How do I configure my LPL email client to receive mail?

When you begin using your modern graphical email client program (e.g., Thunderbird, Mac Mail, Outlook), it will present a series of setup screens. When prompted, fill in the following values:

- **Account type** = IMAP (not POP).
- **Name** = your-first-name your-last-name (e.g., Jane Doe)
- **Email address** =
  
  PG4gdWVycz0iem52eWdiOmxeaGUtewNSLWbnpyQHljeS5uZXZtYmFuLnJxaCl+bGJoZS15Y3ktaGZyZWFzW1L
  
  (e.g.,
  
  PG4gdWVycz0iem52eWdiOnnxYnJAEWNSLm5ldm1iYW4ucnFoIj5cWjyQHljeS5uZXZtYmFuLnJxaDwvbj4=
  
  )
- **Incoming server** = hindmost.lpl.arizona.edu
- **Incoming username** = your-lpl-username (e.g., jdoe)
- **Outgoing server** = hindmost.lpl.arizona.edu (this might not be an option at this point in the setup)
- **If prompted for security settings:**
  - Use SSL on port 993 for incoming (or just SSL for Mac Mail)
  - Use TLS on port 587 for outgoing (or just SSL for Mac Mail)

Then use the instructions below to configure your email client to use IMAP with SSL.

After that, click here to configure your email client to use TLS to send mail.

**Outlook (Windows)**

- Start Outlook.
- Click the File tab.
- Click the Account Settings button.
• Click the "Add or remove accounts or change existing connection settings" button.
• Click on the account that you wish to change.
• Click the Change button.
• Set the Incoming mail server to hindmost.lpl.arizona.edu
• Uncheck the box next to "Require logon using Secure Password Authentication (SPA)".
• Click the More Settings button.
• Click the Advanced tab.
• Under the "Incoming server (IMAP)" line, select SSL next to "Use the following type of encrypted connection".
• Next to "Incoming server (IMAP)", set the number to 993.
• In the "Root folder path" field, type "mail" (without quotes).
• Click OK.
• Click Next.
• If you see a pop-up saying "The server you are connected to is using a security certificate that cannot be verified":
  ○ Click View Certificate.
  ○ Click Install Certificate.
  ○ Click Next, Next, Finish, OK, OK, Yes.
• Click Finish.
• Click Close.

Outlook Express

• Start MS Outlook Express.
• Click the Tools menu and select Accounts.
• Select the appropriate account.
• Click Properties.
• Click the Servers tab.
• Set the Incoming server name to hindmost.lpl.arizona.edu
• Click the Advanced tab.
• Check the box next to "This server requires a secure connection (SSL)" for the Incoming server.
Thunderbird (Windows)

Start Thunderbird.

If this is the first time starting Thunderbird, it will assume you want to add an email account and will present a pop-up asking "Would you like a new email address?".

Click "Skip this and use my existing email".

You'll see a new pop-up.

Type your full name in the "Your name" field.

Type your LPL email address in the "Email address" field.

Type your LPL password in the "Password" field.

Uncheck the "Remember password" box if desired.

Click Continue.

Click the Manual Config button in the next window that appears.

Change the settings in the Mail Account Setup window as follows:

Incoming:
Server = hindmost.lpl.arizona.edu
Port = 993
SSL = SSL/TLS
Authentication = Normal password
Username: your LPL username
Outgoing:
Server = hindmost.lpl.arizona.edu
Port = 587
SSL = STARTTLS
Authentication = Normal password
Username: your LPL username

Click Re-test.

Then make sure you set your IMAP path prefix (and check your settings) as follows:

- Click "Tools".
- Click "Account Settings".
- Click "Server Settings".
- "Server Name" should be hindmost.lpl.arizona.edu
- "Connection Security" should be "SSL/TLS".
- "Authentication Method" should be "Normal password".
- "Port" should be 993.
- Click the "Advanced" button.
- In the "IMAP server directory" field, type "mail" (without quotes).
- Uncheck the "Show only subscribed folders" box.
- Click OK.
- Click OK.

Thunderbird (Mac OS 10.x)

Start Thunderbird.

If this is the first time starting Thunderbird, it will assume you want to add an email account and will present a pop-up asking "Would you like a new email address?".

Click "Skip this and use my existing email".
You'll see a new pop-up.
Type your full name in the "Your name" field.

Type your LPL email address in the "Email address" field.

Type your LPL password in the "Password" field.

Uncheck the "Remember password" box if desired.

Click Continue.

Click the Manual Config button in the next window that appears.

Change the settings in the Mail Account Setup window as follows:

Incoming:

Server = hindmost.lpl.arizona.edu
Port = 993
SSL = SSL/TLS
Authentication = Normal password
Username: your LPL username

Outgoing:

Server = hindmost.lpl.arizona.edu
Port = 587
SSL = STARTTLS
Authentication = Normal password
Username: your LPL username

Click Re-test.

Then make sure you set your IMAP path prefix (and check your settings) as follows:

* Click "Tools".
* Click "Account Settings".
* Click "Server Settings".
* "Server Name" should be hindmost.lpl.arizona.edu
* "Connection Security" should be "SSL/TLS".
* "Authentication Method" should be "Normal password".
* "Port" should be 993.
Click the "Advanced" button.
In the "IMAP server directory" field, type "mail" (without quotes).
Uncheck the "Show only subscribed folders" box.
Click OK.
Click OK.

**OS X Mail Client (Mac Mail) IMAP**

- In OS X Mail, click Mail, then Preferences.
- Click the Account tab. The Account Information window appears.
- Set the Incoming Server name to hindmost.lpl.arizona.edu
- Click the Advanced tab.
- Check the box next to "Use SSL".
- Set the Port number to 993.
- In the IMAP Path Prefix field, type "mail" (no quotes).
- Close the Account Preferences Account window.
- Choose Save when prompted.
- Quit Mac Mail.
- Reopen Mac Mail.

**OS X Mail Client (Mac Mail) POP**

- Open Mac Mail.
- Click Mail.
- Click Preferences.
- Click the Account tab. The Account Information window appears.
- Set the Incoming Server name to hindmost.lpl.arizona.edu
- Click the Advanced tab.
- Check the box next to "Use SSL".
- Set the Port number to 995.
- Close the Account Preferences Account window.
- Choose Save when prompted.
- Quit Mac Mail.
Reopen Mac Mail.

Android/Droid IMAP

Android/Droid users: click here for instructions.

Eudora, Pegasus, and Pine

Eudora, Pegasus, and Pine Users: Please contact LPL Systems for assistance.