



IITM Zimbra Desktop Configuration by using IMAP & POP3 (With 2FA)

FOR MORE CLARIFICATION, CONTACT TO "SANAND@IITM.AC.IN"

IMAP & POP Configuration by using 2FA Passcode

After enabling the Zimbra two-factor authentication, we have to generate the passcode for email client configuration. Following devices and applications support IMAP & POP configuration with Zimbra passcode.

Windows Desktop:

1. Outlook desktop.
2. Thunderbird Mail Client.

Mac Device:

1. Thunderbird Mail Client.
2. Apple Mail client.

Mobile Device:

1. Gmail Application
2. Outlook Application

This all the application devices are support the Zimbra application passcode.

How to create or Generate Passcode:

Once enabling the two-factor authentication, To generate the Passcode follow the same.

Settings → Accounts → Scroll down and find “Two Factor authentication” → click “Add a passcode” → Enter preferred name & Click Next → Note the Passcode. → Click “ok” and “Save”

Two-factor authentication

Two-factor authentication adds significantly more security to your account by requiring not only your user name and password when you sign in, but also a secure code from a second source.

Preferred	Method	
<input checked="" type="radio"/>	Third-party authenticator app	Remove this method
<input type="radio"/>	By email to password recovery address: zimbraiitm@smail.iitm.ac.in	Remove this method

One-time codes 10 unused codes

Trusted devices 0 trusted devices

Passcodes for apps that do not support two-factor authentication [+ Add a passcode](#)

source

Add a passcode ×

If an application does not support two-factor authentication, generate a passcode to authorize the application the first time you use it to sign in to your account.

Thunderbird-PC

[Next](#)

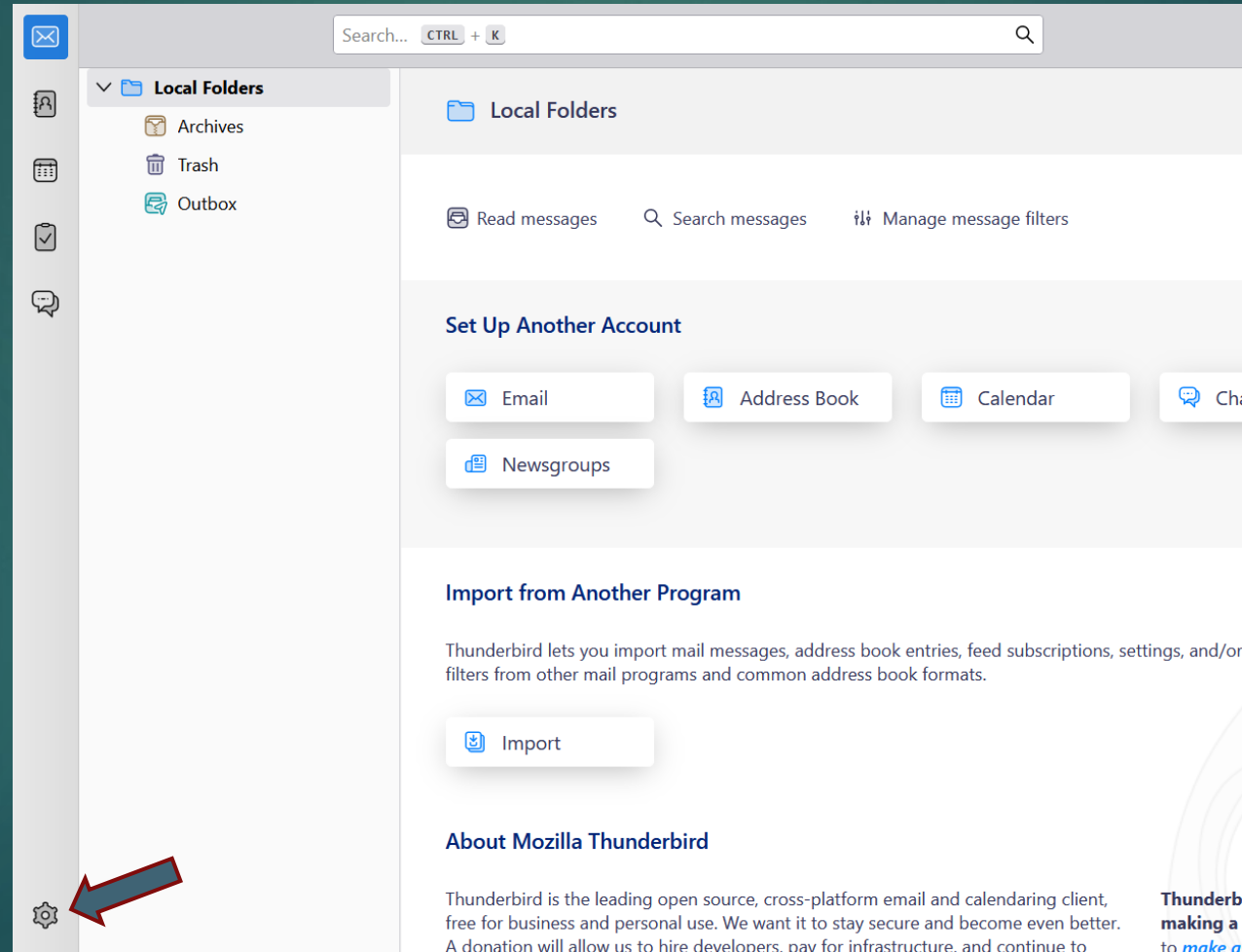


Thunderbird Mail Configuration using IMAP Service with Zimbra 2FA Passcode

Step 1:

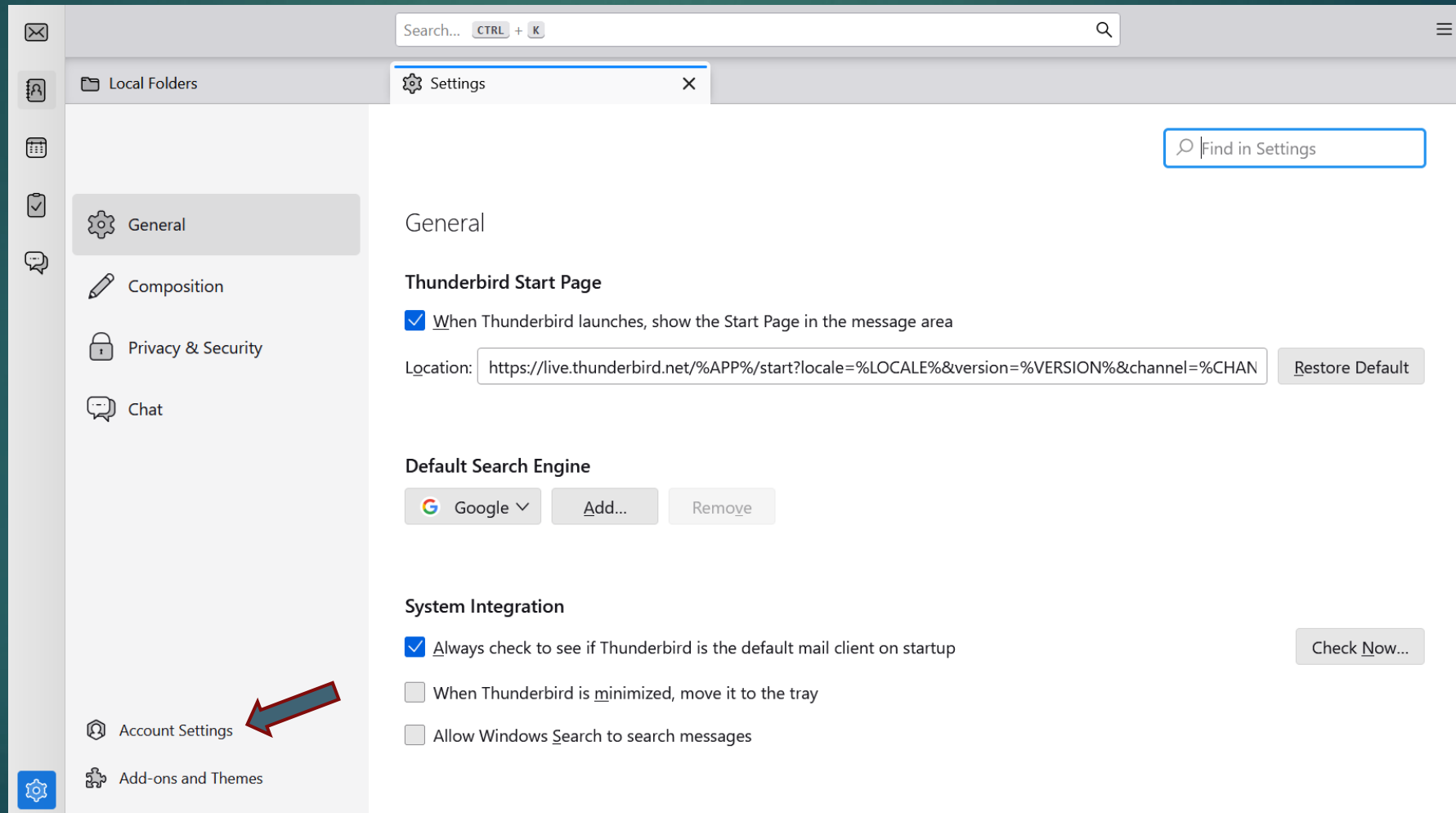
To setup your Zimbra email in thunderbird, please follow the steps given bellow.

Go to settings menu, from the Thunderbird application under left side bottom **settings** option available.



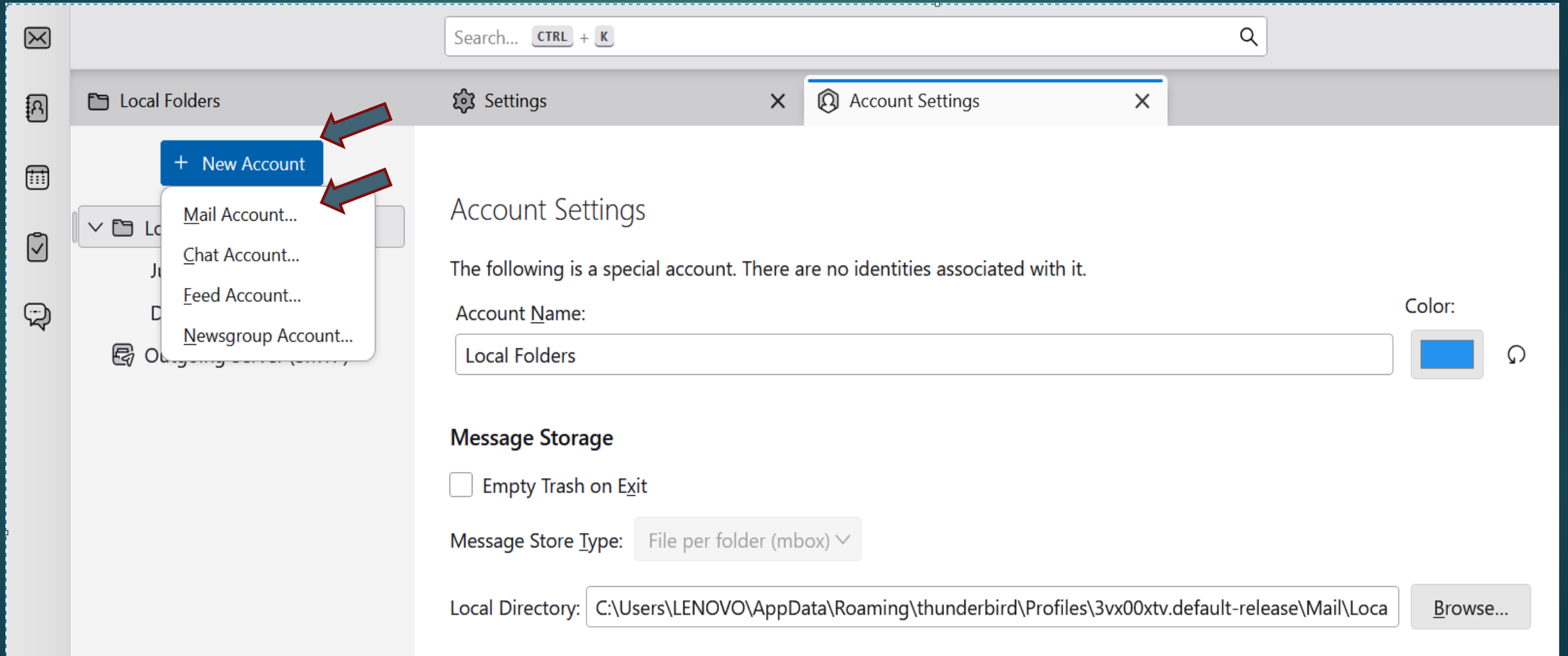
Step 2:

From settings page click on “**Account settings**” to setup your Zimbra account on Thunderbird.



Step 3:

From Account settings, to create a new account, click on the button “**New Account**,” then select “**Mail Account**.”



Step 4:

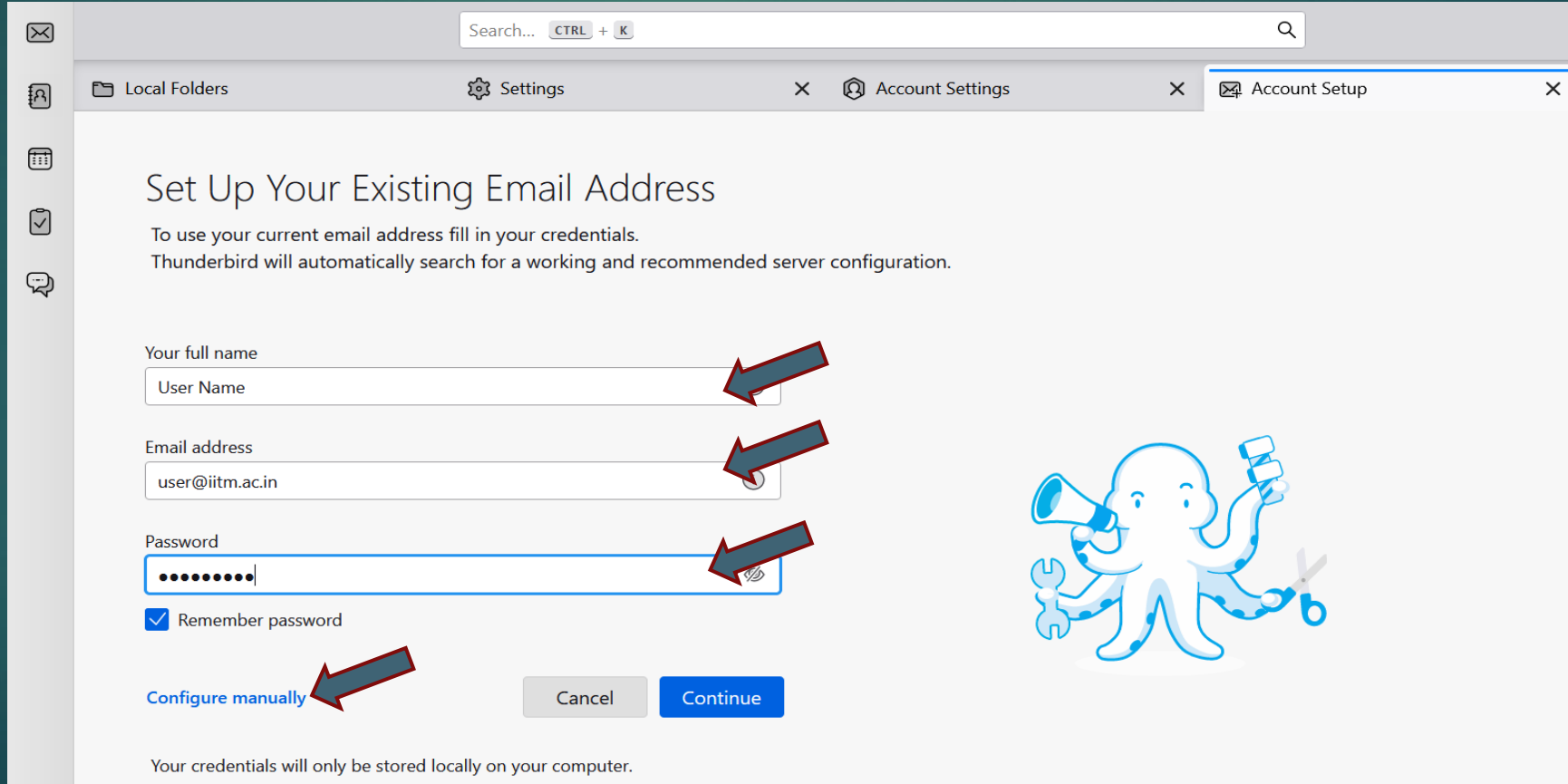
From Account Setup page, Enter your details.

Your full name: “**User Name**”

Email Address: **user@iitm.ac.in** or **user@zmail.iitm.ac.in**

Password: **2FA Onetime-Passcode**

Then Click on “**Configure manually**” option.



Search... CTRL + K

Local Folders Settings Account Settings Account Setup

Set Up Your Existing Email Address

To use your current email address fill in your credentials.
Thunderbird will automatically search for a working and recommended server configuration.

Your full name
User Name

Email address
user@iitm.ac.in

Password
.....

☒ Remember password

[Configure manually](#) Cancel Continue

Your credentials will only be stored locally on your computer.

Step 5:

Following incoming & Outgoing configurations are need to setup.

Incoming Server

Protocol: **IMAP**

Hostname: **web.zmail.iitm.ac.in**

Port: **993**

Connection security: **SSL/TLS**

Authentication method: **Autodetect**

Outgoing Server

Hostname: **smtp.iitm.ac.in**

Port: **465** or **587**

Connection security: **SSL/TLS**

Authentication method: **Autodetect**

Username: **LDAP User**

Then click on the “**Re-test**” button. We can figure out like settings were found. That means the configuration is correct. To proceed further, Click “**done**”.

Set Up Your Existing Email Address

To use your current email address fill in your credentials.

Thunderbird will automatically search for a working and recommended server configuration.

Your full name

Extest2

Email address

extest2@iitm.ac.in

Password

••••••••••

☒ Remember password

Manual configuration

INCOMING SERVER

Protocol:

IMAP

Hostname:

web.zmail.iitm.ac.in

Port:

993

Connection security:

SSL/TLS

Authentication method:

Autodetect

Username:

extest2@iitm.ac.in

OUTGOING SERVER

Hostname:

smtp.iitm.ac.in

Port:

465

Connection security:

SSL/TLS

Authentication method:

Autodetect

Username:

extest2@iitm.ac.in

[Advanced config](#)

Re-test

Cancel

Done

Step 6:

After incoming & Outgoing configurations completed and re-test the configuration. We can figure out like **settings where found**. That means the configuration are correct to proceed further click "**done**".

Local Folders

Impo

Email address

extest2@iitm.ac.in

Password

••••••••••

☒ Remember password

✓ The following settings were found by probing the given server:

Manual configuration

INCOMING SERVER

Protocol:

IMAP

Hostname:

web.zmail.iitm.ac.in

Port:

993

Connection security:

SSL/TLS

Authentication method:

Normal password

Username:

extest2@iitm.ac.in

OUTGOING SERVER

Hostname:

smtp2.iitm.ac.in

Port:

465

Connection security:

SSL/TLS

Authentication method:

Normal password

Username:

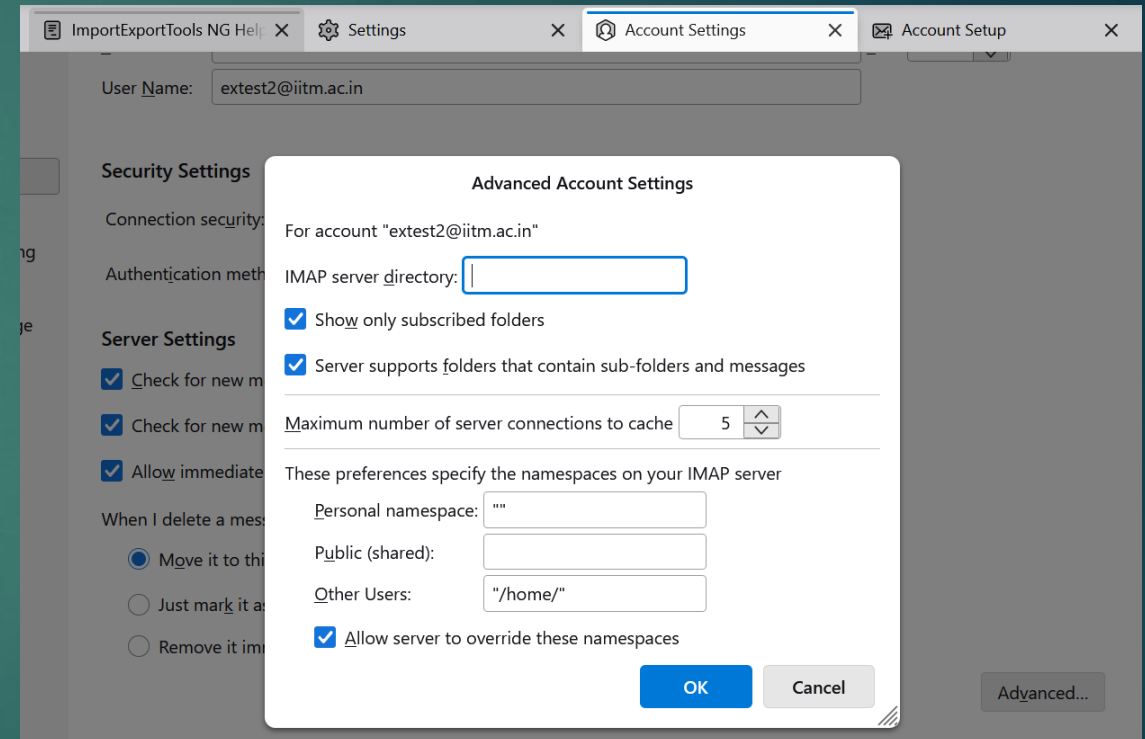
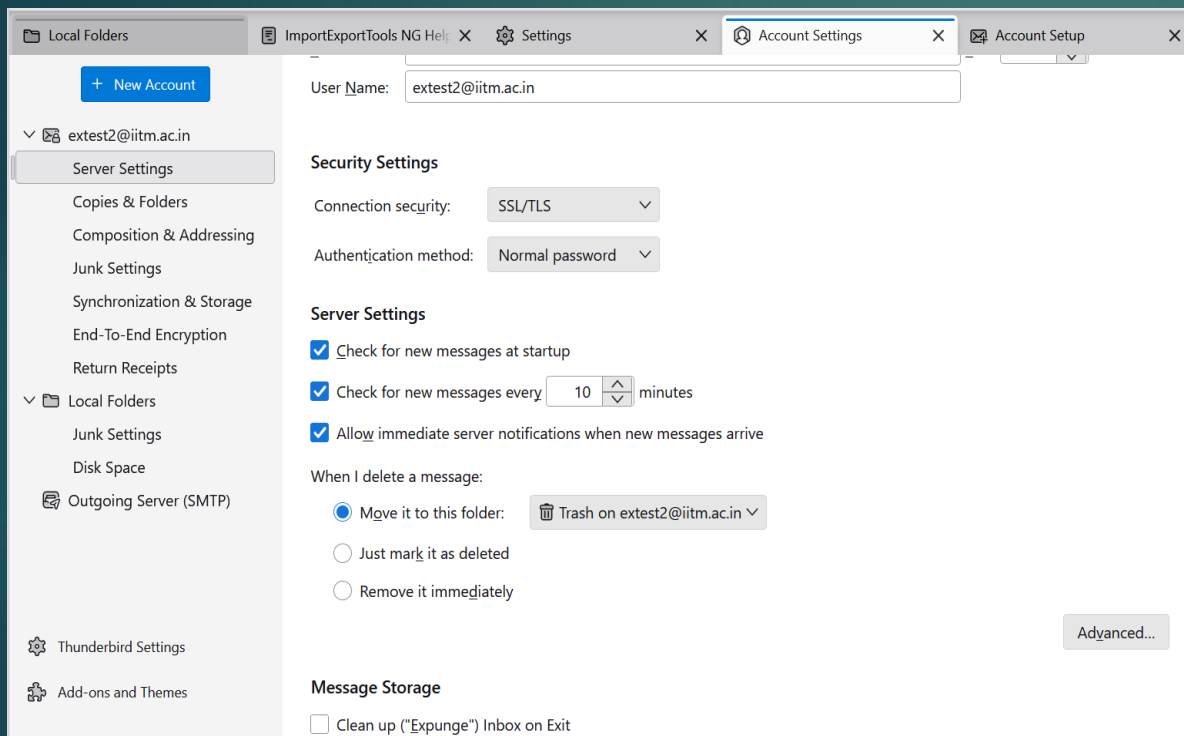
extest2@iitm.ac.in

[Advanced config](#)

Step 7:

To enabling subfolders in thunderbird mail client please follow the steps below.

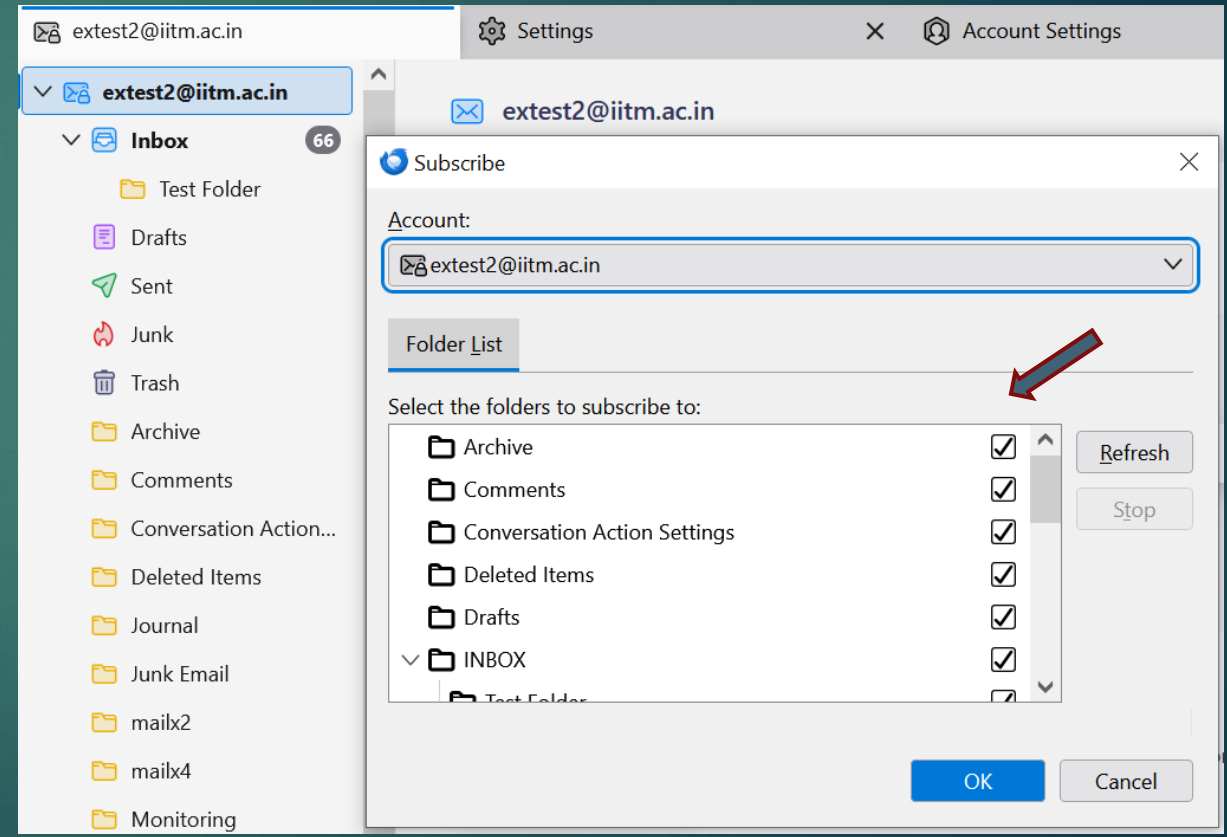
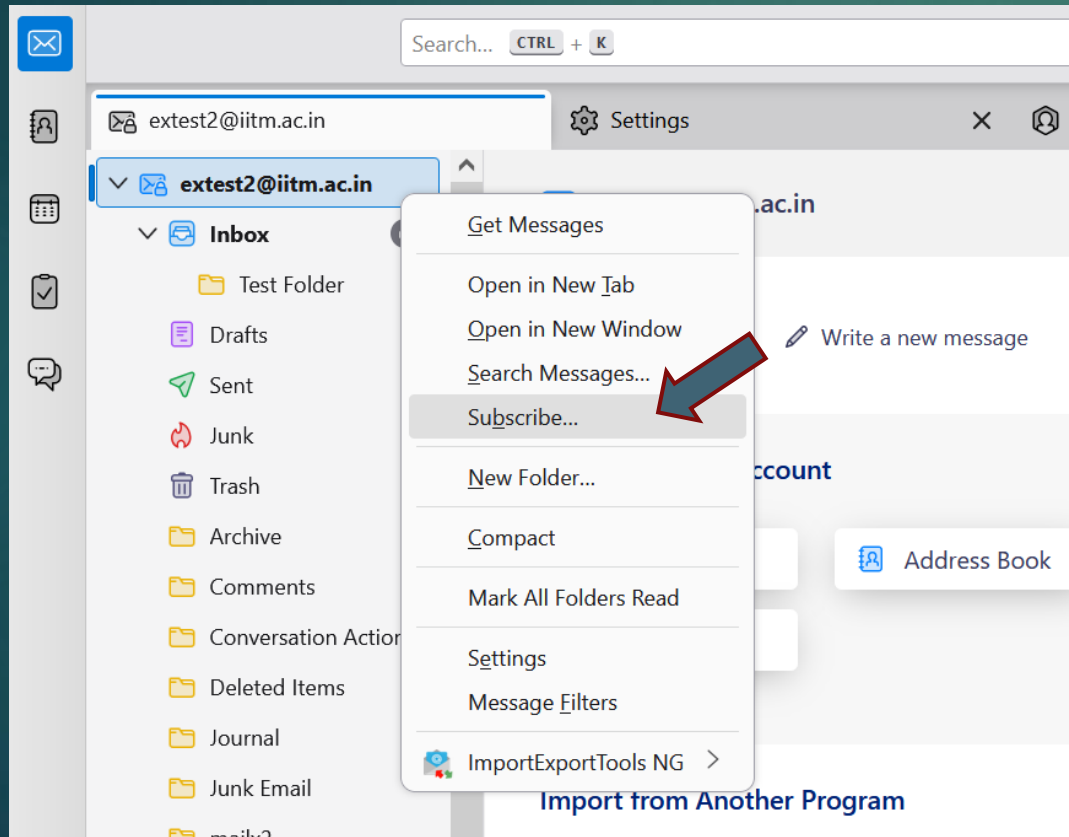
Account Settings → Security Settings → Advance Option → Select the checkbox like below screenshot referred option



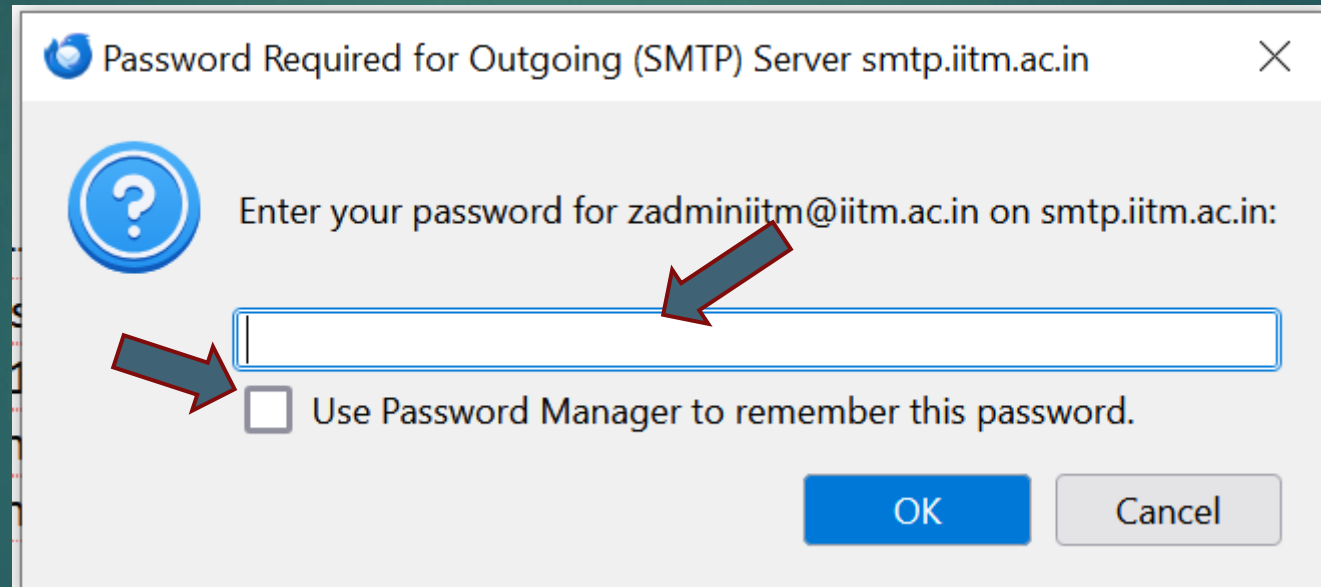
Step 8:

Then we have to subscribe the folders manually for once.

Right Click on Email Address → Select “Subscribe” → Select **All the folders** → then Click “OK”



When we trying to send mail below popup will appear. **Please enter the LDAP password** for Outgoing server access. **Must check the box to use the password permanently.**



The image shows a Windows dialog box titled "Password Required for Outgoing (SMTP) Server smtp.iitm.ac.in". The dialog box has a blue question mark icon on the left. The main text reads: "Enter your password for zadminiitm@iitm.ac.in on smtp.iitm.ac.in:". Below this text is a password input field. A red arrow points to the input field. Below the input field is a checkbox with the text "Use Password Manager to remember this password." A red arrow points to the checkbox. At the bottom right of the dialog box are two buttons: "OK" and "Cancel".

Password Required for Outgoing (SMTP) Server smtp.iitm.ac.in

Enter your password for zadminiitm@iitm.ac.in on smtp.iitm.ac.in:

☐ Use Password Manager to remember this password.

OK Cancel

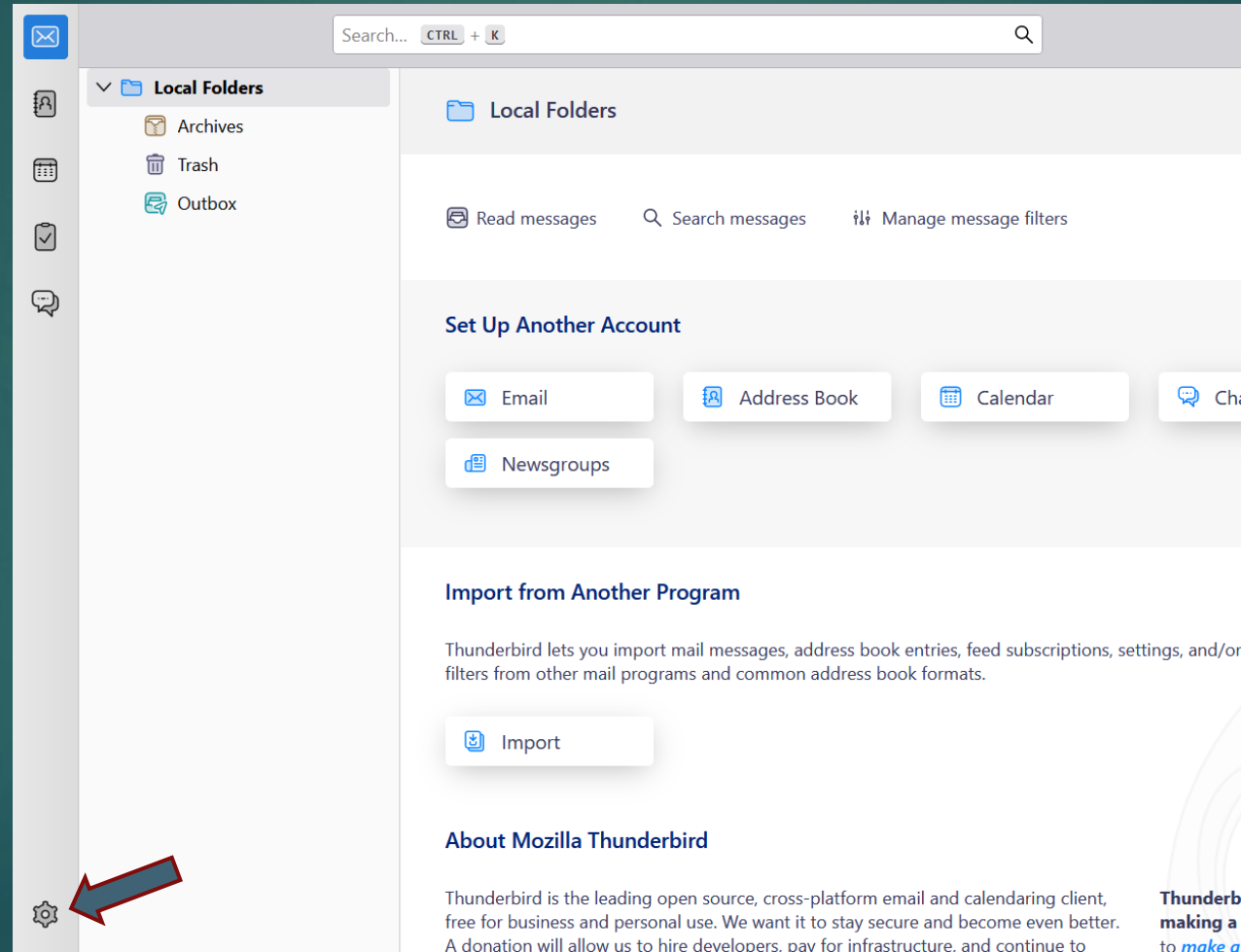


Thunderbird Mail Configuration using POP3 Service Zimbra with 2FA Passcode

Step 1:

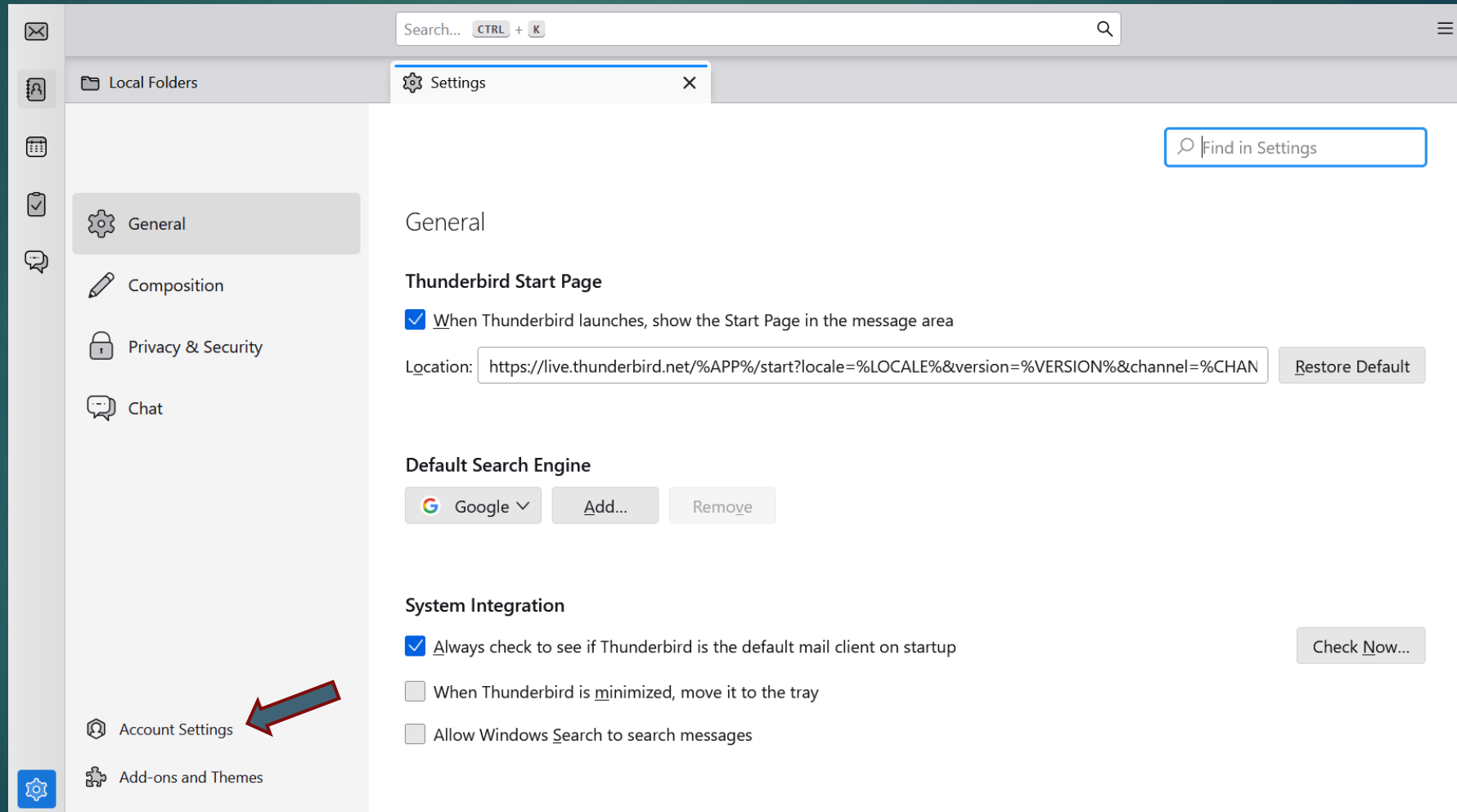
To setup your Zimbra email in thunderbird, please follow the steps given bellow.

Go to settings menu, from the Thunderbird application under left side bottom **settings** option available.



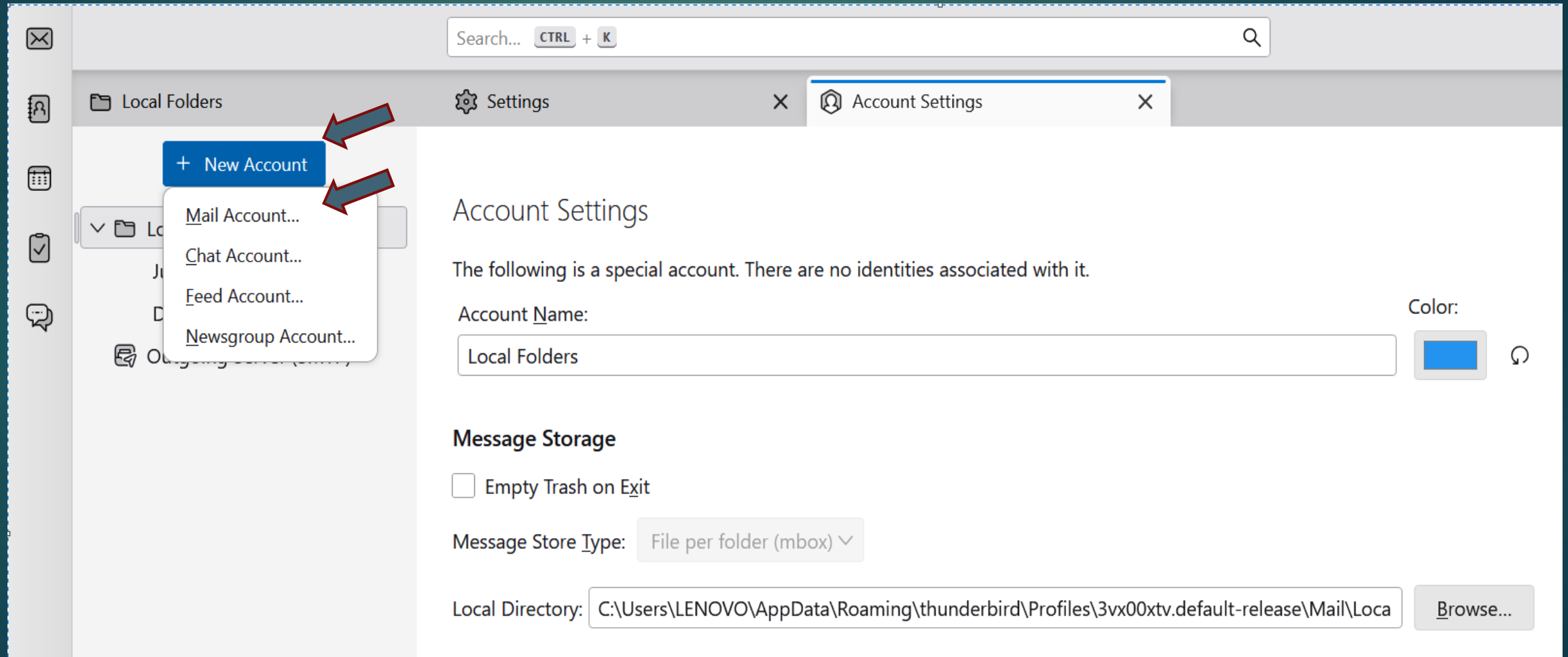
Step 2:

From settings page click on “**Account settings**” to setup your Zimbra account on Thunderbird.



Step 3:

From Account settings, to create a new account, click on the button “**New Account**,” then select “**Mail Account**.”



Step 4:

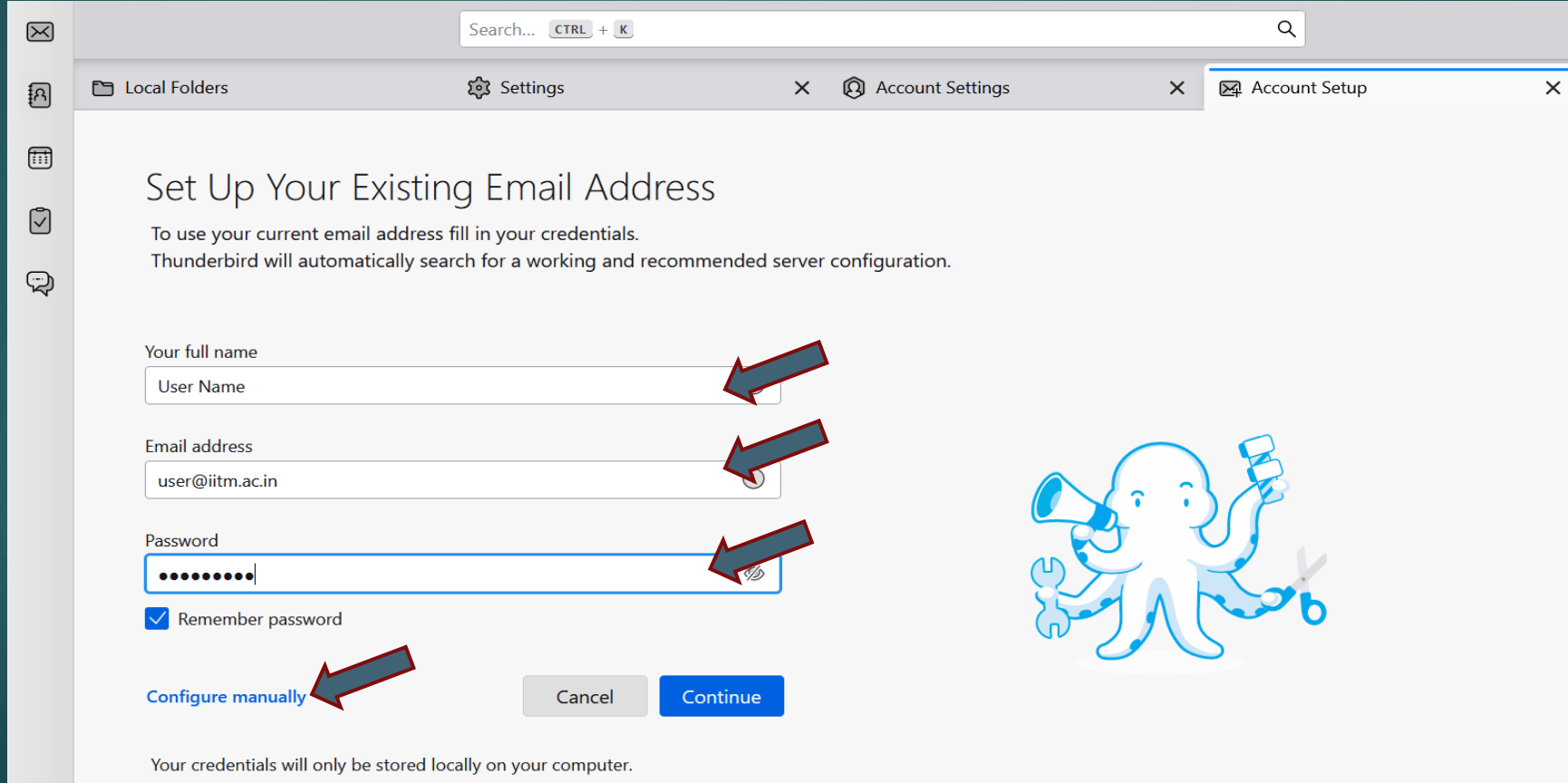
From Account Setup page, Enter your details.

Your full name: **"User Name"**

Email Address: **user@iitm.ac.in** or **user@zmail.iitm.ac.in**

Password: **2FA Onetime-Passcode**

Then Click on **"Configure manually"** option.



Search... CTRL + K

Local Folders Settings Account Settings Account Setup

Set Up Your Existing Email Address

To use your current email address fill in your credentials.
Thunderbird will automatically search for a working and recommended server configuration.

Your full name
User Name

Email address
user@iitm.ac.in

Password
••••••••

☒ Remember password

[Configure manually](#) Cancel Continue

Your credentials will only be stored locally on your computer.

Step 5:

Following incoming & Outgoing configurations are need to setup.

Incoming Server

Protocol: **POP3**

Hostname: **web.zmail.iitm.ac.in**

Port: **995**

Connection security: **SSL/TLS**

Authentication method: **Autodetect**

Outgoing Server

Hostname: **smtp.iitm.ac.in**

Port: **465** or **587**

Connection security: **SSL/TLS**

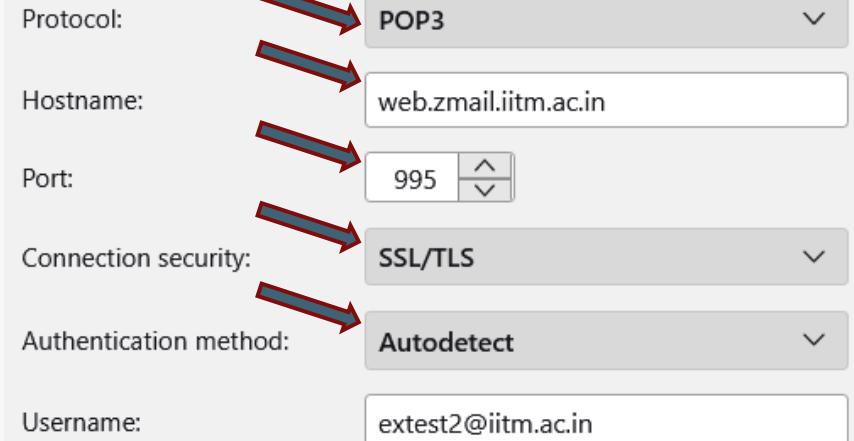
Authentication method: **Autodetect**

Username: **LDAP User**

Then click on the “**Re-test**” button. We can figure out like settings were found. That means the configuration is correct. To proceed further, Click “**done**”.

Manual configuration

INCOMING SERVER



Protocol: POP3

Hostname: web.zmail.iitm.ac.in

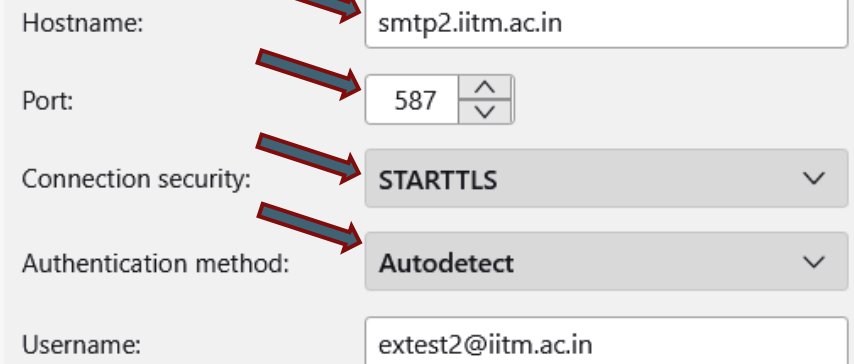
Port: 995

Connection security: SSL/TLS

Authentication method: Autodetect

Username: extest2@iitm.ac.in

OUTGOING SERVER



Hostname: smtp2.iitm.ac.in

Port: 587

Connection security: STARTTLS

Authentication method: Autodetect

Username: extest2@iitm.ac.in

[Advanced config](#)

Re-test

Cancel

Done

Thunderbird will attempt to auto-detect fields that are left blank.

Step 6:

After incoming & Outgoing configurations completed and re-test the configuration. We can figure out like **settings where found**. That means the configuration are correct to proceed further click "**done**".

✓ The following settings were found by probing the given server:

Manual configuration

INCOMING SERVER

Protocol:	POP3
Hostname:	web.zmail.iitm.ac.in
Port:	995
Connection security:	SSL/TLS
Authentication method:	Normal password
Username:	extest2@iitm.ac.in

OUTGOING SERVER

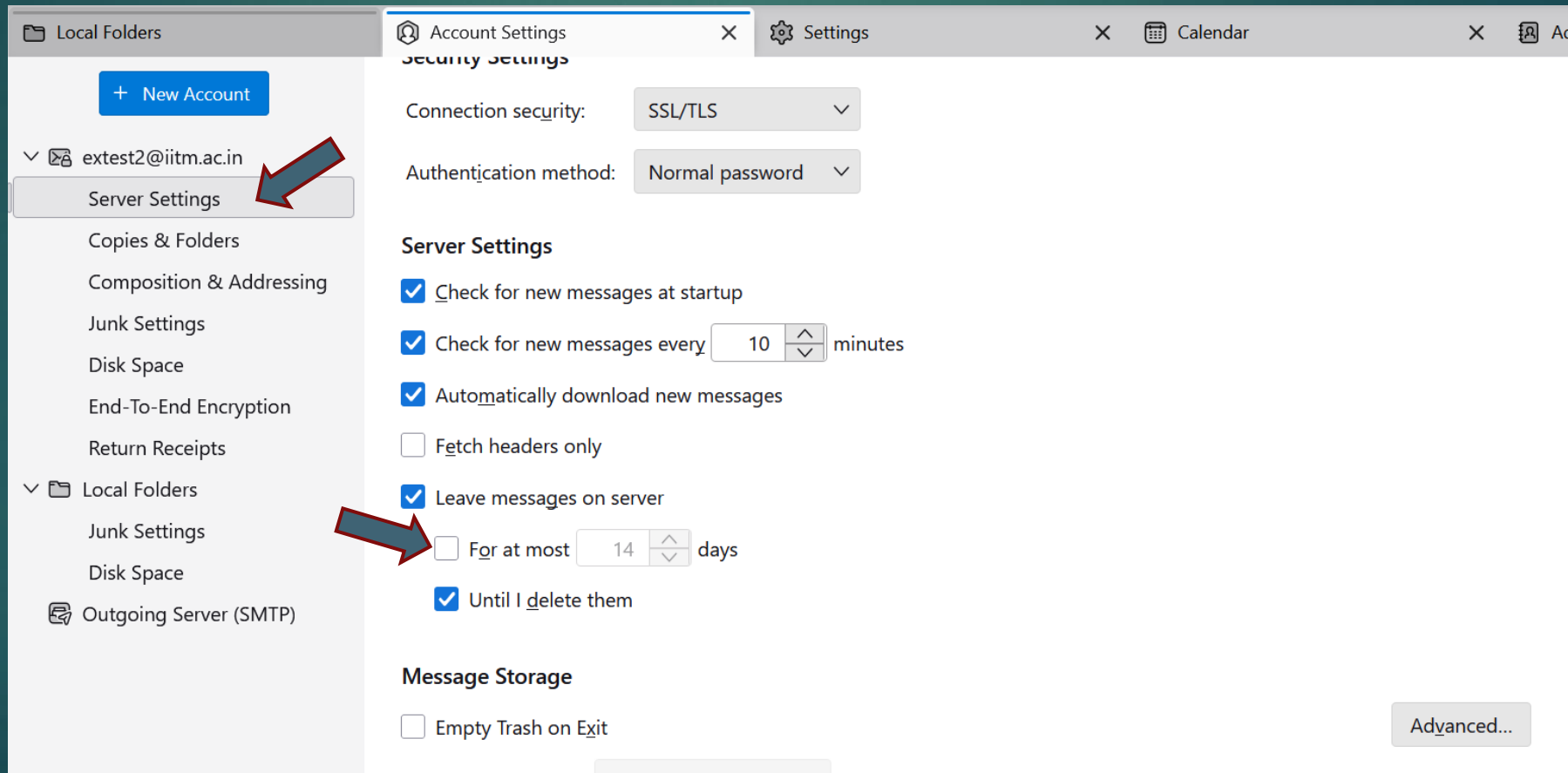
Hostname:	smtp2.iitm.ac.in
Port:	465
Connection security:	SSL/TLS
Authentication method:	Normal password
Username:	extest2@iitm.ac.in

[Advanced config](#)

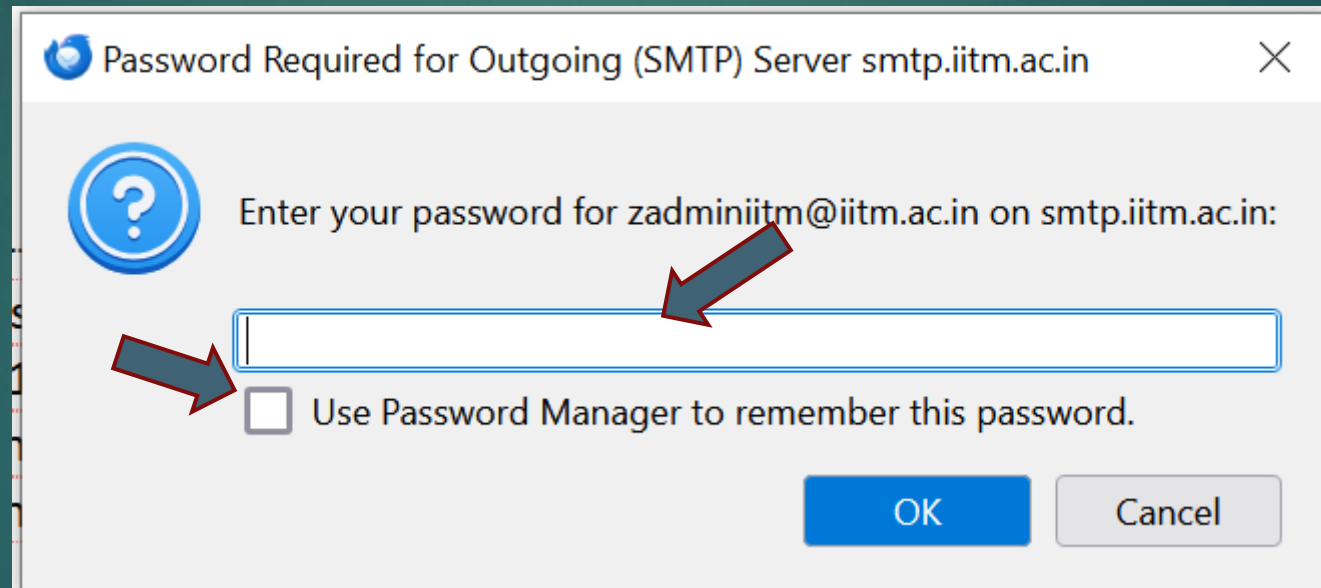
Step 7:

After configuring the email client using POP3, we have to make sure the server copy is enabled or not.

If we forgot to **uncheck the day limit**, the **server-end copy will be deleted automatically**. Please make sure the below server settings are configured exactly as below.



When we trying to send mail below popup will appear. **Please enter the LDAP password for Outgoing server access. Must check the box to use the password permanently.**



The image shows a Windows dialog box titled "Password Required for Outgoing (SMTP) Server smtp.iitm.ac.in". The dialog box has a blue question mark icon on the left. The main text reads: "Enter your password for zadminiitm@iitm.ac.in on smtp.iitm.ac.in:". Below this text is a password input field. A red arrow points to the input field. Below the input field is a checkbox with the text "Use Password Manager to remember this password." A red arrow points to the checkbox. At the bottom right of the dialog box are two buttons: "OK" and "Cancel".

Password Required for Outgoing (SMTP) Server smtp.iitm.ac.in

Enter your password for zadminiitm@iitm.ac.in on smtp.iitm.ac.in:

☐ Use Password Manager to remember this password.

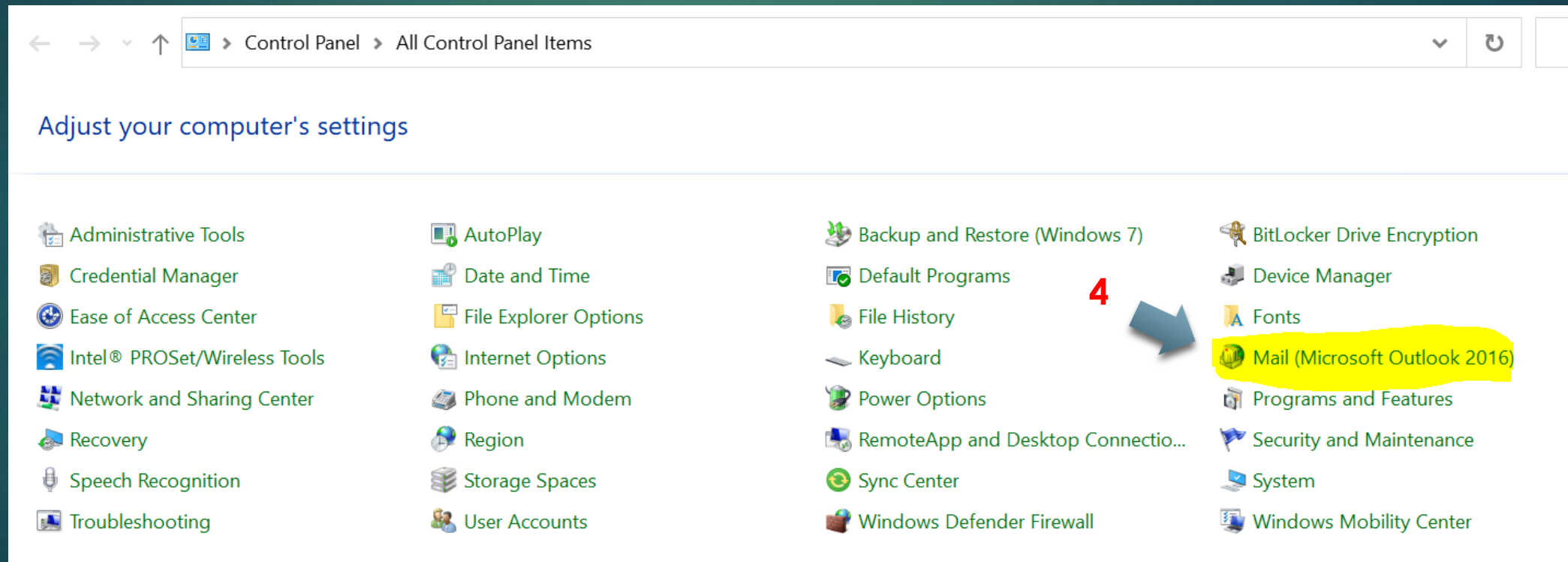
OK Cancel

Outlook IMAP Configuration with 2FA Passcode

Step-1

To configure your Zimbra account on outlook client, go to control panel and find Mail tool.

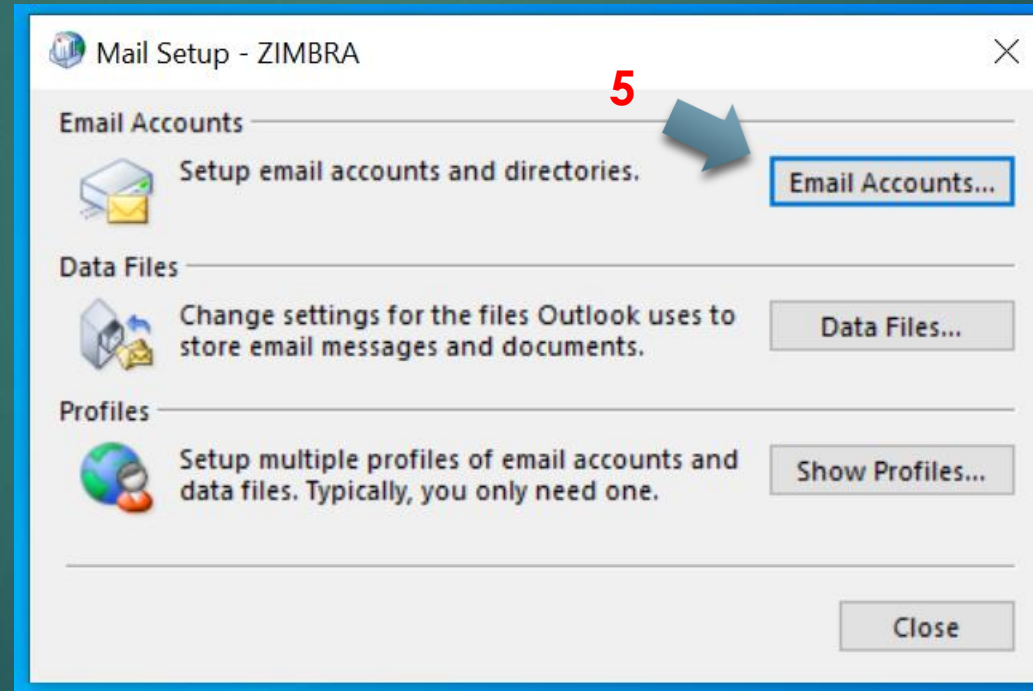
Windows Search box → Type control panel → All Control panel Items → Mail.



Step-2

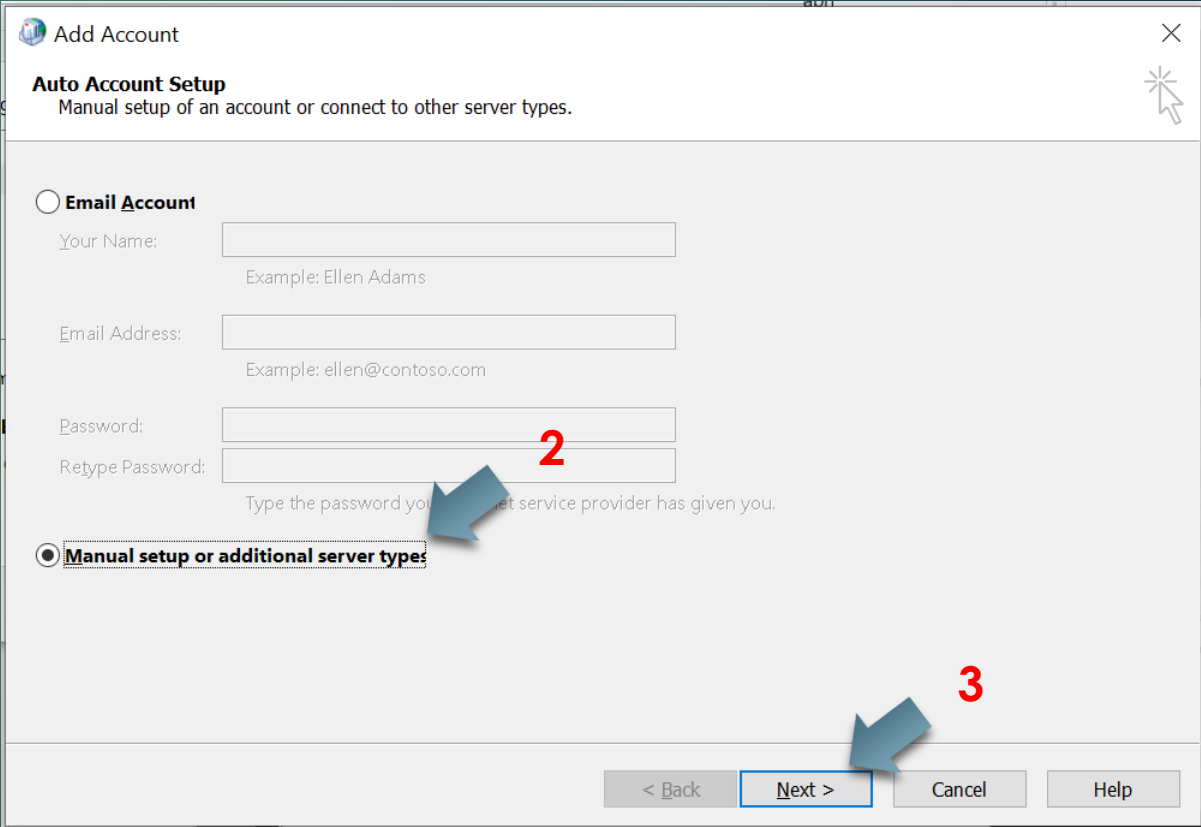
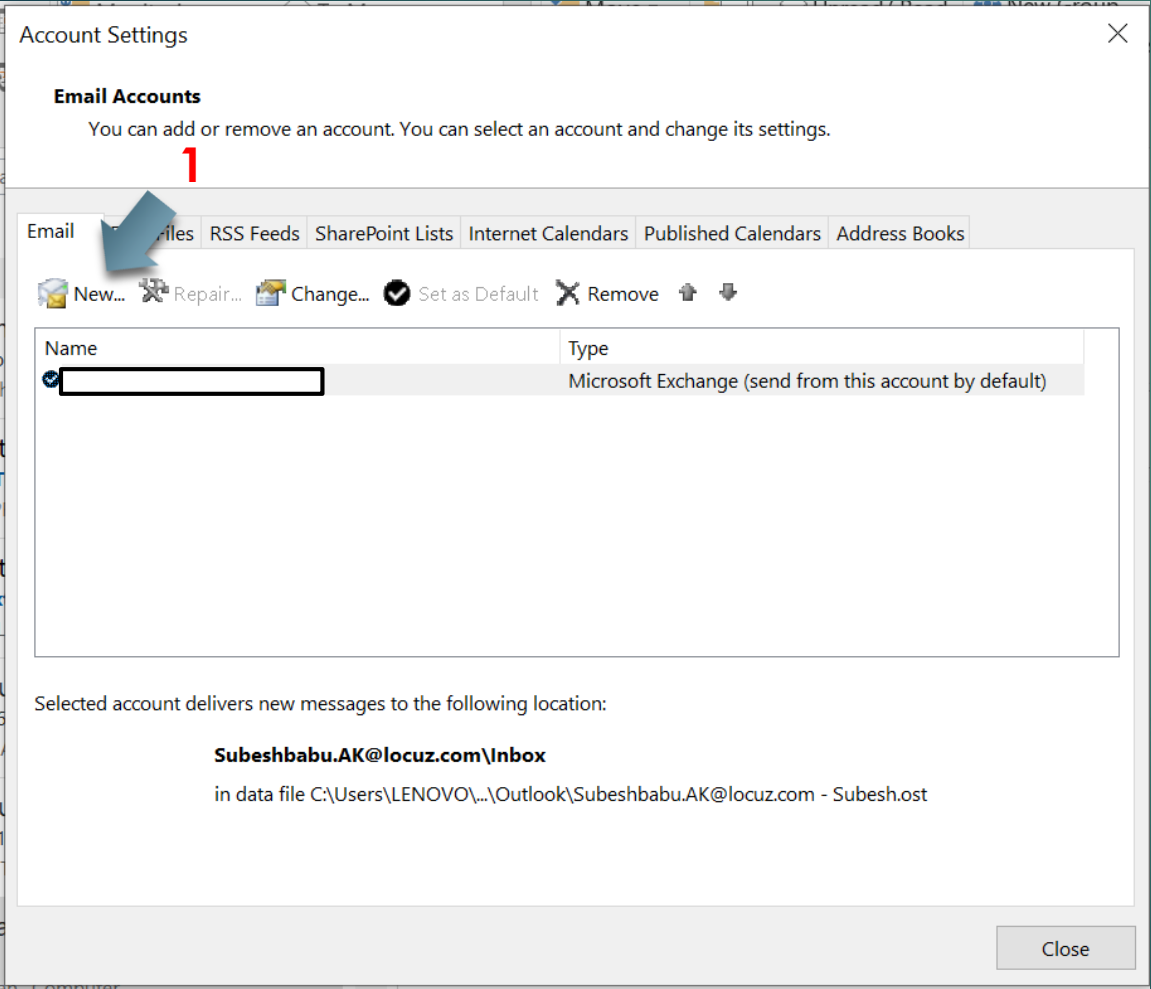
To configure your Zimbra account on outlook client, go to control panel and find Mail tool.

Windows Search box → Type **control panel** → All Control panel Items → Mail → Click “**Email Accounts**” Button.



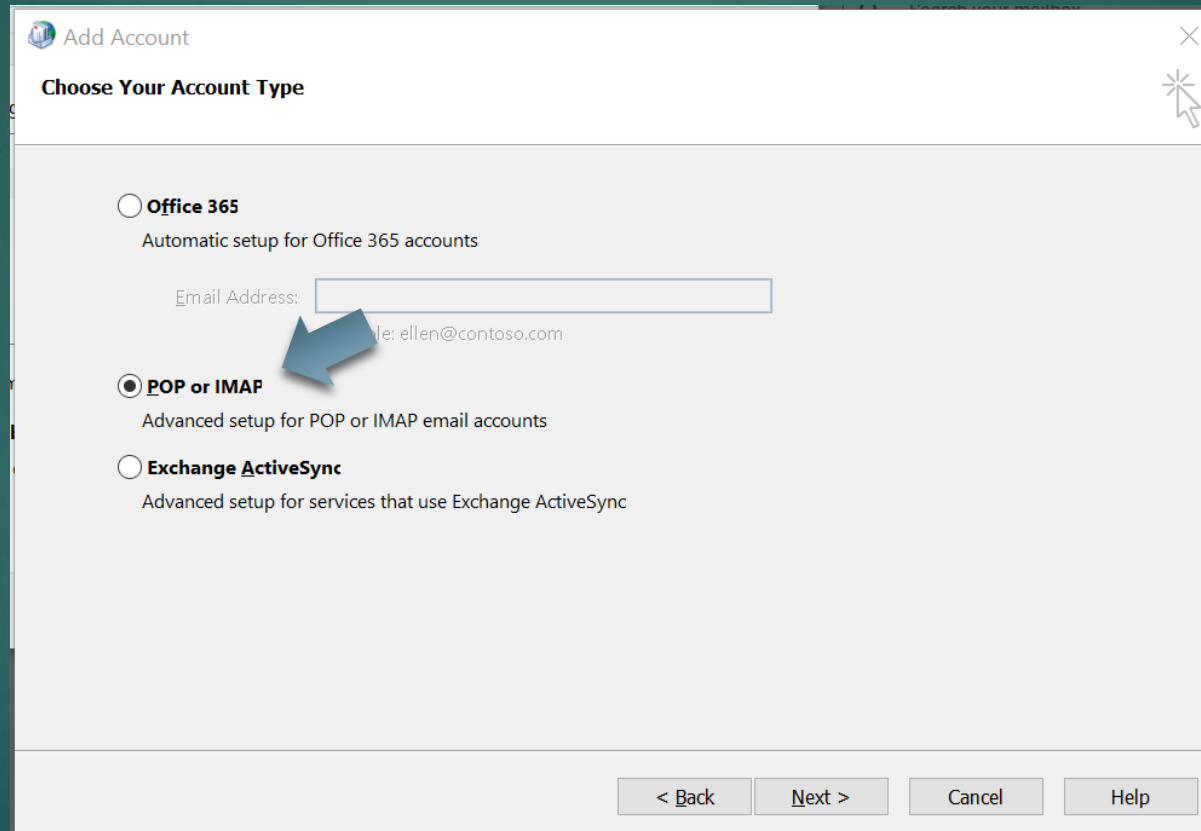
Step 1:

From account setting, click on **new** to add **new account**. Then select “**Manual Setup or additional server types**” and Click “**Next**”.



Step-2

From this page choose “**POP or IMAP**” option, then click “Next”.



The screenshot shows a Windows 'Add Account' dialog box. The title bar says 'Add Account'. Below the title bar, it says 'Choose Your Account Type'. There are three radio button options:

- ☐ **Office 365**
Automatic setup for Office 365 accounts
Email Address: (placeholder: ellie: ellen@contoso.com)
- ☒ **POP or IMAP**
Advanced setup for POP or IMAP email accounts
- ☐ **Exchange ActiveSync**
Advanced setup for services that use Exchange ActiveSync

A blue arrow points to the 'POP or IMAP' option. At the bottom right, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'. The 'Next >' button is highlighted with a blue border.

Step-3:

From the Account settings enter the following requested details accordingly.

User Information

Your Name: **Name**

Email Address: **user@iitm.ac.in** or **user@zmail.iitm.ac.in**

Server Information

Account Type: **IMAP**

Incoming Server: **web.zmail.iitm.ac.in**

Outgoing Server: **smtp2.iitm.ac.in**

Logon Information

User Name: **user@iitm.ac.in** or

user@zmail.iitm.ac.in

Password: **2FA Passcode**

After enter the all details click on “**More Settings**”, to setup **smtp authentication** and **port** configuration.

Add Account

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information
Your Name:
Email Address:

Server Information
Account Type:
Incoming mail server:
Outgoing mail server (SMTP):

Logon Information
User Name:
Password:
☒ Remember password
☐ Require logon using Secure Password Authentication

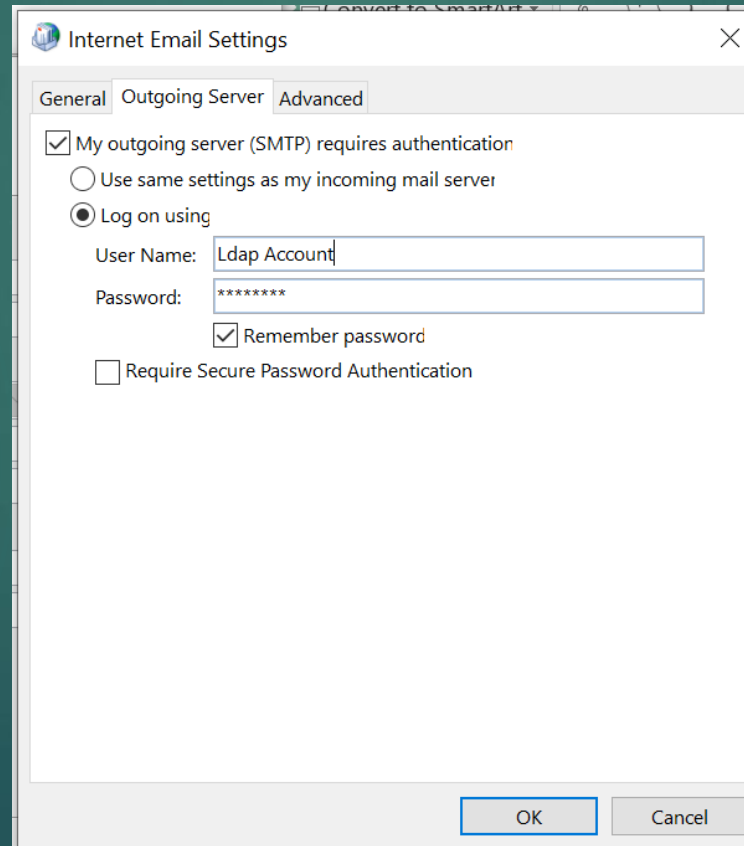
Test Account Settings
We recommend that you test your account to ensure that the entries are correct.

☒ Automatically test account settings when Next is clicked
Mail to keep offline: All

Step 4:

From the internet email settings page, Go to “**Outgoing server**” tab and **check** the “**My outgoing Server (SMTP) requests authentication**”.

Select “**Log on Using**” and enter your **LDAP Account** and **LDAP Password** from the cell.



The screenshot shows the 'Internet Email Settings' dialog box with the 'Outgoing Server' tab selected. The 'General' tab is also visible. The 'Advanced' tab is not selected. The 'My outgoing server (SMTP) requires authentication' checkbox is checked. The 'Log on using' radio button is selected. The 'User Name' field contains 'Ldap Account' and the 'Password' field contains '*****'. The 'Remember password' checkbox is checked. The 'Require Secure Password Authentication' checkbox is unchecked. The 'OK' and 'Cancel' buttons are at the bottom right.

Internet Email Settings

General Outgoing Server Advanced

☒ My outgoing server (SMTP) requires authentication

☐ Use same settings as my incoming mail server

☒ Log on using

User Name: Ldap Account

Password: *****

☒ Remember password

☐ Require Secure Password Authentication

OK Cancel

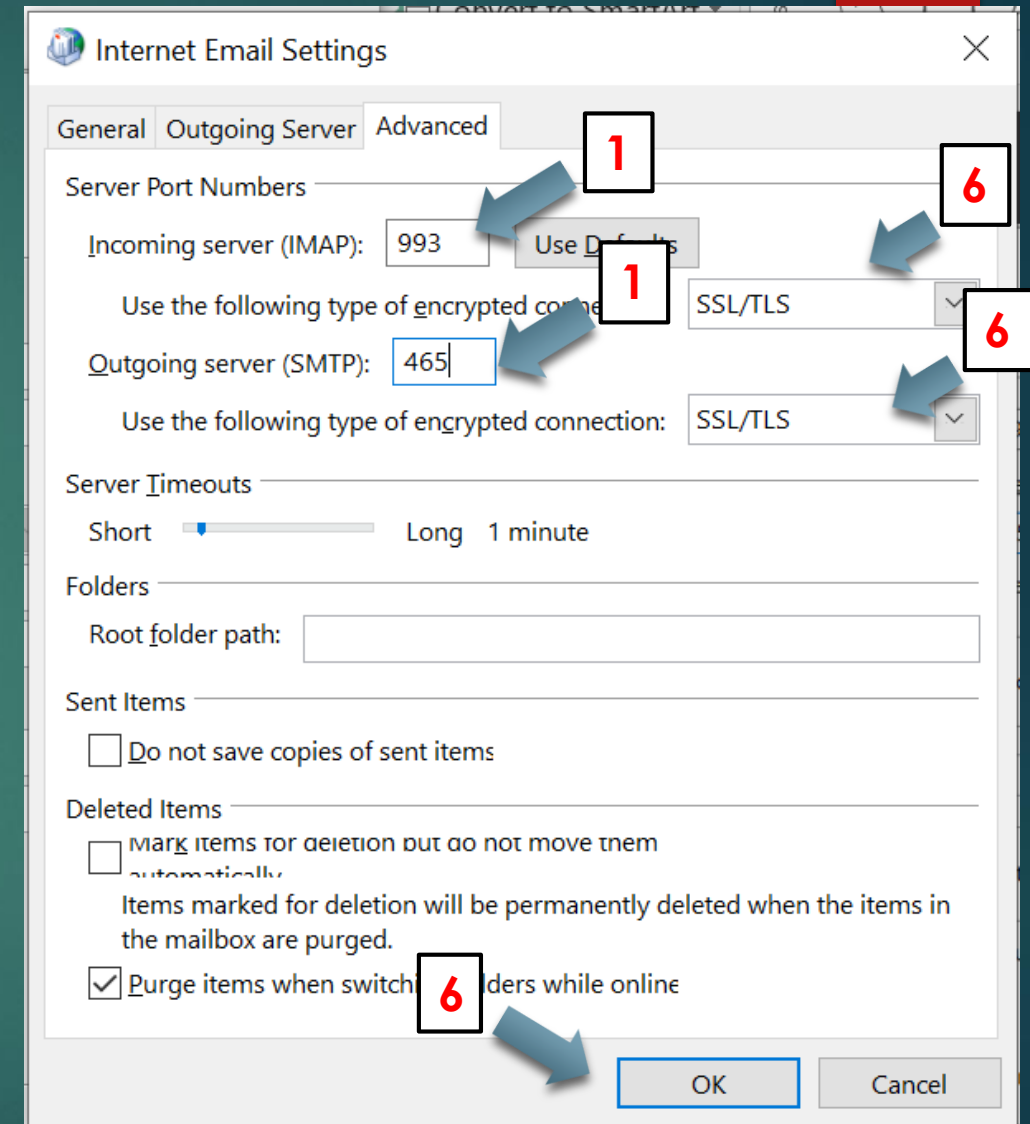
Step 5:

From the same internet email settings page, go to “**Advanced**” tab. Change the port and security type respectively.

Incoming Server(IMAP): **993**
Encrypted Connection: **SSL/TLS**

Outgoing Server(SMTP): **465 or 587**
Encrypted Connection: **SSL/TLS or STARTLS**

After setup all the details, then Click on “**ok**” button.



Step-6

After completing the smtp authentication and port setting, Click on “**Next**” Button.

Add Account

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information
Your Name: User Name
Email Address: user@iitm.ac.in

Server Information
Account Type: IMAP
Incoming mail server: web.zmail.iitm.ac.in
Outgoing mail server (SMTP): smtp.iitm.ac.in

Logon Information
User Name: user@iitm.ac.in
Password: *****
☒ Remember password
☐ Require logon using Secure Password Authentication

Test Account Settings
We recommend that you test your account to ensure that the entries are correct.
Test Account Settings ...
☒ Automatically test account settings when Next is clicked

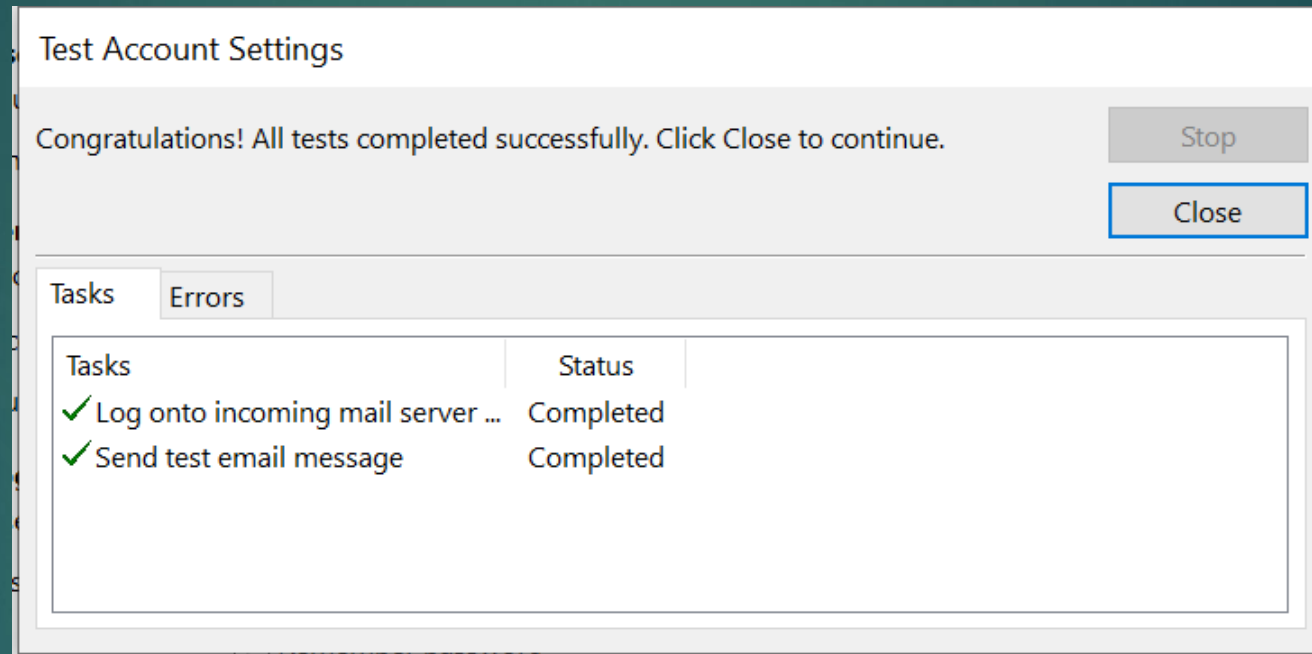
Mail to keep offline: All

More Settings ...

6 →

< Back **Next >** Cancel Help

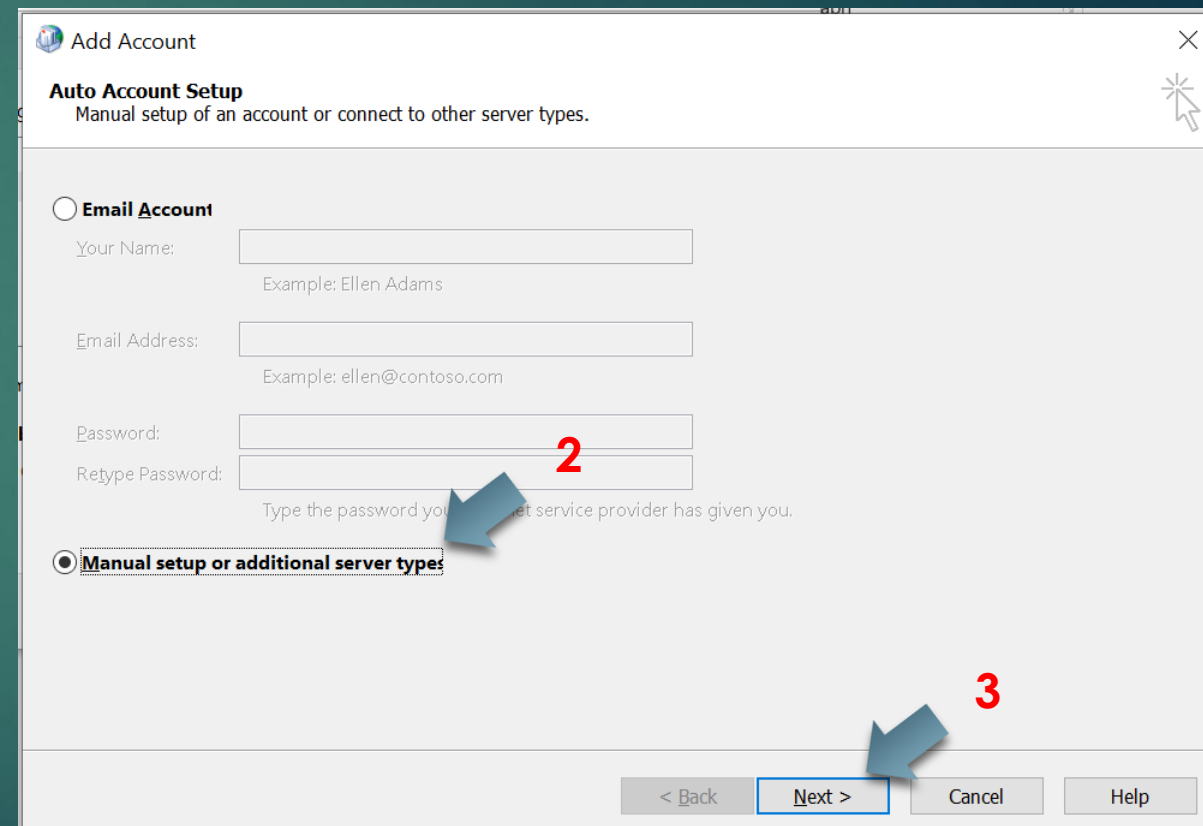
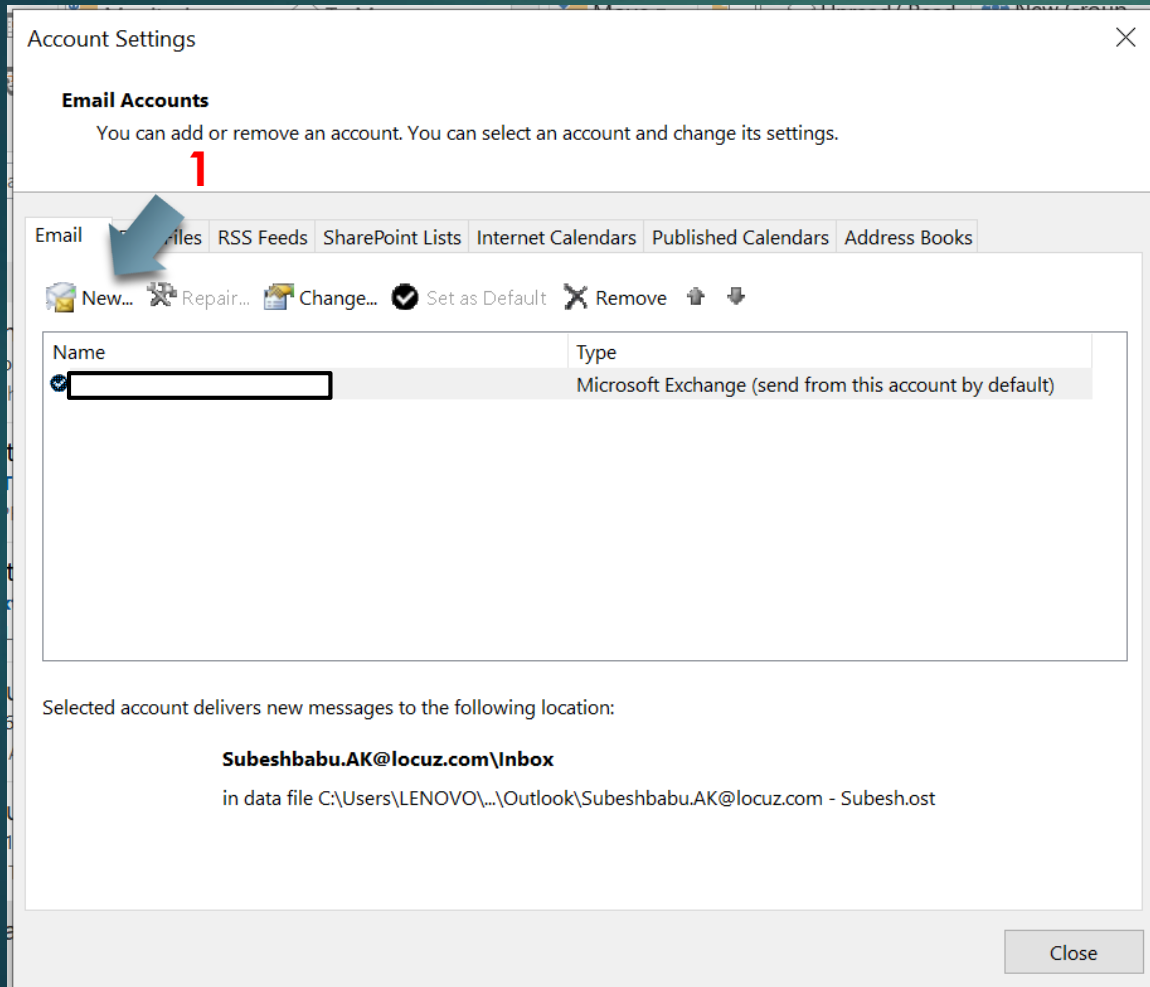
Once, you apply the setting and click OK button, Below screenshot referred Popup will appear.



Note: Based on your mailbox size all the emails will fetch automatically.

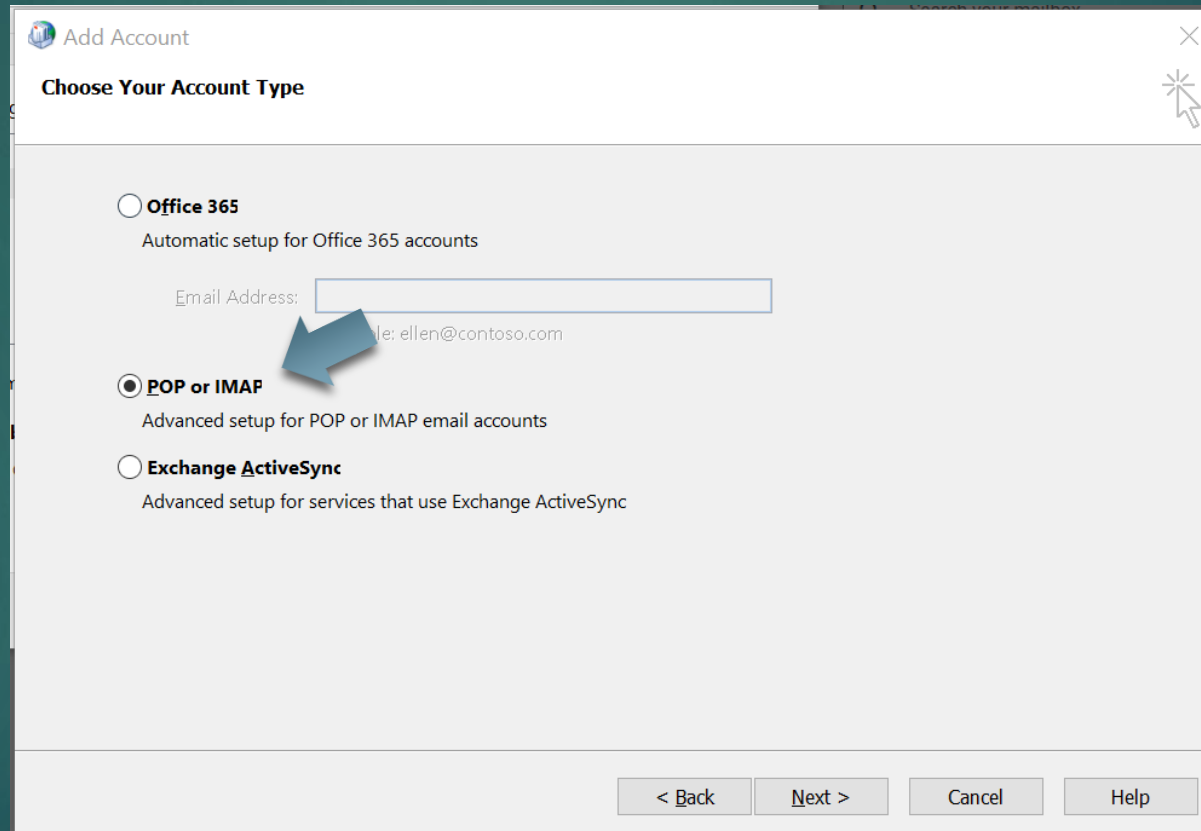
Step -1

From account setting, click on **new** to add new account. Then select “**Manual Setup or additional server types**” and Click “**Next**”.



Step-2

From this page choose “**POP or IMAP**” option, then click “Next”.



The screenshot shows the 'Add Account' window with the title bar 'Add Account' and a close button. Below the title bar is the section 'Choose Your Account Type'. There are three radio button options:

- ☐ **Office 365**
Automatic setup for Office 365 accounts
Email Address: (placeholder: ellie: ellen@contoso.com)
- ☒ **POP or IMAP**
Advanced setup for POP or IMAP email accounts
- ☐ **Exchange ActiveSync**
Advanced setup for services that use Exchange ActiveSync

A blue arrow points to the 'POP or IMAP' option. At the bottom of the window are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

Step-3:

From the Account settings enter the following requested details accordingly.

User Information

Your Name: **Name**

Email Address: **user@iitm.ac.in** or **user@zmail.iitm.ac.in**

Server Information

Account Type: **POP3**

Incoming Server: **web.zmail.iitm.ac.in**

Outgoing Server: **smtp2.iitm.ac.in**

Logon Information

User Name: **user@iitm.ac.in** or **user@zmail.iitm.ac.in**

Password: **2FA Passcode**

After enter the all details click on “**More Settings**”, to **setup smtp authentication** and **port** configuration.

The screenshot shows the 'Add Account' window in Outlook, specifically the 'POP and IMAP Account Settings' tab. The window is titled 'Add Account' and has a subtitle 'POP and IMAP Account Settings' with the instruction 'Enter the mail server settings for your account.' The window is divided into several sections:

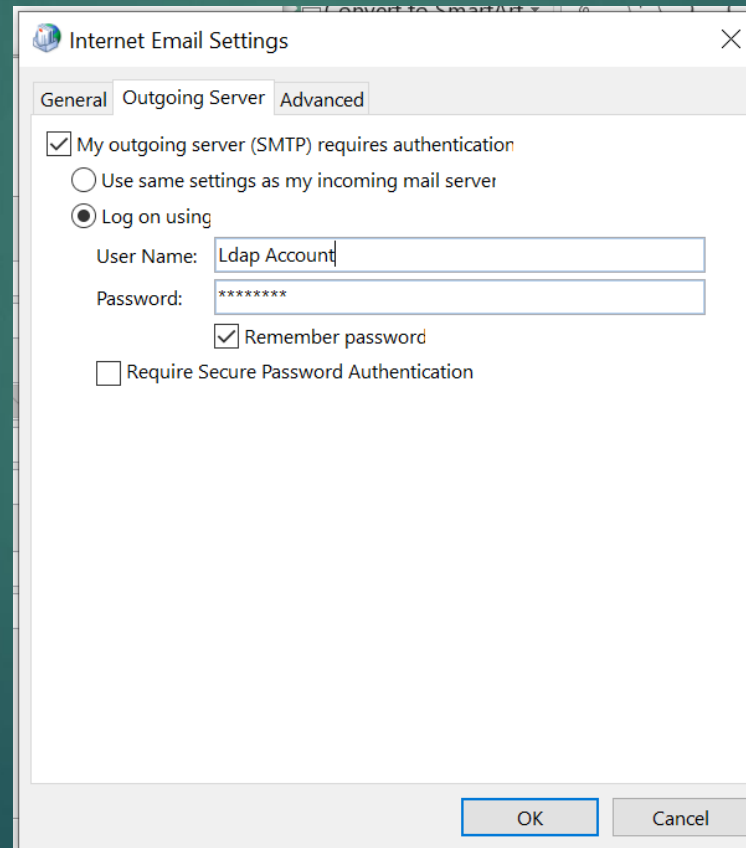
- User Information:** Contains fields for 'Your Name' (labeled 'User Name') and 'Email Address' (labeled 'user@iitm.ac.in').
- Server Information:** Contains fields for 'Account Type' (set to 'POP3'), 'Incoming mail server' (labeled 'web.zmail.iitm.ac.in'), and 'Outgoing mail server (SMTP)' (labeled 'smtp.iitm.ac.in').
- Logon Information:** Contains fields for 'User Name' (labeled 'user@iitm.ac.in') and 'Password' (labeled '*****'). There is a checkbox for 'Remember password' which is checked, and a checkbox for 'Require logon using Secure Password Authentication' which is unchecked.
- Test Account Settings:** Contains a message 'We recommend that you test your account to ensure that the entries are correct.' and a button 'Test Account Settings ...'. There is also a checkbox for 'Automatically test account settings when Next is clicked' which is checked.
- Deliver new messages to:** Contains two radio buttons: 'New Outlook Data File' (selected) and 'Existing Outlook Data File'. There is a text box and a 'Browse' button next to the 'Existing Outlook Data File' option.

At the bottom of the window, there are four buttons: '< Back', 'Next >' (highlighted), 'Cancel', and 'Help'. There is also a 'More Settings ...' button in the bottom right corner.

Step-4

From the internet email settings page, Go to “Outgoing server” tab and check the “My outgoing Server (SMTP) requests authentication”.

Select “Log on Using” and enter your **LDAP Account** and **LDAP Password** from the cell.



The screenshot shows the 'Internet Email Settings' dialog box with the 'Outgoing Server' tab selected. The 'General' tab is also visible. The 'Advanced' tab is not selected. The 'My outgoing server (SMTP) requires authentication' checkbox is checked. The 'Log on using' radio button is selected. The 'User Name' field contains 'Ldap Account' and the 'Password' field contains '*****'. The 'Remember password' checkbox is checked. The 'Require Secure Password Authentication' checkbox is unchecked. The 'OK' and 'Cancel' buttons are at the bottom right.

Internet Email Settings

General Outgoing Server Advanced

☒ My outgoing server (SMTP) requires authentication

☐ Use same settings as my incoming mail server

☒ Log on using

User Name: Ldap Account

Password: *****

☒ Remember password

☐ Require Secure Password Authentication

OK Cancel

Step-5

From the same internet email settings page, go to “Advanced” tab. Change the port and security type respectively.

Incoming Server(IMAP): **995**

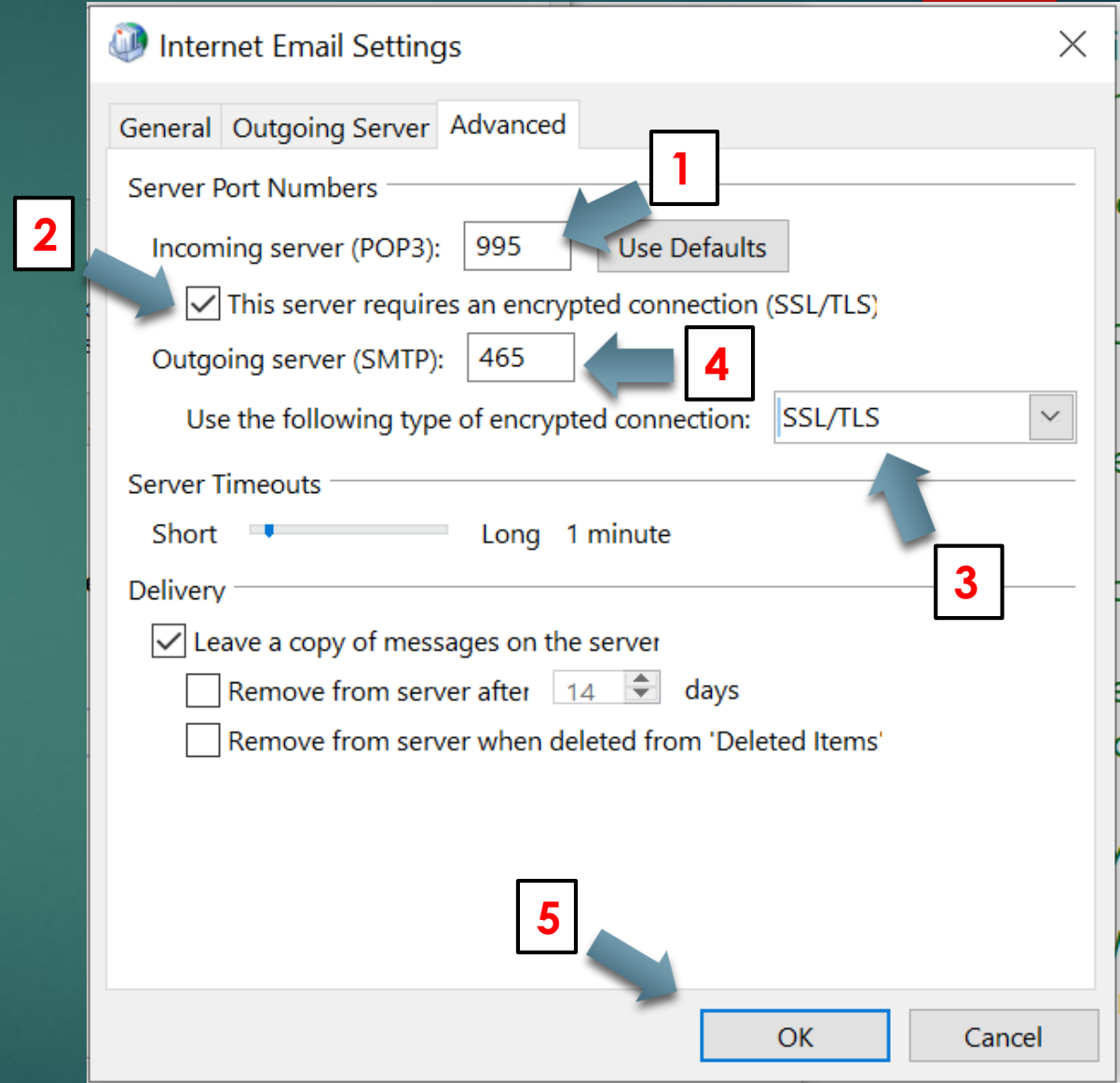
Check the Encrypted Connection for **SSL/TLS**

Outgoing Server(SMTP): **465** or **587**

Encrypted Connection: **SSL/TLS** or **STARTLS**

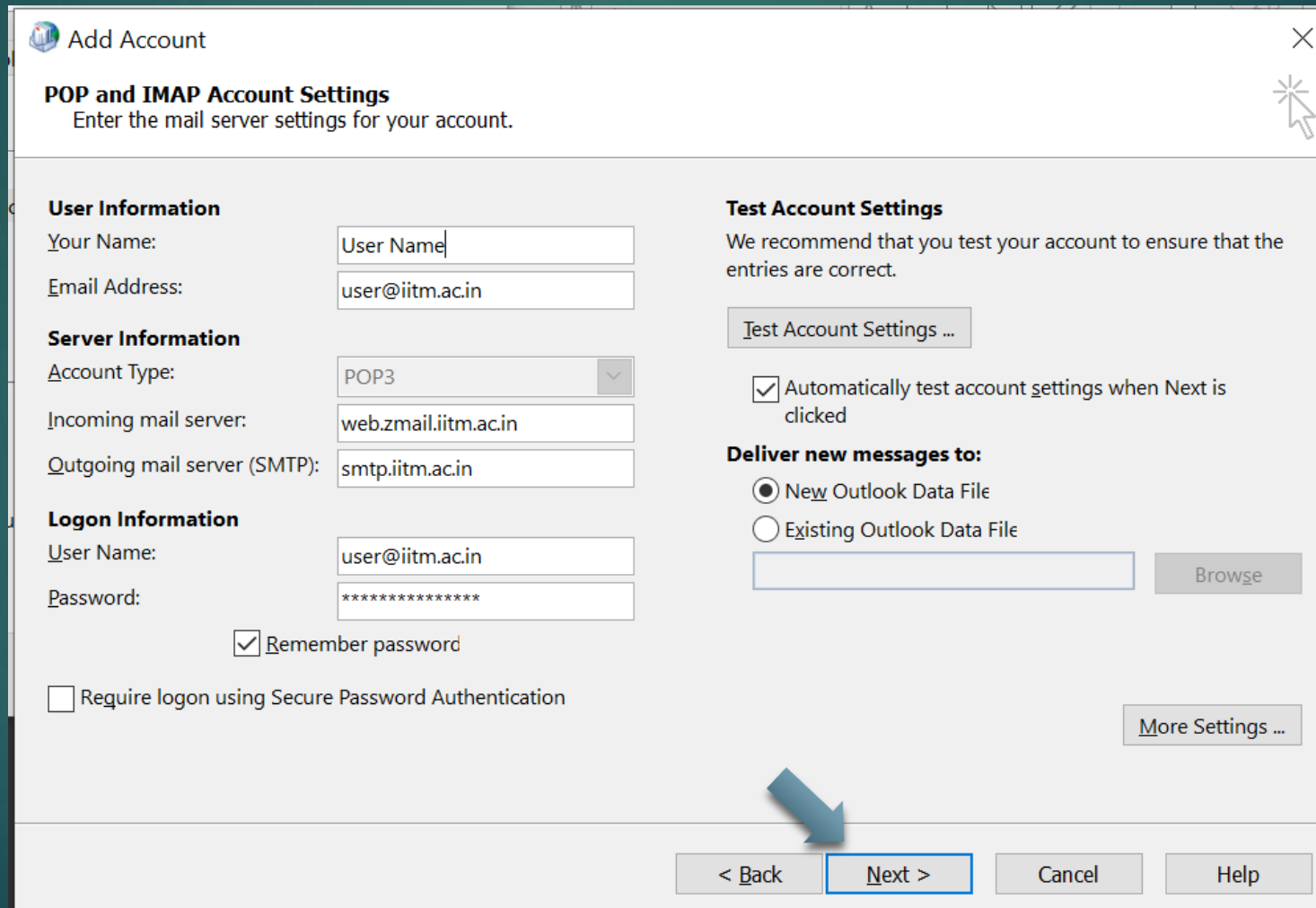
Note: To store the copy of mail from the server, we have unchecked the remove from server option. Please select the option based on your preference.

After setup all the details, then Click on “**ok**” button.



Step-6

After completing the smtp authentication and port setting, Click on “Next” Button.



Add Account

POP and IMAP Account Settings
Enter the mail server settings for your account.

User Information

Your Name:

Email Address:

Server Information

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

Password:

☒ Remember password

☐ Require logon using Secure Password Authentication

Test Account Settings

We recommend that you test your account to ensure that the entries are correct.

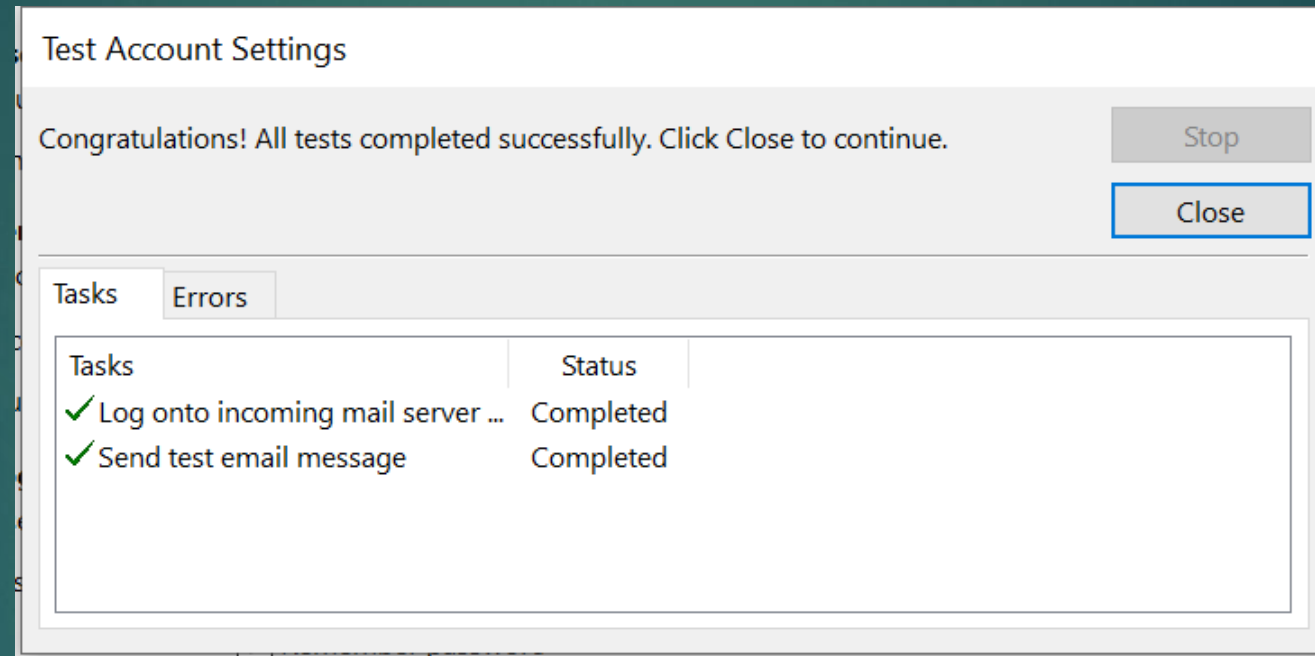
☒ Automatically test account settings when Next is clicked

Deliver new messages to:

☒ New Outlook Data File

☐ Existing Outlook Data File

Once, you apply the setting and click OK button, Below screenshot referred Popup will apply.



Note: Based on your mailbox size all the emails will fetch automatically.