Help Document Series: Configuring Mozilla Thunderbird with IMAP for Faculty & Staff

This document will take you through the process of configuring Mozilla Thunderbird to connect to Clark’s Exchange email server with IMAP for faculty & staff. You will need to know your Clark Account username and password in order to connect.

Step 1.
When you launch Thunderbird for the first time, you will be prompted with a Mail Account Setup configuration wizard. If you do not get that prompt, click on the Accounts -> Create a new account link in the right pane. Start by typing your full name in the Your name: text field, your Clark Account email address into the Email address: text field, and your Clark Account password into the Password: test field. Click the Continue button to proceed to the next step.

Step 2.
The Mail Account Setup will expand down as Thunderbird attempts to automatically detect the mail server settings. Once it fails, click on the Manual Setup... button to continue the configuration process.

If you require further assistance, please contact the ITS Help Desk at 508.793.7745 or helpdesk@clarku.edu.
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Step 3.
The Account Settings window will now open. Under the Server Settings section, type “exchange.clarku.edu” into the Server Name: text field, and “993” into the Port text field. Next, change the Connection security: drop-down menu to SSL/TLS.

Step 4.
Start by clicking on the Outgoing Server (SMTP) section, then click on the Edit... button to modify the default SMTP settings and a new SMTP Server window will open. Type “exchange.clarku.edu” into the Server Name: text field and change the Connection security: drop-down menu to STARTTLS. This should automatically change the Authentication method: to Normal password. Lastly, type your domain “clarku” in front of your Clark Account username. Now you can click the OK button to close the SMTP Server window and the OK button to commit all of the account setting changes.

Step 5.
It is now time to click on the Get Mail button in the menu bar to start downloading your email. Congratulations, you are ready to read and send email.

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