How To Update Apple Mail

These step-by-step instructions describe how to update your email account settings in Apple Mail. However, if the steps provided below do not match what you see on your Mac, or you have a question, please feel free to reach out for help at 765.998.6192 or support@eiwifi.com.

1.) If Apple Mail is open, quit Apple Mail to close it.

2.) In the menu bar at the top of your screen, click the Apple logo, then in the drop down menu that appears, click "System Preferences".

3.) In the System Preferences window that appears, click the "Internet Accounts" icon and this will open the Accounts window.

4.) Click on your eiwifi.com email account. This will open your email account settings.

5.) Locate the "User Name" field and verify that your complete email address is listed, for example: jane@eiwifi.com . If only part of your email address is listed, for example: jane, then change it to your complete email address, for example: jane@eiwif.com

6.) Locate the "Incoming server" field and change it to: emailhosting.cloud with a port number of 993. You may need to click the "override default port" check box to edit the port number. Ensure the "Use SSL to connect" check box is also checked.

7.) Locate the "Outgoing server" field and change it to: emailhosting.cloud with a port number of 587. You may need to click the "override default port" check box to edit the port number. Ensure the "Use SSL to connect" check box is also checked.

8.) Close the Accounts window.

9.) Re-open Apple Mail. You may see your email messages & folders disappear for up to 1 minute, then begin re-appearing. This is normal and is expected behavior as Outlook re-downloads all of your folders & email messages from the server.