



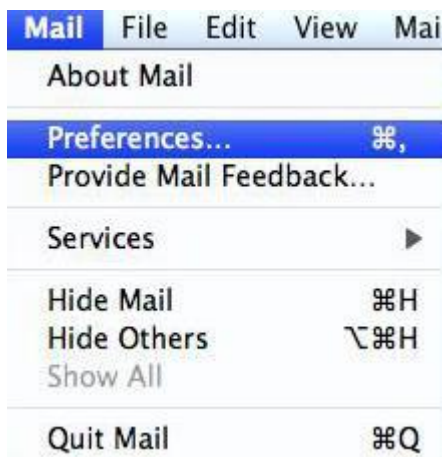
This guide will help you fix errors in the setup of an email account in older OS X 10

Check your password

- *First check your password by browsing to [Webmail](#) and trying to log in. If you aren't able to log in, then you have the incorrect password. Forgotten passwords can be reset – you will need to get your domain or web administrator to update it for you.*
- *Do you use a Mac Keychain? Make sure that the password saved in your keychain is correct.*

Select Preferences menu

1. *Open Apple Mail.*
2. *Click on the **Mail** menu and then click **Preferences**.*



Check account settings

3. *Click on the **Accounts** tab and select the relevant account.*

Ensure that the **Account Information** tab is selected.

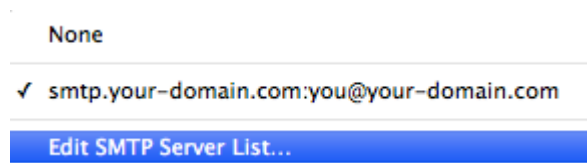
- **Account Type** can be IMAP or POP (IMAP is default)
- **Description** (optional) e.g. Name
- **Incoming Mail Server** is mail.(your domain name)
- **User Name** is your full email address
- **Password** is your mailbox password

4. Click on the **Outgoing Mail Server (SMTP)** drop down menu.



Edit SMTP Server List

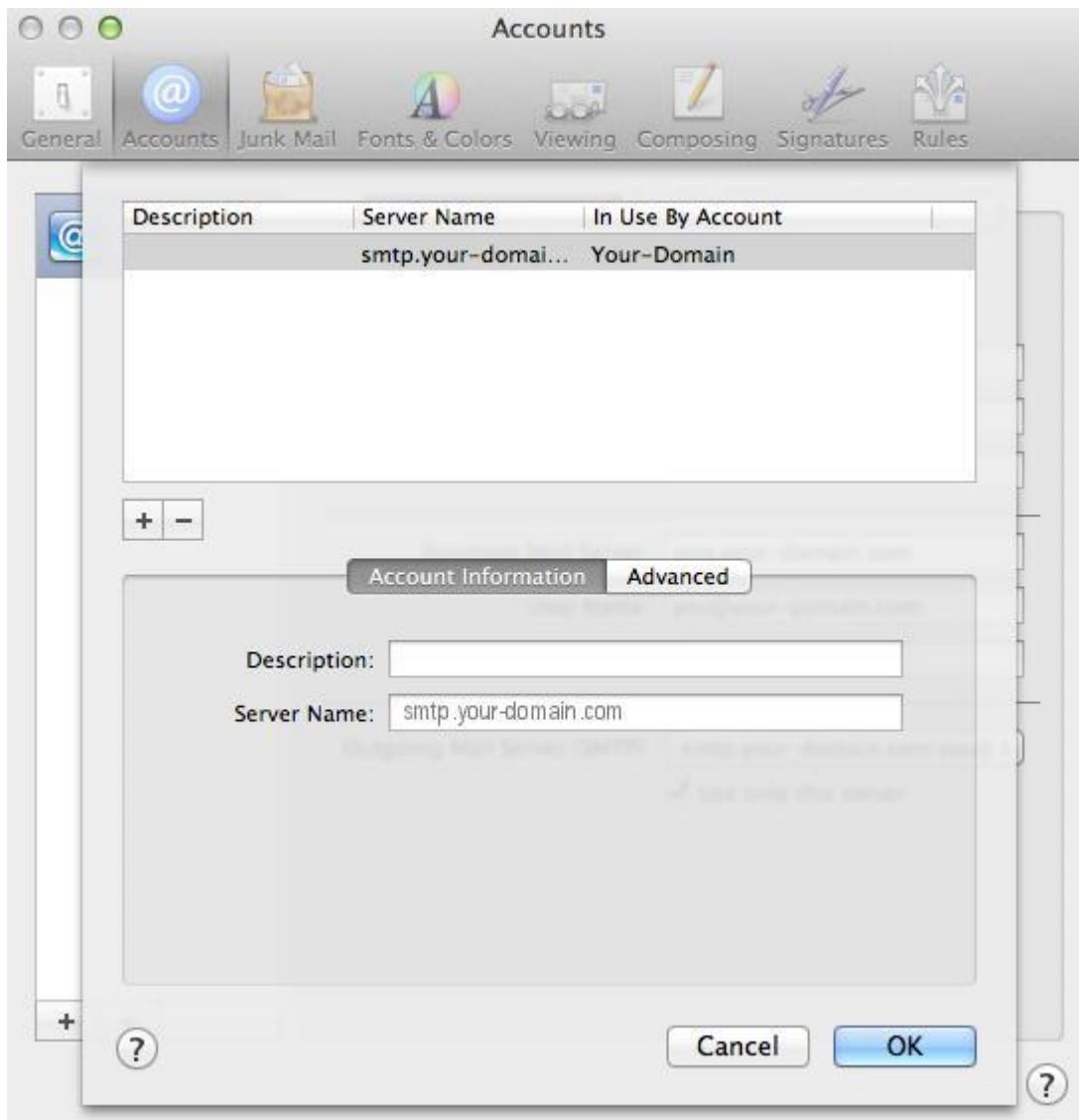
5. Select **Edit SMTP Server List...** from the drop down list.



Confirm SMTP Server

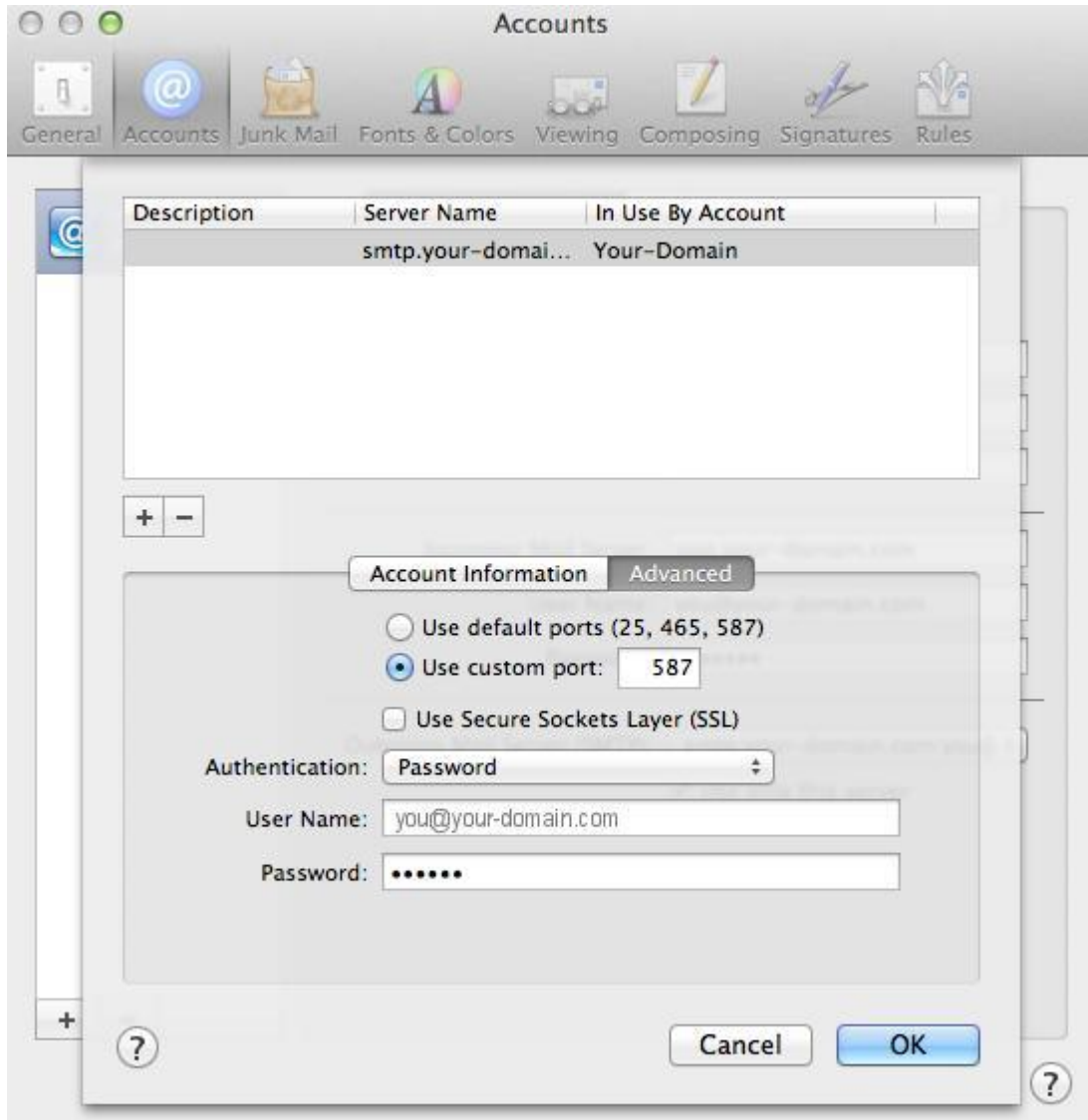
6. Select your SMTP server from the list and confirm that your **Server Name** is entered correctly

7. Select the **Advanced** tab.



Confirm Advanced SMTP Settings

8. Ensure that your settings look like the settings shown in this screenshot below.



Finish

Your email account should now be configured correctly.