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Outlook, Phones & Apps

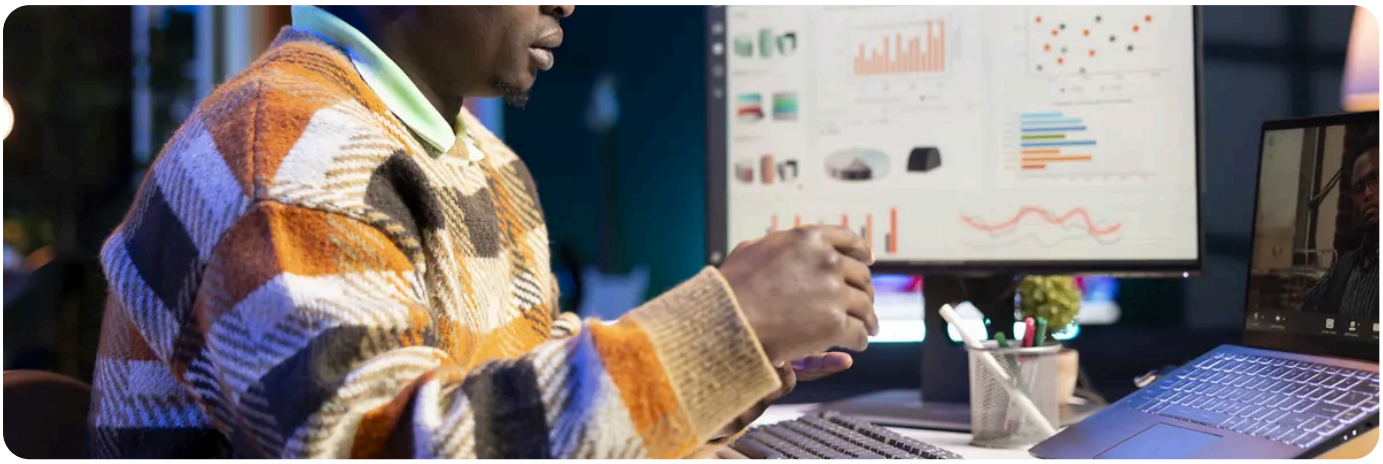
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How to set up your e-mail in Apple Mail on a Mac

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On the Mac, the **Mail** application connects to your mailbox by **IMAP**: messages stay on the server and the Mac displays them, so they look the same on the phone and in webmail. You need three things: the full address, the mailbox password (not the cPanel one, nor the My Interweb one) and the server name, which is `mail.asuaempresa.ao`, swapping in your own domain.

Adding the account, step by step

1. Open **Mail**. If it is the first time, an assistant appears; otherwise, in the **Mail** menu, choose **Add Account**.
2. Choose **Other Mail Account…** and click **Continue**.
3. Type your name, the full e-mail address and the mailbox password. Click **Sign In**.
4. If Mail cannot find the settings by itself, it asks for them. Pick the **IMAP** type, and type `mail.asuaempresa.ao` for both the incoming and outgoing server. The user name is the full address.
5. Tick only the **Mail** option to sync and click **Done**.

Checking the ports

Mail usually gets the settings right, but it is worth checking. In Mail's settings (the menu name changes a little between macOS versions), open **Accounts**, pick the account and the **Server Settings** tab. If the ports are automatic, untick the automatic management to see them.

Setting	Incoming (IMAP)	Outgoing (SMTP)
Server	`mail.asuaempresa.ao`	`mail.asuaempresa.ao`

Setting	Incoming (IMAP)	Outgoing (SMTP)
Port	993	465
Security	SSL/TLS	SSL/TLS
User name	the full address	the full address
Authentication	password	password

For the outgoing server, under **Outgoing Mail Account**, choose **Edit SMTP Server List…**, select the server and, under **Advanced**, set the port and SSL as in the table.

When it will not connect

What you see	What to check
Mail asks for the password again and again	The mailbox password was changed, or you typed the cPanel one. Reset the mailbox one in the account settings. If you forgot it: **changing an e-mail account password**.
You receive but cannot send (outgoing server offline)	Almost always the sending authentication or port. Review the table above, paying attention to port 465 and SSL.
The account shows "offline"	In the **Mailbox** menu, **Take All Accounts Online**. If it drops again, check whether webmail opens: if it does, the problem is on the Mac.
Old messages are missing	IMAP shows what is on the server. If the mailbox was emptied or is in another account, it does not come by itself: see **POP or IMAP**.

If Mail warns that the certificate is not valid, do not click Continue blindly.
It nearly always means the server name differs from `mail.asuaempresa.ao`. Fix the name instead of accepting a certificate from a server you have not confirmed.

Sent messages staying "only on this Mac"?
In Mail's **Mailbox** menu, the **Use This Mailbox For** option lets you say which folders are the account's Sent, Drafts and Trash. When you cannot connect at all, the list of causes is in **why your e-mail is not sending or receiving**.

NEED A HAND?

Does Mail keep asking for the password or refusing the connection? Tell us the macOS version and the exact message.

Open a support ticket →

SEE ALSO

- POP or IMAP: which to choose, and what you lose by picking wrong →
- How to set up your e-mail on iPhone or iPad →
- How to set up your e-mail in Thunderbird →
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COMMERCIAL REGISTRATION NO.	26464-25/250724
REGISTERED OFFICE	Rua Direita do Patriota, Bairro Dangereux Belas, Luanda, Angola
CONTACT	info@interweb.ao · +244 942 011 191 · www.interweb.ao
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