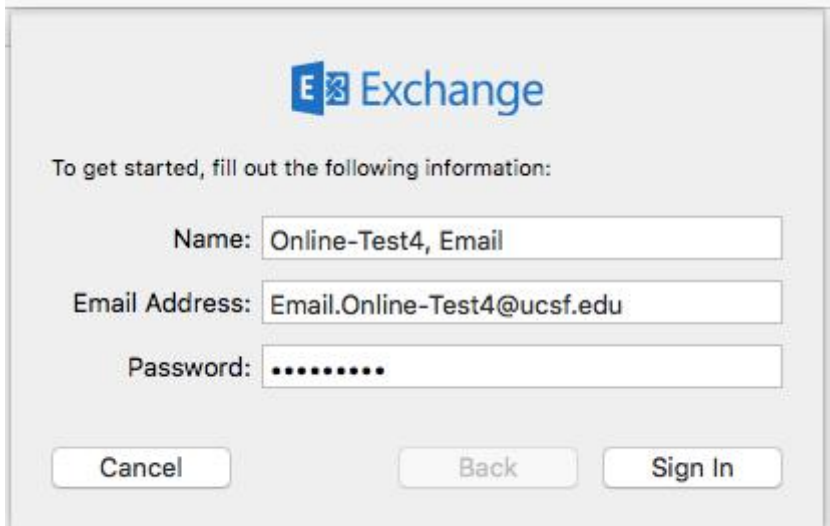
4. Enter the appropriate information into the respective fields:

1. Name: ***your display name***

2. Email Address: ***your primary email address*** (e.g., `firstname.lastname@ucsf.edu`)

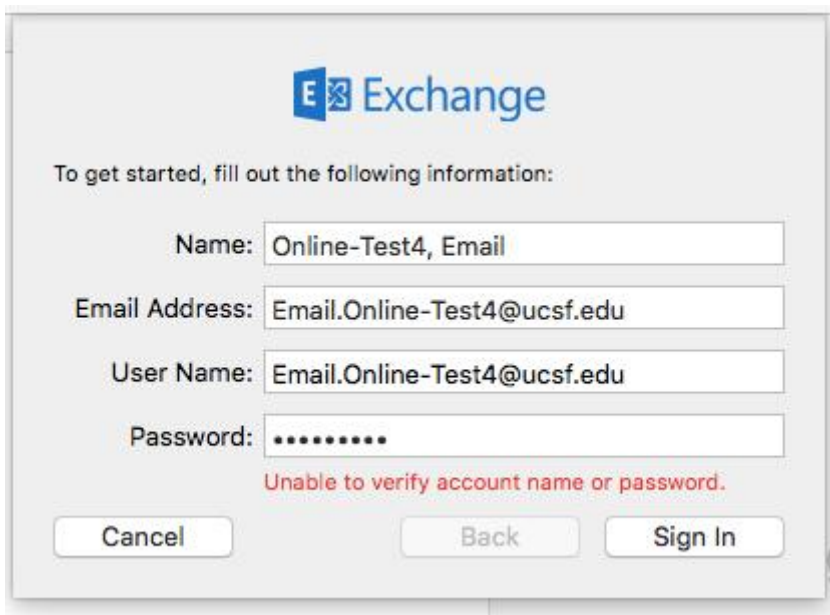
[3]

3. Password: ***your email password***
4. Click the "***Sign In***" button



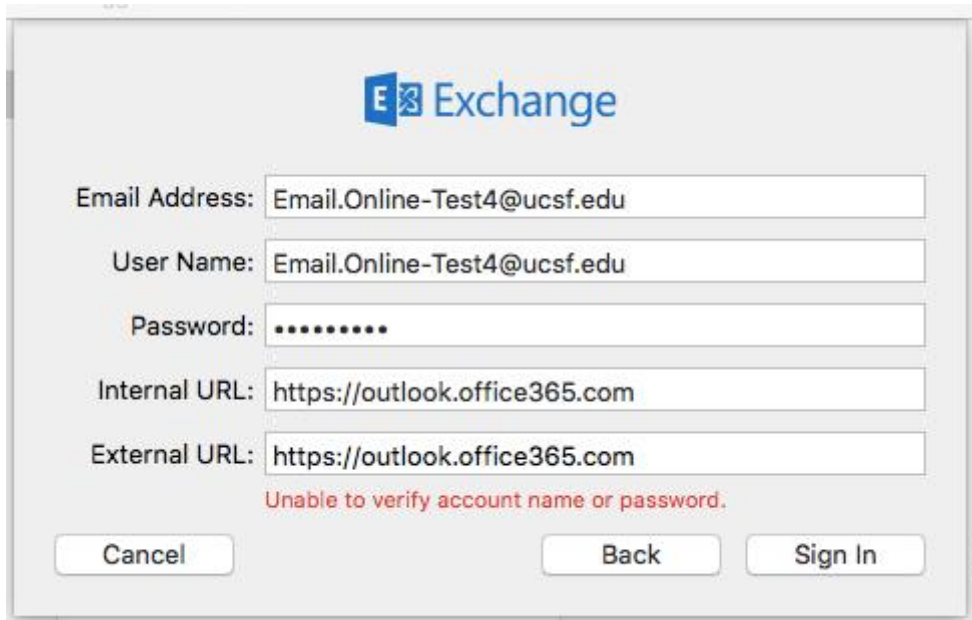
The image shows a dialog box titled "Exchange" with the Microsoft Exchange logo. Below the logo, it says "To get started, fill out the following information:". There are three input fields: "Name:" with the value "Online-Test4, Email", "Email Address:" with the value "Email.Online-Test4@ucsf.edu", and "Password:" with a masked password of seven dots. At the bottom, there are three buttons: "Cancel", "Back", and "Sign In".

5. If verification fails, you will be prompted for your email user name; you will have to enter it in the ***User Name*** field.
 1. User Name: *enter your primary email address* in the ***User Name*** field
 2. Click the "***Next***" button



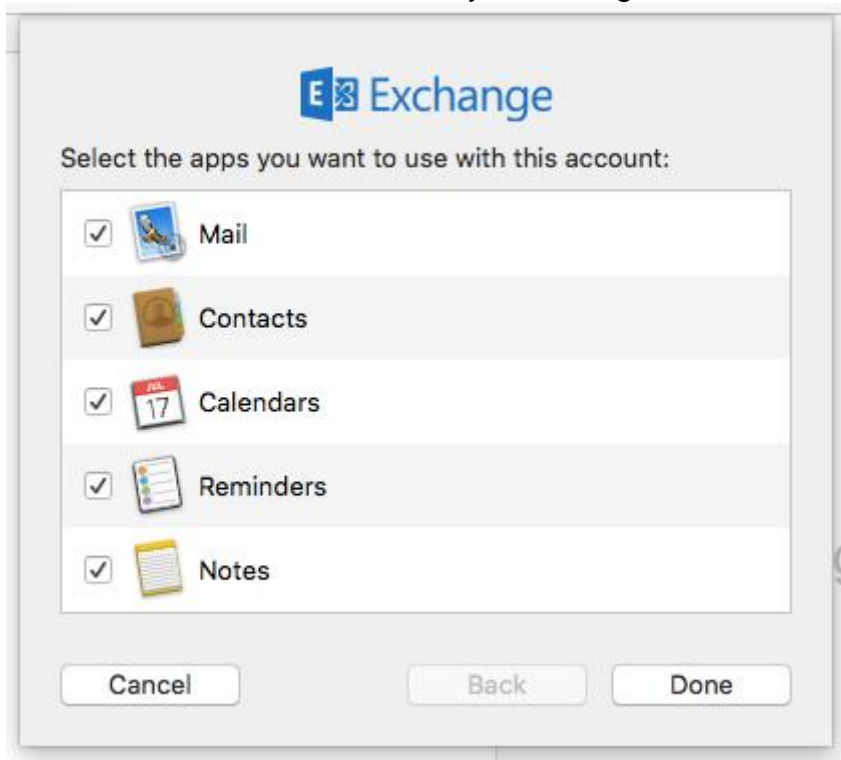
The image shows the same Exchange sign-in dialog box as above, but with an additional "User Name:" field containing the value "Email.Online-Test4@ucsf.edu". Below the password field, there is a red error message: "Unable to verify account name or password." The "Sign In" button is now disabled (greyed out).

6. If prompted for Internal and External URL's, enter <https://outlook.office365.com> [4] into both fields as shown in the following image
7. Click the "***Sign In***" button



The image shows an Exchange account setup dialog box. At the top is the Exchange logo. Below it are five input fields: Email Address (Email.Online-Test4@ucsf.edu), User Name (Email.Online-Test4@ucsf.edu), Password (masked with dots), Internal URL (https://outlook.office365.com), and External URL (https://outlook.office365.com). A red error message below the fields reads "Unable to verify account name or password." At the bottom are three buttons: Cancel, Back, and Sign In.

8. Check the box next to the applications that you want to sync in your configuration
9. Click the **"Done"** button to save your settings.



The image shows an Exchange app selection dialog box. At the top is the Exchange logo. Below it is the text "Select the apps you want to use with this account:". There is a list of five items, each with a checked checkbox and an icon: Mail (envelope icon), Contacts (address book icon), Calendars (calendar icon), Reminders (list icon), and Notes (notepad icon). At the bottom are three buttons: Cancel, Back, and Done.

10. You have successfully setup your Apple Mail email profile.

Required Service Information

Email Online [5]

GET IT HELP. Contact the Service Desk online, or phone 415.514.4100

Site Login Site Index

Suggest an IT Improvement | © UC Regents

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Source URL: <https://it.ucsf.edu/services/email-online/tutorial/apple-mail-online>

Links

- [1] <https://it.ucsf.edu/services/vpn/configure/how-log-vpn>
- [2] <https://it.ucsf.edu/services/email-online/additional/email-online-faqs>
- [3] <mailto:firstname.lastname@ucsf.edu>
- [4] <https://outlook.office365.com>
- [5] <https://it.ucsf.edu/services/email-online>