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How to set up your e-mail in eM Client

E-mail

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How to set up your e-mail in eM Client

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The short answer: eM Client is an e-mail program for Windows and Mac that brings mail, calendar and contacts together. Setting it up with your mailbox takes a few minutes: **address, password, IMAP on port 993 with SSL/TLS and SMTP on port 465 with SSL/TLS**, with `mail.asuaempresa.ao` as the server for both. The program usually finds the settings by itself; if it does not, you type them in.

What you need to hand

Setting	Value
Address	the full mailbox address, for example `ana@asuaempresa.ao`
Password	the mailbox password
Incoming server (IMAP)	`mail.asuaempresa.ao`, port 993, SSL/TLS
Outgoing server (SMTP)	`mail.asuaempresa.ao`, port 465, SSL/TLS, or 587 with STARTTLS
Outgoing authentication	yes, with the same username and password

Before you start, check the password by logging in to **webmail**. If that works, any error in the program is a setup problem.

Step by step

1. **Open eM Client** and, from the menu, go to **Accounts** and add a new account (on first launch, the wizard opens by itself).

2. **Choose Mail** and then **Other** (not Google or Microsoft: your mailbox is IMAP).

3. **Type the full address** and continue. eM Client tries to find the settings. If it does, check the server is `mail.asuaempresa.ao` and enter the password.

4. **If it does not,** pick manual setup and fill in the table above: IMAP 993 with SSL/TLS for incoming, SMTP 465 with SSL/TLS for outgoing, and tick that the outgoing server requires authentication.

5. **Finish and wait for the first sync.** A mailbox with years of mail takes longer the first time.

6. **Send a test message** to another address of yours and reply to it, to check both incoming and outgoing.

After setup

1. **Check the special folders** (Sent, Drafts, Trash) in the account settings so they match the server's. If they are mixed up, messages sent from the program do not show in webmail or on your phone.

2. **Create your signature** in the program settings: **what to put in a signature**.

3. **Your calendar and contacts** are connected separately, with the details in **calendars and contacts on your own domain**.

Do not pick POP unless you know what it does.
With POP, messages can leave the server and live only on this computer, disappearing from your phone and webmail. For a mailbox used on more than one device, IMAP is always the right choice: **POP or IMAP**.

Keeps asking for the password?
It is almost always the wrong password saved in the program, or your IP address blocked after several failed attempts. See **why your IP gets blocked**.

NEED A HAND?

eM Client will not connect to your mailbox? Open a ticket with the error message it shows.

Open a support ticket →

SEE ALSO

- How to set up your e-mail in Thunderbird
- POP or IMAP: which to choose, and what you lose by picking wrong
- How to access your webmail
- Calendars and contacts on your own domain
- Adding a signature to your e-mails: webmail, computer and phone
- Webmail or an e-mail app: which one to read your mail with

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