

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 <u>Webmail</u> 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.

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### **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.

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Your-Do POP	Account Information M	Advanced
	Description:	
	Email Address:	vou@vour-domain.com
	Full Name:	Name Sumame
	Incoming Mail Server:	mail.your-domain.com
	User Name:	you@your-domain.com
	Password:	•••••
	Outgoing Mail Server (SMTP):	smtp.your-domain.com:you@ +
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#### **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.

000	•	Accounts
General	Accounts Junk Mail	Fonts & Colors Viewing Composing Signatures Rules
۲	Description	Server Name In Use By Account smtp.your-domai Your-Domain
	+ - Description	Account Information Advanced
	Server Name	e: smtp.your-domain.com
+	?	Cancel OK ?

## **Confirm Advanced SMTP Settings**

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

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A ] neral	Accounts Junk Mail F	onts & Colors Viewing Composing Signatures Rules
C	Description S	Server Name In Use By Account smtp.your-domai Your-Domain
	+-	Account Information Advanced
	Authentication:	Use Secure Sockets Layer (SSL) Password ‡
	User Name:	you@your-domain.com

#### Finish

Your email account should now be configured correctly.