

Connect MailPlug mail

How to connect the company mail you use on MailPlug to CONNECT AI. You keep your existing address. There is no need to set up Google Workspace or change your domain settings.

If your MailPlug screens are in Korean, menu names are written as they appear there, with the English meaning in brackets.



Time needed **About 10 minutes**



You need **The MailPlug email address to connect and its sign-in password**



Where **Easiest on a computer**

At a glance

First prepare in your mail service, then connect in CONNECT AI. Follow the steps in order.

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In MailPlug

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1

 In MailPlug

Allow other programs to fetch your mail



MailPlug keeps outside programs away from a new account until you allow them. This step opens that door.

- ① Sign in to MailPlug with the mail account you want to connect.
- ② In Mail, click **환경설정 (Preferences)** (the gear icon) and open **메일 설정 (Mail settings)**.
- ③ On the **POP3/IMAP 설정 (POP3/IMAP settings)** tab at the top, set **POP3 사용 설정 (Use POP3)** to **사용 (On)** and save.

MailPlug mail > 환경설정 (Preferences) > 메일 설정 (Mail settings) > POP3/IMAP 설정 (POP3/IMAP settings)

POP3 사용 설정 (Use POP3)

☐ 사용 안 함 (Off)

☒ 사용 (On)

Example drawing · the real screen may look slightly different

Good to know

- On some screens it appears as the gear icon at the bottom left of Mail, then **사용자 설정 (User settings)**, then **POP3/SMTP 사용 설정 (Use POP3/SMTP)**.
- If POP3 is not used for 30 days, this setting switches back to Off by itself. If you come back after a long break, check this first.

2

 In MailPlug

Create an app password

 MailPlug does not let other programs sign in with your account password. Create a separate app password and enter it in CONNECT AI.

- ① At the top right, click **프로필 (Profile)** and open **설정 (Settings)** (the gear icon).
- ② Under **로그인 보안 설정 (Sign-in security)**, click **앱 비밀번호 (App passwords)** and then **생성하기 (Create)**.
- ③ Copy the password on the screen right away and keep it somewhere safe. It is shown only once.

프로필 (Profile) > 설정 (Settings) > 로그인 보안 설정 (Sign-in security) >
앱 비밀번호 (App passwords) > **생성하기 (Create)**

Example drawing · the real screen may look slightly different

💡 Good to know

- If an app password is not used to sign in for two weeks, MailPlug deletes it. If you paused the connection for a while, create a new one and update the password in CONNECT AI as well.

3

📌 In CONNECT AI

Open the connection screen

- ① Sign in at connectai.kr on a computer.
- ② In **Settings**, go to **Email accounts** and click **Add email account**. You can also type connectai.kr/connect-email in the address bar to open the same screen.

☐ **Gmail (Google)**
Connect Gmail via your Google account (OAuth 2.0)

☐ **Outlook (Microsoft)**
Microsoft 365 / Outlook.com

☒ **Other email (SMTP)**
Naver, Daum, corporate mail servers, and more

Continue

Example drawing · the real screen may look slightly different

- ③ On the Connect your email account screen, choose **Other email (SMTP)** and click **Continue**.
- ④ When the **POP3/IMAP setup** screen opens, go on to the next step.



Good to know

- MailPlug mail does not connect through the Gmail (Google) button. Be sure to choose **Other email (SMTP)**.

4

🔗 In CONNECT AI

Fill in the fields

- ⓘ If the screen has a **Mail service** field at the top, choose **MailPlug**. The server address, port and security fill in by themselves. If there is no such field, enter the values below one by one. Either way, check at the end that the fields match the values below.

connectai.kr · POP3/IMAP setup

Mail service (only if shown)

Choose from the list

MailPlug

If this field is there, choose MailPlug. The server fields below fill in.

Account

Email address

Your full MailPlug email address

e.g. sales@mycompany.co.kr

Password

app password

MailPlug does not accept your account password in other programs.

Confirm password

The same password again

Incoming mail server

Protocol

POP3

Be sure to choose POP3. Companies that signed up for MailPlug in or after April 2025 cannot use IMAP, so this guide uses POP3 for everyone.

Server address

pop3.mailplug.co.kr

Incoming login ID
(optional)

Leave blank

Port

995

Security

SSL/TLS

Choosing STARTTLS will not connect.

Outgoing mail server (SMTP)

SMTP server

smtp.mailplug.co.kr

Outgoing login ID
(optional)

Leave blank

Port

465

If you type it yourself, replace the default 587 with 465.

Security

SSL

If you type it yourself, change the default TLS/STARTTLS to SSL.

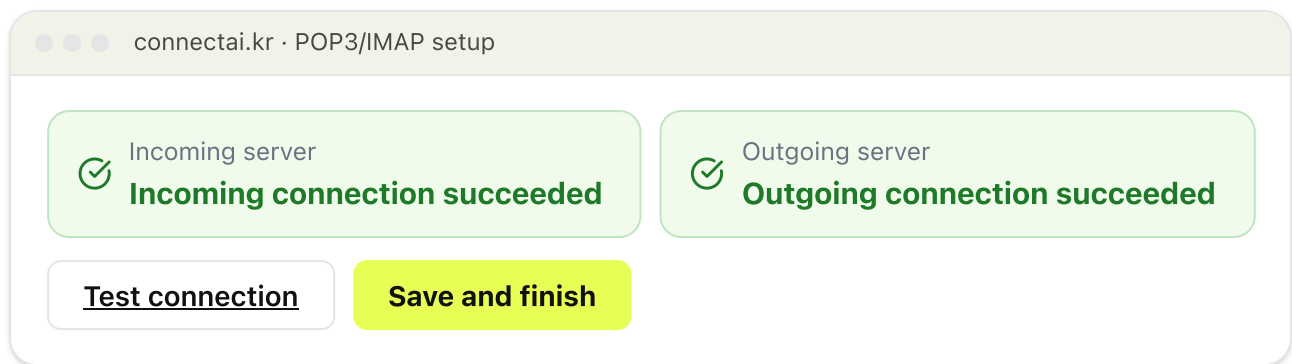
Example drawing · the real screen may look slightly different

5

🔄 In CONNECT AI

Test the connection and save

- 1 Click **Test connection** at the bottom of the screen.
- 2 Check that both of the results below appear.



Example drawing · the real screen may look slightly different

- 3 If both succeed, click **Save and finish**. If either one fails, this button stays disabled — see “If it won’t connect” below.
- 4 You’re done when **Email accounts** in **Settings** shows **Connection normal**.

✔ **That’s it — you’re connected**

After connecting

- Email you send from CONNECT AI goes out from this MailPlug address.
- Buyer replies are fetched every 15 minutes. If a reply doesn’t show up right away, give it a little time.
- Your mail stays in your MailPlug mailbox. CONNECT AI never edits or deletes it.
- Changing any field clears the test results. After a change, click Test connection again.

If it won't connect

When a test fails, the screen tells you why. Find the message below.

⚠ If you see this

Authentication failed

What to do

1. Check that you entered the app password.
Your account password will not work.
2. Check that Use POP3 from step 1 is On. It switches off by itself after 30 days without use.
3. If you created the app password a while ago, it may have been deleted after two weeks without use. Create a new one and enter it.
4. If it still fails, your company admin may have turned POP3 off or restricted where connections come from. See "Still failing with the right password?" below.

⚠ If you see this

Connection test failed for an unknown reason

What to do

1. Check that you entered the app password.
2. Check that you finished the steps in MailPlug (from step 1).
3. If both are right, your company may block other programs from connecting. See "Still failing with the right password?" below.
4. If it still fails, take a screenshot and send it to our support team below.

⚠ If you see this

The server didn't respond Couldn't reach the server

What to do

1. Check the server address and port again.
The ports are 995 for incoming and 465 for outgoing.
2. Make sure there are no extra spaces or missing letters in the addresses.

⚠ If you see this

TLS negotiation failed

What to do

Check the security setting again: SSL/TLS for the incoming server and SSL for the outgoing server.

⚠ If you see this

Your mail service is blocking connections from the CONNECT AI server's IP address

What to do

Your mail service is blocking the CONNECT AI server. See "Still failing with the right password?" below.

⚠ If you see this

Form values changed during the test

What to do

You changed a field while the test was running. Click Test connection again.

⚠ If you see this

The Test connection button is disabled

What to do

Fill in every field: the full email address (including everything after @), the password and its confirmation, the incoming and outgoing server addresses, and the ports (numbers only). Also check that both password fields match.

⚠ If you see this

The Save and finish button is disabled

What to do

Both the incoming and the outgoing test must succeed. Find the message from the side that failed in this list.

🛡 **Still failing with the right password?**

MailPlug lets your company admin block other programs from reaching mail. When that happens, the screen may say "Authentication failed" even though the password is right.

- In the admin settings under **POP3/IMAP**, POP3 must be on. If the admin turns it off, it applies to every account.
- If the admin uses country or IP restrictions under **보안 관리 (Security management)**, **접근 허용 (Access control)**, the CONNECT AI server must be allowed in. Ask our support team for the server IP.

Leave your domain settings alone

Google Workspace and MX records

- You do not need to change your domain settings to connect mail. You do not need Google Workspace either.
- If you change your domain's MX records or add another provider's (such as Google's), mail to your company goes there first. Mail for staff who have no account there can bounce.
- If you have already changed them, remove only the line you added and keep your original mail service's lines.

Need help?



Send us a screenshot of where you got stuck and we will look at it with you. You do not need to send your password.

CONNECT AI support

support@connectai.kr

Weekdays 10:00–18:00 (KST)

Checked on October 28, 2026. Menu names may differ slightly if the mail service changes its screens.

Official sources this guide follows

- [MailPlug help: mail server information \(Korean\)](https://www.mailplug-help.com/bedd1e47-b078-4ee6-b5bc-8151ca56464e) <https://www.mailplug-help.com/bedd1e47-b078-4ee6-b5bc-8151ca56464e>
- [MailPlug help: app passwords \(Korean\)](https://www.mailplug-help.com/26f0551b-47d3-809a-a224-e9a221388d78) <https://www.mailplug-help.com/26f0551b-47d3-809a-a224-e9a221388d78>
- [MailPlug help: POP3/IMAP settings \(Korean\)](https://www.mailplug-help.com/2407d62a-d430-4281-97e3-b43eb7fba424) <https://www.mailplug-help.com/2407d62a-d430-4281-97e3-b43eb7fba424>
- [MailPlug help: access control by country and IP \(Korean\)](https://www.mailplug-help.com/26f0551b-47d3-81c6-b3cc-eb01ffd97ee7) <https://www.mailplug-help.com/26f0551b-47d3-81c6-b3cc-eb01ffd97ee7>