

RIFOR Email Setup Guide

Set up secure, synchronized email on macOS and Windows

Start here

Use IMAP so messages and folders remain on the RIFOR mail server and synchronize across your computers and phones. Do not choose POP.

Before you begin

- Have your complete RIFOR email address and mailbox password ready.
- Use the complete email address as the username for both incoming and outgoing mail.
- RIFOR manages mailbox passwords during the pilot. To request a password change or reset, contact support@rifer.org. Never include your current password in the request.
- Never send your password by ordinary email. RIFOR support will never ask you to reply with it.

Server settings

Setting	Incoming mail	Outgoing mail
Protocol	IMAP	SMTP
Server	mail.rifer.org	mail.rifer.org
Port	993	465
Security	SSL/TLS	SSL/TLS
Authentication	Password	Required; password
Username	Your complete @rifer.org address	Your complete @rifer.org address

Important

Outgoing authentication must be enabled. Port 587 is not currently offered; use port 465 with SSL/TLS. If an application labels the security option as SSL, TLS, or SSL/TLS, choose the encrypted option that connects immediately on port 465.

Pilot account limits

Mailbox storage is **200 MB**. Attachments are limited to **10 MB each**, and a complete message is limited to **20 MB**. Sending is limited to **50 messages per day** and **25 recipients per message**. Bulk, automated, or unsolicited mail is prohibited. Share larger files by link.

Apple Mail on macOS

These instructions apply to current versions of the Mail app. Labels may vary slightly by macOS version.

- 1 Open **Mail**. From the menu bar, choose **Mail > Add Account**.
- 2 Choose **Other Mail Account**, then select **Continue**.
- 3 Enter your display name, complete RIFOR email address, and mailbox password. Select **Sign In**.
- 4 If automatic discovery fails, keep the account type set to **IMAP**. Enter **mail.rifor.org** for both the incoming and outgoing servers. Use the complete email address as both usernames.
- 5 Finish adding the account. If sending does not work, open **Mail > Settings > Accounts > Server Settings** and turn off automatic connection management temporarily.
- 6 Confirm incoming port **993** with SSL/TLS and outgoing port **465** with SSL/TLS. Confirm that SMTP authentication is enabled.

Mailbox behavior

In Mail > Settings > Accounts > Mailbox Behaviors, map Drafts, Sent, Junk, and Trash to the corresponding server folders. This keeps the same folders visible on every device.

If sent messages appear twice

The client and server may both be saving a copy. Make sure the Sent mailbox points to the server Sent folder. If your version of Mail offers an additional Save sent messages option, avoid creating a second local copy.

Outlook on Windows

Outlook has two interfaces. Follow the section matching the version shown on your computer.

New Outlook for Windows

- 1 Open Outlook. Choose **View > View settings**, or choose **File > Account info**.
- 2 Open **Accounts > Your accounts**, select **Add account**, and enter your complete RIFOR email address.
- 3 If Outlook cannot configure the account automatically, choose the manual or advanced option and select **IMAP**.
- 4 Enter the RIFOR server settings from page 1. Use the complete email address for both usernames and require authentication for outgoing mail.
- 5 Select **Continue** or **Done**, then allow Outlook time to synchronize the mailbox.

Classic Outlook for Windows

- 1 Choose **File > Add Account**.
- 2 Enter your complete RIFOR email address. Select **Advanced options**, enable **Let me set up my account manually**, and choose **Connect**.
- 3 Select **IMAP** and enter the incoming and outgoing settings from page 1.
- 4 Enter your mailbox password. If shown, leave **Secure Password Authentication SPA** disabled.
- 5 Select **Connect**, then **Done**. Send a test message and confirm it appears in the server Sent folder.

Privacy note for New Outlook

Some versions of New Outlook may synchronize third-party IMAP account data through Microsoft cloud services. Members who prefer a direct desktop connection should use Apple Mail, Classic Outlook, or Thunderbird, subject to each application's current privacy terms.

Thunderbird on macOS or Windows

Thunderbird is a free desktop email application and supports direct manual IMAP and SMTP configuration.

- 1 Open Thunderbird and choose **New Account > Existing Mail Account**. In some versions, open the application menu and choose **Account Settings > Account Actions > Add Mail Account**.
- 2 Enter your name, as you want recipients to see it, your complete RIFOR email address, and your mailbox password.
- 3 Choose **Configure manually**.
- 4 For incoming mail, select **IMAP**, server **mail.rifor.org**, port **993**, and **SSL/TLS**. Choose normal password authentication.
- 5 For outgoing mail, enter server **mail.rifor.org**, port **465**, and **SSL/TLS**. Choose normal password authentication.
- 6 Use the complete RIFOR email address for both usernames, select **Re-test**, and then select **Done**.

Folder synchronization

Thunderbird normally discovers the server folders automatically. If a folder is missing, right-click the account, choose **Subscribe**, and enable the folder. Keep important messages on the server if you want them available across devices.

Test your account

- 1 Send a message from your RIFOR account to an external address you control.
- 2 Confirm that the message arrives and that the From address is your RIFOR address.
- 3 Reply from the external account and confirm the reply appears in the RIFOR inbox.
- 4 Open the RIFOR account on a second device, if available, and confirm that Inbox and Sent are synchronized.
- 5 Delete a harmless test message and confirm it moves to the server Trash folder rather than an On My Computer folder.

Troubleshooting

Problem	What to check
Server not found	Use mail.rifor.org exactly. Check the internet connection and remove spaces before or after the server name.
Password rejected	Use the mailbox password, not an Apple, Microsoft, or computer password. Confirm the username is the complete RIFOR address.
Receives but cannot send	SMTP must use port 465, SSL/TLS, authentication required, and the complete email address as username.
No historical messages	Confirm the account type is IMAP and that you opened the RIFOR account's Inbox, not a local On My Computer mailbox. Allow initial synchronization to finish.
Certificate warning	Do not bypass the warning. Confirm the server is mail.rifor.org and contact RIFOR support.
Duplicate sent messages	Map the client's Sent mailbox to the server Sent folder and disable any extra local sent-copy option.

Support

For account activation, password resets, certificate warnings, or persistent connection errors, contact **support@rifor.org**. Include the client name and operating-system version, but never include your password.

Official client documentation

Apple Mail: support.apple.com

Outlook for Windows: support.microsoft.com

Thunderbird manual configuration: support.mozilla.org

Guide version September 2026. Client interfaces can change; the server settings on page 1 control if labels differ.