

William Carey University
Information Technology

Using Windows Mail
with SaderApps

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Enabling IMAP

You can retrieve your Gmail messages with a client or device that supports IMAP, like Microsoft Outlook or Apple Mail.

To enable IMAP in Gmail:

1. Sign in to Gmail.
2. Click **Settings** at the top of any Gmail page.
3. Click **Forwarding and POP/IMAP**.
4. Select **Enable IMAP**.
5. Click **Save Changes**.

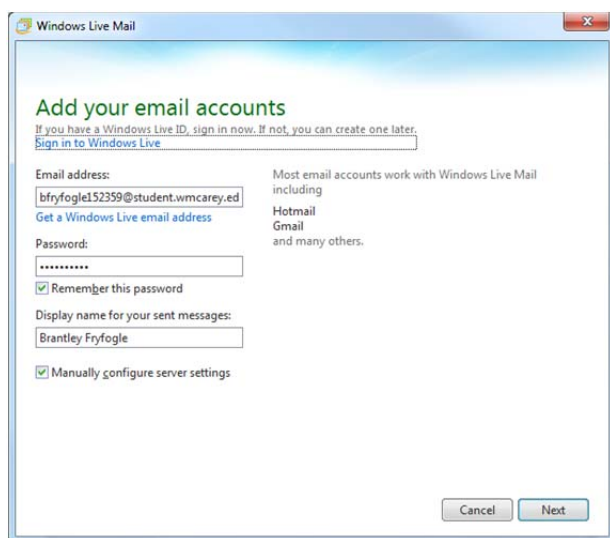
Configuring IMAP in Windows Mail

To set up your Windows Mail client to work with Gmail:

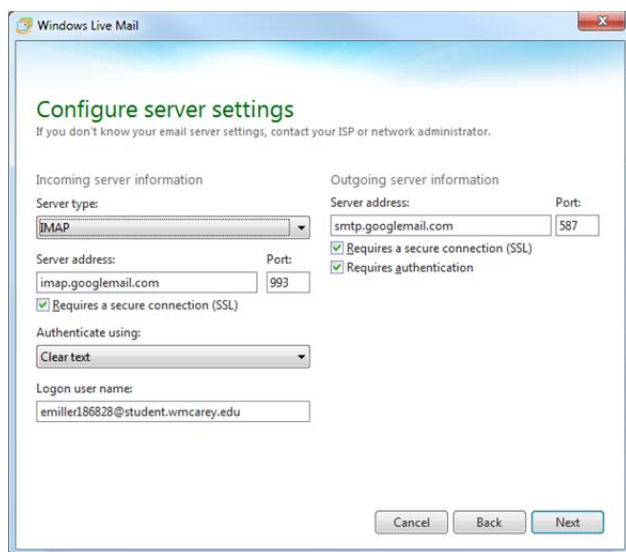
1. [Enable IMAP](#) in Gmail. Don't forget to click **Save Changes** when you're done.
2. Open Windows Mail
3. Click the File button



4. Click Options
5. Click Email Accounts
6. Click Add
7. Ensure that Email Account is selected, Click Next
8. Type your Email Address in the Email Address field
9. Type your WCU password in the Password field
10. Ensure that Remember this password is clicked unless you would like to type your password each time you check your email
11. Type your name in the Display Name for your sent messages field
12. Select Manually configure server settings



13. Click Next
14. Select IMAP as the Server type
15. Type imap.googlemail.com in the Server Address field under Incoming server information
16. Select Requires a secure connection (SSL) under Incoming server information
17. Ensure that the Port field under Incoming server information is 993
18. Select Clear Text as the Authenticate using value
19. Type your full WCU username in the Logon user name field
20. Type smtp.googlemail.com in the Server address field under Outgoing server information
21. Type 587 in the Port field under Outgoing server information
22. Select Requires a secure connection (SSL) under Outgoing server information
23. Select Requires authentication under Outgoing server information



24. Click Next
25. Click Finish
26. Click Close

It may take a few minutes to pull your mail into the application, but your mail should now be available by clicking on the [Gmail] folder under Student.wmcarey (username).

Troubleshooting & Help

The William Carey University Information Technology Department, IT, provides assistance to students through a per request ticket based help system. In order to receive support with your IT needs, you must complete and submit a form that will provide necessary information to the IT Department for troubleshooting. The following chapter will provide information on accessing the necessary form for ticket submission.

If you need support from the Information Technology Department, please follow the instructions below to get the best response possible.

First step to troubleshooting!

1. If you receive an error when attempting to setup Outlook to connect to your SaderApps account, please complete the following steps before proceeding to ask for assistance from the Information Technology Office.
 - a. Login to the Indigo Portal
 - b. Click Change Password
 - c. Type your current WCU password in ALL three boxes
 - d. Click Submit
2. Allow at least 1 hour for your password to be synchronized to Google.
3. After 1 hour, attempt to setup your account in Outlook again.
4. If it still fails, please continue with the remaining instructions in the guide for submitting a trouble ticket to the Information Technology office.

Do you need to submit an online support ticket?

1. Navigate to <https://indigo.wmcarey.edu/help> in your web browser.
2. Fully complete the form provided.
3. Click Submit.

Want to change your WCU account password?

You will no longer be able to change your password from within D2L. All WCU passwords must be changed during the account setup process or from within the Indigo Portal. Follow the instructions below to change your WCU account password at any time.

1. Login to the Indigo Portal
2. Click on Change Password.
3. Click Submit.

Did you forget your WCU account password?

If you have forgotten your password, please go to <https://indigo.wmcarey.edu/student> and click on the Forgot your Password? link to attempt to reset your password. When you reset your password it will affect access to all of your WCU IT resources.