

Exchange Mac Mail Doesn't Accept Password

Conrad McGarry updated July 11, 2014 at 1:41 PM

Description

Problem: Mac Mail requests your password, but it keeps getting rejected.

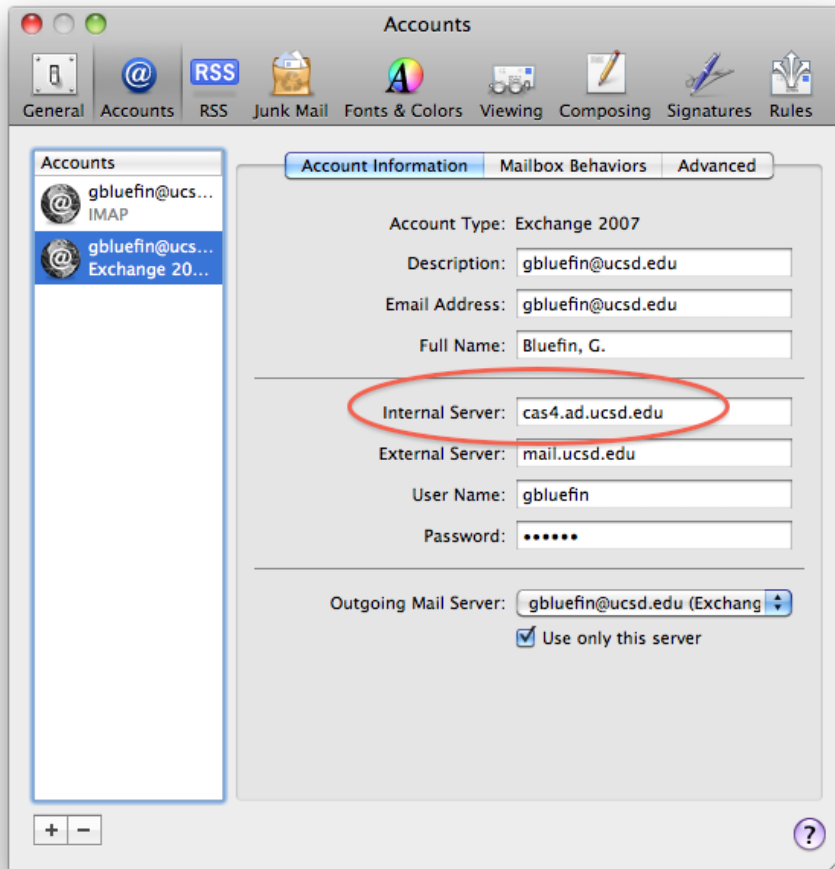


This most likely was caused by the campus email upgrade from Exchange 2007 to Exchange 2010. > [How do I know if I was upgraded?](#) Follow these steps to resolve this issue.

Procedure

1. Open Mail.
2. Go to **Preferences** and **select your Exchange account** in the left-hand window.

3. Go **Accounts > Account Information** and change the **Incoming server** to **cas4.ad.ucsd.edu**.



4. Save, quit and restart Mail.

Additional Resources

A complete reference on configuring Mail.app for IMAP email can be found at <http://blink.ucsd.edu/technology/email/tasks/clients/mail.html>

More information on the upgrade to Exchange 2010 can be found at http://syswiki.ucsd.edu/index.php/Exchange_2010

If you need further assistance, please [contact IGPP Help Desk](#).