Setting Up an IONOS Email Account in Apple Mail

With programs like Apple Mail, you can send and receive emails on your computer without having to access Webmail.

In this article, we'll show you how to set up your IONOS email account in Apple Mail under macOS with SSL encryption enabled.

Please Note

macOS Sierra and later provide support for encryption using SSL/TLS. If you are using an older operating system, you may not be able to establish a connection to our email servers to send and receive emails.

Quick Start Guide

If you have not yet set up an email account in Apple Mail:

- Open **Mail**.
  The **Choose a Mail Account Provider** window opens.

- Select **Other Mail account...** and click continue.

If you have already set up an email account in Apple Mail:

- Open **Mail** and click **Mail** > **Add Account ..**. on the menu bar.

- Select **Other Mail Account ...**.

Use the following settings/information to set up your email account:

Field/Setting	Entry/Description
Name	The name displayed on outgoing emails
Email address	The full email address you want to set up in Apple Mail. For example: email@example.com
Username	The email address you used above. For example: email@example.com
Password	The password you have set for your email address.
Account Type	IMAP
Server for incoming emails	imap.ionos.com
IMAP port, SSL enabled	993
Server for outgoing emails	smtp.ionos.com
SMTP port, SSL enabled	587

Adding an Email Account to Apple Mail

- Open Apple Mail and click **Mail** > **Add Account...** on the menu bar.
- Select the **Other mail account...** option and click **Continue**.
- Enter your **name**, **IONOS email address**, and **password** and click **Log In**. (If you have lost the password to your email account, you can set a new password).
- Under **Username**, enter your email address again.

- Select the desired **account type**. You can choose between the account types IMAP or POP3. We recommend using the default **IMAP** setting.

  - If you have set the **account type** to IMAP, enter **imap.ionos.com in** the **Server for incoming email** field.
  - If you have set the **account type** to POP3, enter **pop.ionos.com** in the **Server for incoming email** field.
- In the **Outgoing mail server** field, enter **smtp.ionos.com** and click **Log in**.
  Please note: If the message Account name/Password could not be verified is displayed, please check your entries for completeness/accuracy.
- Select the apps you want to use with your account and click **Done**.

Enabling SSL Encryption

- On the Mail menu bar, click **Mail > Settings**.

- Click **Accounts** > **Server Settings tab**.

- Under **Incoming email server (IMAP)** or **Incoming email server (POP3)**, disable the **Manage connection settings automatically** option.

- Enter the following port number:

  - If you have set the account type to IMAP, enter the port number **993** in the **Incoming Mail Server (IMAP) > Port** field.
  - If you have set the account type to POP3, enter the port number **995** in the **Incoming Mail Server (POP3) > Port** field.
    Please note: The TLS/SSL setting allows your emails to be transmitted using SSL encryption as well.

- In the **Outgoing Mail Server (SMTP)** section, disable the **Manage connection settings automatically** option.

- Enter the port number **587** in the **Outgoing Mail Server (SMTP) > Port** field.

- Click **Save**.

Specifying the Path Prefix for IMAP

To tell Apple Mail the location of your IONOS mailboxes on the IMAP server:

From **macOS Sierra 10.12.6** and later:

- Open the Mail app on your Mac.
- Click on **Mail > Settings > Accounts tab > Server Settings tab**.
- Click the **Advanced IMAP Settings** button in the **Incoming Email Service (IMAP)** field.
- Enter the value **INBOX** in the **IMAP path prefix** field and finish your entry with **OK**.

Setting Default Mailboxes in the Mail App

Apple Mail uses six default mailboxes in an email account: **Inbox**, **Spam**, **Sent**, **Drafts**, **Archive**, and **Trash**. Use the mailbox behavior settings to control which mailboxes and where - on the mail server or locally - are used for this purpose.

If you use an IMAP mailbox on a mail server, you can access it from any device on which you have set up the email account. If you are using a local mailbox, you can only access it on this machine.

To manage the default mailboxes for versions **macOS Sierra 10.12.6** and later:

- Open the Mail app on your Mac.
- Click **Mail > Settings > Accounts tab > Mailbox Behavior tab**.
- Select the desired email account in the left sidebar.
- Use the list boxes to set the desired destination mailbox.
  Optional: For **Spam** and **Deleted Mails**, change the period after which the folder contents are deleted.

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