



Progress: 

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Accounts	✔
Behavior	✔
Quiz	▶
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OS X El Capitan: Mail

Introduction



Course Description

The OS X El Capitan: Mail course describes how to configure Mail services in OS X El Capitan.

This course is part of the ACMT 2016 curriculum and is used to prepare for the Mac Service Certification Exam (MAC-16A).



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OS X El Capitan: Mail

Overview

Lesson Objectives

After completing this course, you should be able to:

- Use tools in OS X to correctly configure Mail to send and receive email messages.
- Correctly answer a set of knowledge-based questions about using Mail in OS X.

Audience



Service Technicians

Prerequisites



Successful completion of the Apple Service Fundamentals exam

Time Required



30 minutes

You will need...



No additional materials or equipment are required

This course is designed for technicians who do not have immediate access to a Mac running OS X El Capitan. If you do have access to a Mac running OS X El Capitan, it is recommended that you use it while reviewing the course.



Your course is organized by chapters and pages. Chapters are sections you see on the side navigation. Pages are now found within a chapter. You can navigate pages by clicking the grey radio buttons at the bottom of a window.



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OS X El Capitan: Mail

Accounts

Prior to setting up Mail, ensure that your customer has the information necessary to configure an email account, such as the email address and password. Mail will automatically configure the settings based on the information entered.



Read the following Apple Support articles:

- [HT204093: Mac Basics: Use Mail on your Mac](#)
- [PH22251: Mail \(El Capitan\): Mail overview](#)
- [PH22323: Mail \(El Capitan\): Mail troubleshooting](#)

You will be asked questions based on this content in the Quiz chapter or on the exam.





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OS X El Capitan: Mail

Accounts

Mail Settings Lookup

Apple also provides an online tool called [Mail Settings Lookup](#). It lists the account information based on an email address lookup. Customers can use this tool to verify that the settings are correct before setting up Mail.

The screenshot shows the Mail Settings Lookup tool interface. At the top, it says "Mail Settings Lookup" and "Need to verify your email settings? Simply enter your email address below." Below this is a text input field containing "stanreamsnyder@me.com" and a blue button with a white right-pointing arrow. Underneath the input field is a section titled "Incoming Mail Server" with the following details:

Account Type:	IMAP
Username:	stanreamsnyder
Server hostname:	mail.me.com
Server port:	993
Authentication:	Password
SSL/TLS:	Yes

Below the Incoming Mail Server section is another section titled "Outgoing Mail Server" with the following details:

Username:	stanreamsnyder
Server hostname:	smtp.me.com

At the bottom of the screenshot, there are seven small circles, with the second one from the left being filled, indicating the current step in a sequence.



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OS X El Capitan: Mail

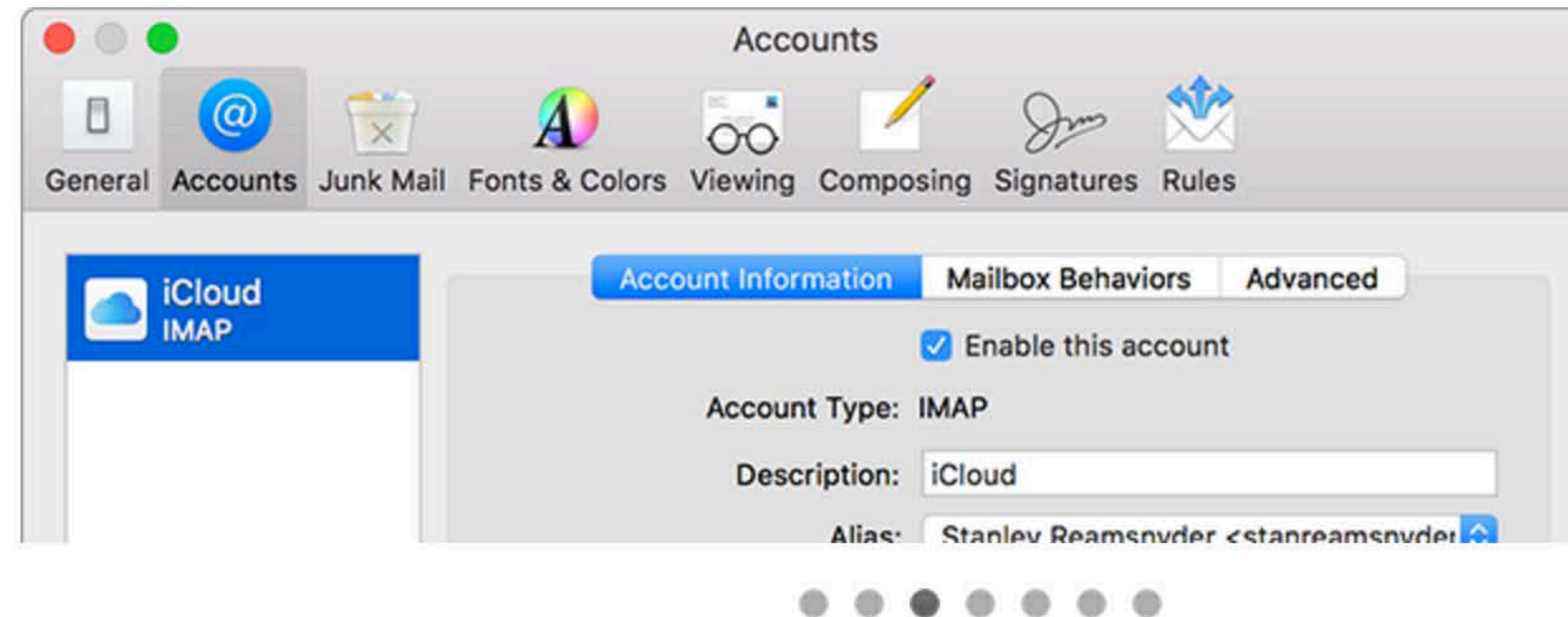
Accounts

IMAP versus POP



IMAP (Internet Message Access Protocol) is best if a customer checks email from multiple devices, because the messages are stored with the email provider until they are deleted. As long as the customer's devices can connect to the email service, the mailbox stays the same on each device.

If customers use POP (Post Office Protocol) on more than one device, those changes do not appear on every device, and new messages delivered to one device may not be delivered to the other devices.





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Accounts

Incoming Mail Server

The screenshot shows the Mail Settings Lookup window on the left and the Accounts window on the right. Red arrows indicate the flow of information from the lookup form to the account settings.

Mail Settings Lookup - Incoming Mail Server:

Account Type:	IMAP
Username:	
Server hostname:	imap.gmail.com
Server port:	993
Authentication:	Password
SSL/TLS:	Yes

Mail Settings Lookup - Outgoing Mail Server:

Username:	
Server hostname:	smtp.gmail.com
Server port:	587
Authentication:	Password
SSL/TLS:	Yes

Accounts Window - Account Information:

Account Type:	IMAP
Description:	Work, Personal
Alias:	
Email Address:	@gmail.com
Full Name:	John Appleseed
Incoming Mail Server:	imap.gmail.com
User Name:	
Outgoing Mail Server (SMTP):	None

Accounts Window - Advanced:

IMAP Path Prefix:	
Port:	993 <input checked="" type="checkbox"/> Use SSL
Authentication:	External (TLS client Certificate) <input type="radio"/> <input type="radio"/> None (Insecure authentication) <input type="checkbox"/> Use OAuth2 (supported if the server supports it)



Read the following Apple Support articles:

- [HT203995: Mail settings you might need from your email provider](#)
- [PH22322: Mail \(El Capitan\): Set Mail preferences](#)



Outgoing Mail Server

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The screenshot shows the Mail Settings Lookup utility and the Accounts window. The Mail Settings Lookup window displays the Incoming Mail Server settings for a Gmail account:

Incoming Mail Server	
Account Type:	IMAP
Username:	
Server hostname:	imap.gmail.com
Server port:	993
Authentication:	Password
SSL/TLS:	Yes

The Outgoing Mail Server settings are also shown:

Outgoing Mail Server	
Username:	
Server hostname:	smtp.gmail.com
Server port:	587
Authentication:	Password
SSL/TLS:	Yes

Red circles highlight the Server hostname, Server port, Authentication, and SSL/TLS fields in the Outgoing Mail Server section. Red arrows point from these fields to the corresponding fields in the Accounts window's Advanced tab:

- Server hostname (smtp.gmail.com) points to Server Name (smtp.gmail.com).
- Server port (587) points to Port (587).
- Authentication (Password) points to Authentication (None).
- SSL/TLS (Yes) points to the Use SSL checkbox (checked).



Read the following Apple Support articles:

- [HT203995: Mail settings you might need from your email provider](#)
- [PH22322: Mail \(El Capitan\): Set Mail preferences](#)

You will be asked questions based on this content in the Quiz chapter or on the exam.





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Accounts

Connection Doctor

If your customer cannot send or receive email in OS X, use Mail Connection Doctor to learn more about the issue.



Read the following Apple Support articles:

- [HT204173: Use Mail Connection Doctor](#)
- [HT204075: If you can't send or receive email on your Mac](#)
- [PH22323: Mail \(El Capitan\): Mail troubleshooting](#)

You will be asked questions based on this content in the Quiz chapter or on the exam.





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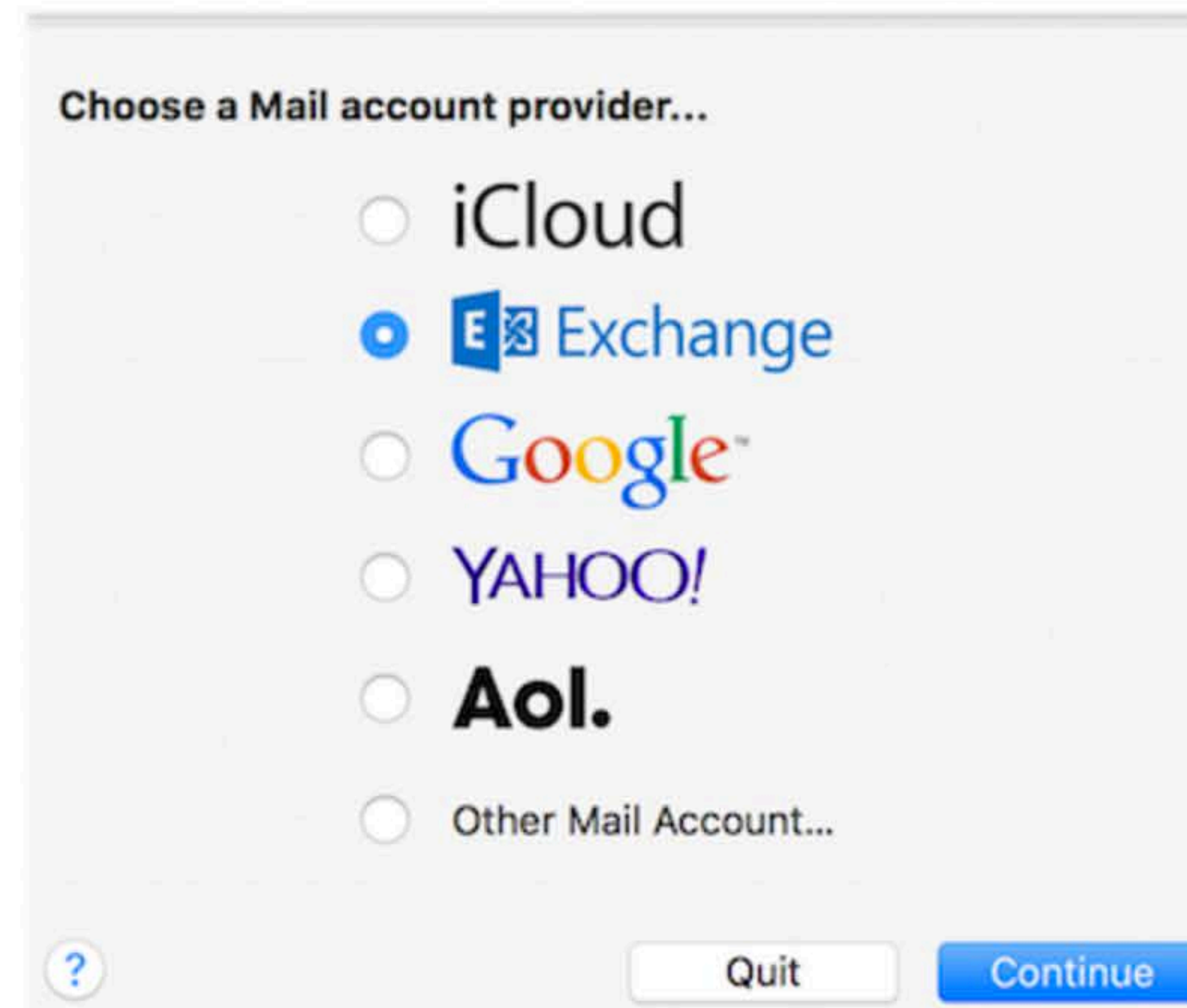
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OS X El Capitan: Mail

Accounts

Microsoft Exchange Accounts

OS X El Capitan supports Exchange Web Services (EWS) as a connection to an Exchange server.



Read Apple Support article, [HT201951: Use Microsoft Exchange \(EWS\) accounts in Mail on your Mac](#). You will be asked questions based on this content in the Quiz chapter or on the exam.





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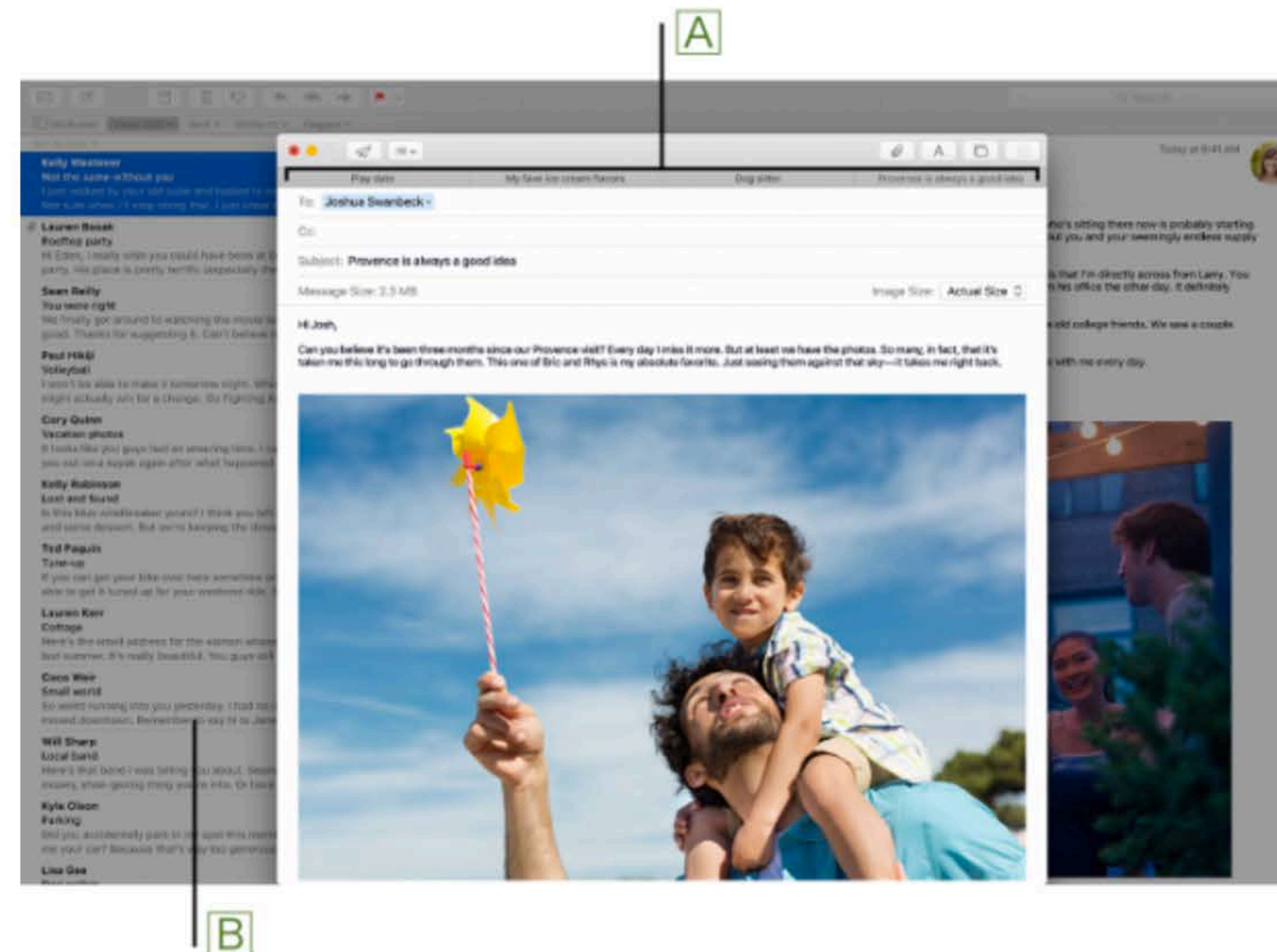
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OS X El Capitan: Mail

Behavior

Full Screen Mode

Mail in Full Screen Mode allows customers to minimize their compose window at the bottom of the screen. They are also able to edit multiple messages as tabs.



- A. Click a tab to switch between composed messages.
- B. Click anywhere in the viewer to see the inbox.



Read Apple Support article, [PH22295: Mail \(El Capitan\): Use Mail full screen](#). You will be asked questions based on this content in the Quiz chapter or on the exam.



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Behavior

Proactive Suggestions

When customers receive email messages, Mail makes recommendations based on the information in the email. It detects events, new contact data, flight data, and Wallet passes. It lets customers quickly add information to corresponding applications from the inbox.



Read the following Apple Support articles:

- [HT204093: Mac Basics: Use Mail on your Mac](#)
- [PH22304: Mail \(El Capitan\): Add events, contacts, and more from messages](#)

You will be asked questions based on this content in the Quiz chapter or on the exam.





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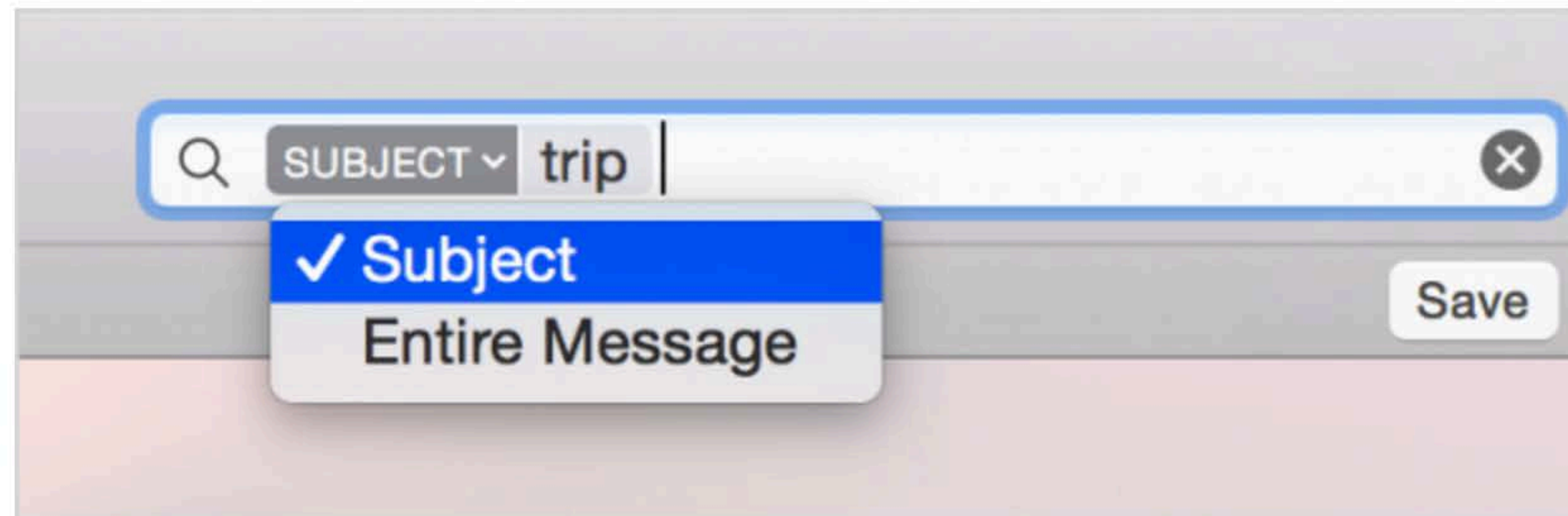
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Behavior

Natural Language Search

Mail in OS X El Capitan supports natural language searches similar to Spotlight.



Read the following Apple Support articles:

- [HT204093: Mac Basics: Use Mail on your Mac](#)
- [PH22310: Mail \(El Capitan\): Search for messages](#)

You will be asked questions based on this content in the Quiz chapter or on the exam.





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OS X El Capitan: Mail

Behavior

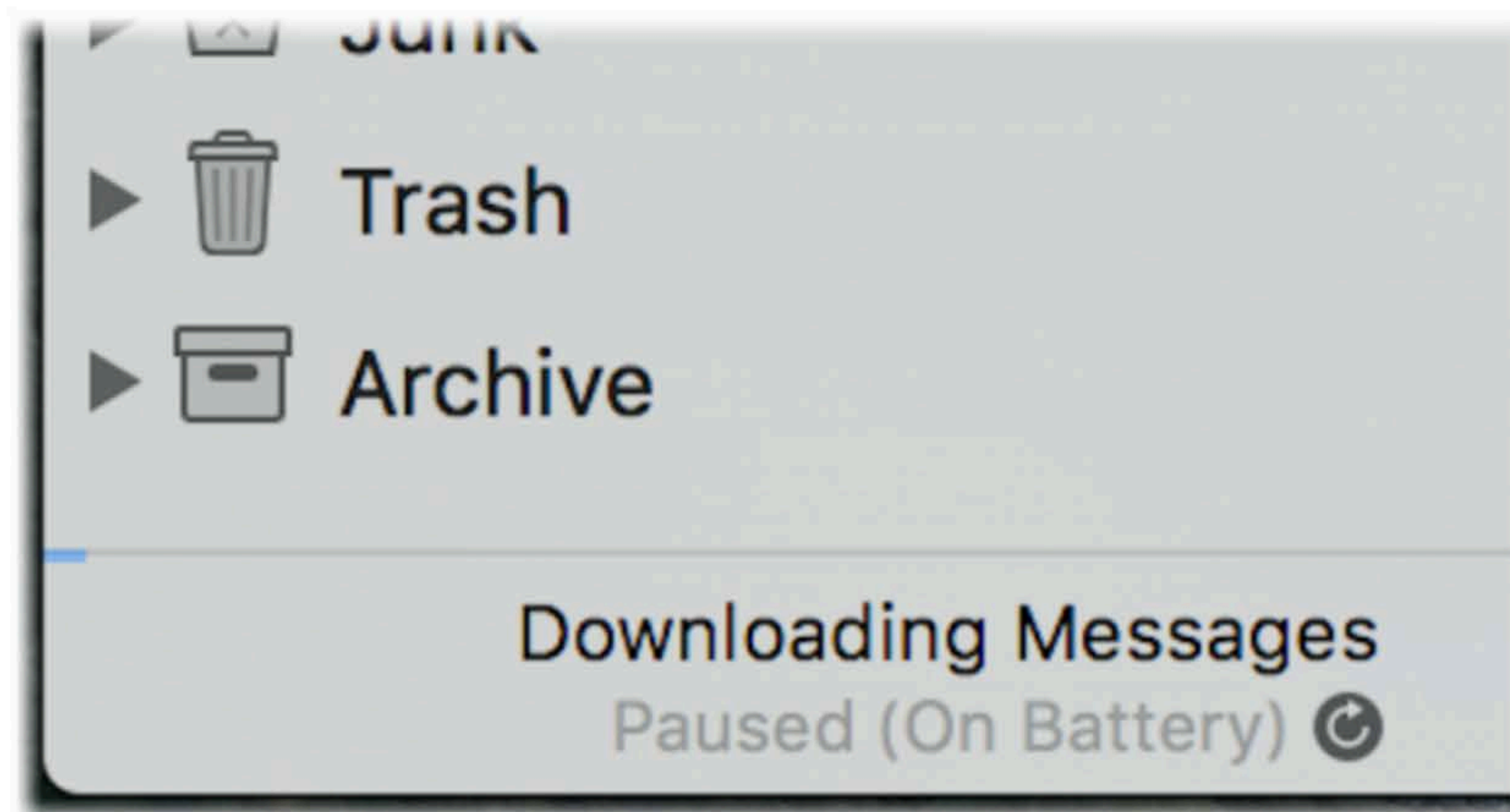
Battery Power

Mail will suspend the background sync when the following parameters are met:

- the portable is running on battery
- 10,000 messages (including attachments) from newest to oldest have been downloaded, or
- all messages that are younger than 30 days have been downloaded

When background sync has been paused, only the headers for all other messages will be downloaded. If a user clicks on one of the header-only message, and is able to connect to the server, that message and the attachments will be downloaded.

To indicate this state, Mail will show the download progress as paused and display an “On battery” message.



Read Apple Support article, [HT205263: If Mail on your Mac downloads messages only when you open them](#) . You will be asked questions based on this content in the Quiz chapter or on the exam.



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OS X El Capitan: Mail

Summary

Having completed this course, you should be able to:

- Use tools in OS X to correctly configure Mail to send and receive email messages.
- Correctly answer a set of knowledge-based questions about using Mail in OS X.

This concludes the OS X El Capitan: Mail course. For other courses in the ACMT 2016 curriculum, see Apple Support article, [HT205332: AppleCare Service Certifications](#), or search for ACMT 2016 in ATLAS.