

# @aberdeen email – Connecting on Apple Mail

To add your @aberdeen email account to Apple Mail on a Mac it must be running **Mac OS 10.14 or above**. Click the Apple icon at top left and choose **About this Mac** to check the Mac OS version on your Mac

If it is not on 10.14 or higher then these guides from Apple will help to see if you can upgrade, but IT Services cannot assist with the upgrade of personal equipment:

- <https://www.apple.com/uk/macOS/how-to-upgrade/>
- <https://support.apple.com/en-gb/macOS>
- <https://support.apple.com/en-gb/HT211238> - compatible Macs

## 1. Remove old Account Settings



If you have not previously connected your Mac to your @aberdeen email, you can skip this step and go straight to **step 2**.

1. Click the **Apple menu**
2. Click **System Preferences...**
3. Click **Internet Accounts**
4. In the **Internet Accounts** dialog, highlight your **Exchange** account from the list on the left.
5. Click on the **minus symbol (-)** and click **OK** to confirm the message.

## 2. Set up a new account

1. Launch the **Apple Mail app**.
2. Choose a Mail account provider
  - If this is the first time you have configured an email account in the app, the **Choose a Mail account provider** screen will appear.
  - if you have already set up another email account in the Mail app, click the **Mail** menu then click **Add Account...**
3. Click **Exchange**
4. Click **Continue**
5. Enter your Exchange account information:
  - **Name:** type your full name e.g. **Joe Bloggs**
  - **Email address:** type your @aberdeen **email address**, e.g. j.bloggs2.18@aberdeen.ac.uk
  - **Password:** type your **password**
  - Click **Sign In**

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6. When prompted to sign into your @aberdeen mail account using Microsoft, click **Sign In**
  7. Type your password and click **Sign-in**
  8. If your account has been enabled for Multi Factor Authentication (MFA) you will be asked to authenticate using whatever means you have set up, e.g. Microsoft Authenticator App, text, or phone call.
  9. The **Permissions requested** screen appears. Click **Accept**
  10. Your **Account Summary** will appear, click **Continue**
  11. Tick the apps you want to use with Apple Mail, e.g. **Mail, Calendar, Contacts**
  12. Click **Done**. Apple Mail will start to download your @aberdeen email messages.  
**Note:** this may take a few minutes.

## Further information and help

Use MyIT to report an issue with the IT Service Desk: <https://myit.abdn.ac.uk>