Show Me

Tell Me

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IT Support

The University’s ITS Department provides limited technical support for those electing to use an IMAP client to retrieve Gmail. Support includes best effort IT phone support (no ticket escalation) and the FAQs shown. Individual colleges/departments may provide additional support. The College of Liberal Arts & Sciences (CLAS) IT does not support IMAP email clients.

Tip

A change like this can be difficult, especially at first. Please explore and use the features of Gmail exclusively for at least 30 days before considering going back to a desktop email client. Thunderbird, Outlook and Apple Mail do not offer the full search, integration and ease of use found by using a supported web browser with Google Gmail.

1. **Enable IMAP** for your Gmail account
2. Launch **Mail.app**
3. If you had Mail setup for your Exchange email, click on **Mail** and choose **Accounts**. Otherwise, skip to step 4

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4. Scroll to the bottom and choose **Add Other Account**

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1. **Enable IMAP** for your Gmail account
2. Launch **Mail.app**
3. If you had Mail setup for your Exchange email, click on **Mail** and choose **Accounts**. Otherwise, skip to step 4
5. Choose **Add a Mail Account**

6. Click **Create**
7. Enter your first and last name, full UNCC email address, and NinerNET password

8. Click **Create**
   a. You will get a message stating **Account must be manually configured**
9. Click **Next**
10. Enter the following:
   a. Mail Server: [imap.gmail.com](https://imap.gmail.com)
      b. Username: Full UNCC email address
      c. Password: NinerNET password

11. Click **Next**
12. Enter the following:
   a. Mail Server: [smtp.gmail.com](https://smtp.gmail.com)
      b. Username: Full UNCC email address
c. Password: NinerNET Password

13. Click **Create**
14. Click on the Google account that you just created and a window will pop up.
15. Enter your NinerNET username and password; click **Log In**

16. On the permission page, click **Accept**
17. Be sure to check **Contacts, Calendar, and Messages**

18. Click **Done**
19. Close the accounts window. Mail is now setup
20. After you've setup your new University Gmail account it is important to remove your old account:
   a. **Mail > Accounts**

   ![Mail > Accounts](image)

   b. Select your old email account and click the minus symbol at the bottom left of the window
   c. Click **OK** to confirm deleting the old account

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**Related FAQs**

- How do I setup my Gmail to use POP since my device doesn't support IMAP?
- How do I enable IMAP in Gmail so I can use Thunderbird, Outlook or Apple Mail email client?
- How do I configure Thunderbird email client in IMAP mode to work with Gmail on Windows?
- How do I configure Outlook email client in IMAP mode to work with Gmail in Windows?
- How do I use G Suite Sync for viewing Gmail in Outlook?