SU Helpdesk Presents:

Ship Email Account Setup: Mozilla Thunderbird
Step 1: After opening Thunderbird, it will ask if you would like to setup a new account. Click email account and next
Step 2: Enter your user name and ship email address
Step 2: Select “IMAP” as the incoming server and enter “mail.ship.edu” for both the incoming and outgoing servers
Step 3: Enter your ship e-mail ID
Step 4: Enter your ship email account
Step 5: Click Finish. After you hit finish, it will load an error message saying that you can’t connect to the mail server; just click ok
Step 6: Click tools>Account Settings. Once your account settings have opened up, check the “SSL” box and the “user secure authentication” box under Security Settings and click ok
Step 7: Enter your password for your ship e-mail account. Thunderbird should then download all of your e-mails into the program.
After completing all of these steps, your e-mail account should be fully functional through Thunderbird. We recommend you test this by clicking the “Write” button and creating an email to send to yourself. If you receive your e-mail in the program, then everything is working fine. If you didn’t receive your test e-mail, then please go through the steps again and be sure there isn’t anything you forgot to do. If you can’t troubleshoot the issue yourself, then please bring it down to us where we will do what we can to try to resolve the issue for you.