*This guide will help you fix errors in the setup of an email account in OS X El Capitan or Mojave.*

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.*

Check account settings

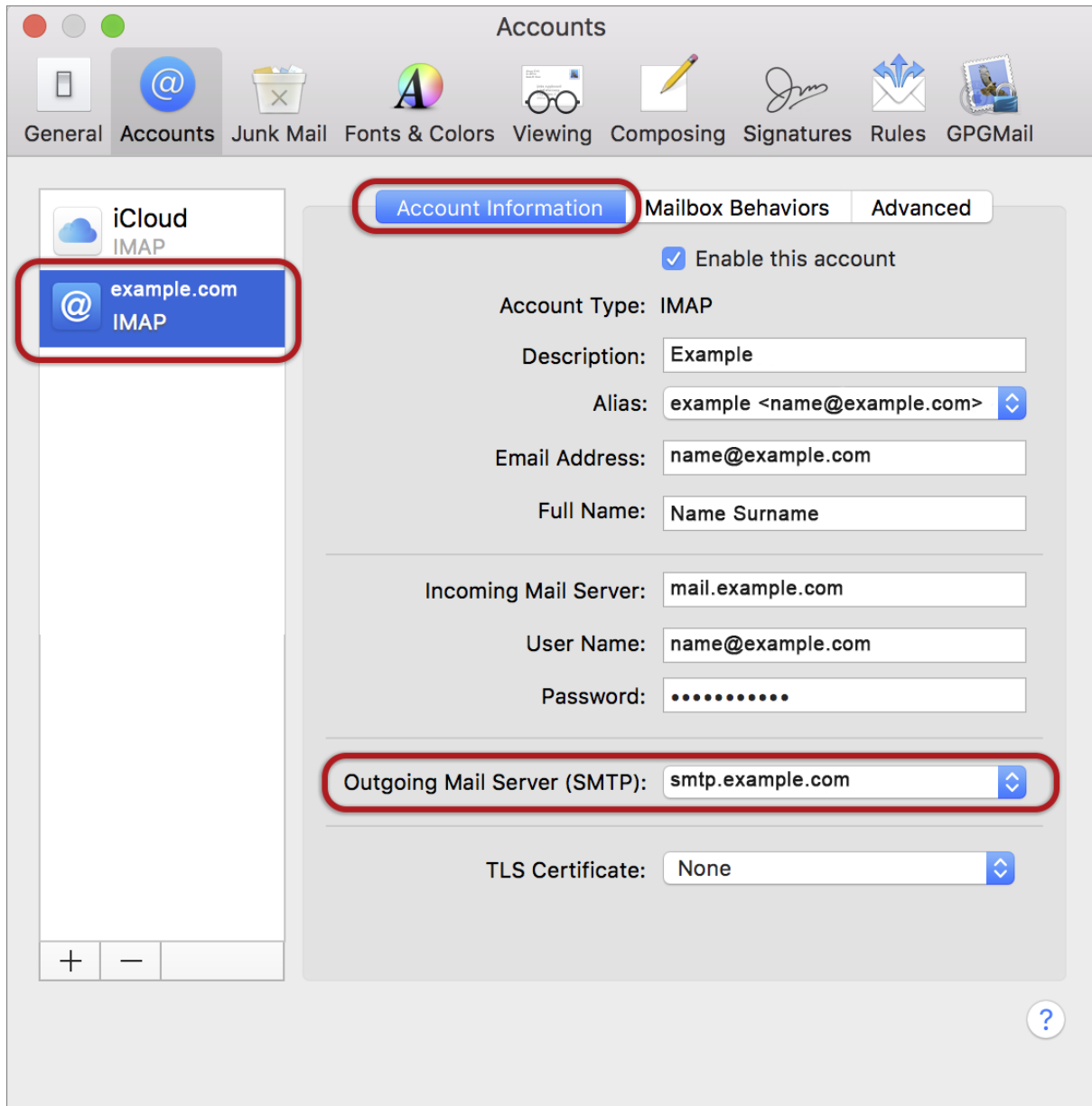1. *Launch Mail*

2. *Choose* **Mail > Preferences**
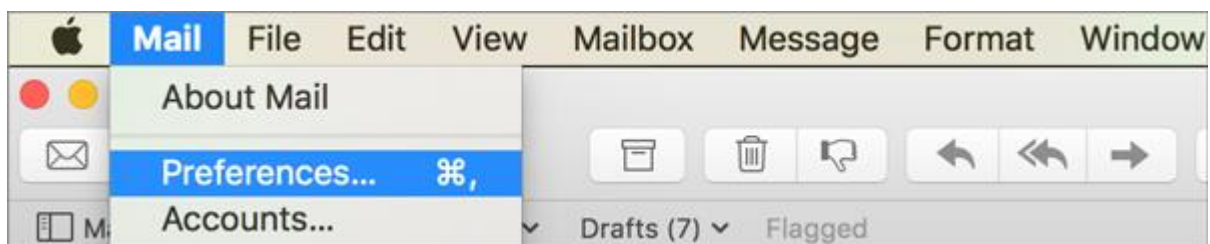
Account Information

3. Choose the relevant account from the list on the left, and ensure that the **Account Information** *is correct, specifically:*

- **Account Type** *can be IMAP or POP*

- **Incoming Mail Server** *is mail.yourdomain*

- **User Name** *is the full email address*

- **Password** *is correct*

- **TLS Certificate** *is set to None*

SMTP Server settings

4. At **Outgoing Mail Server (SMTP)** *click on the dropdown arrow and choose* **Edit SMTP Server list**

On the **Account Information** *tab ensure that:*

- **Server Name** *is smtp.yourdomain*

- **TLS Certificate** *is None*

5. Click on the **Advanced tab**, *choose the relevant account and ensure that:*

- **Automatically detect and maintain account settings** *is* **not** *ticked*

- **Port** *is 587*

- **Use SSL** *is* **not** *ticked*

- **Allow insecure authentication** *is ticked*

- **User Name** *is the full email address*

- **> OK**
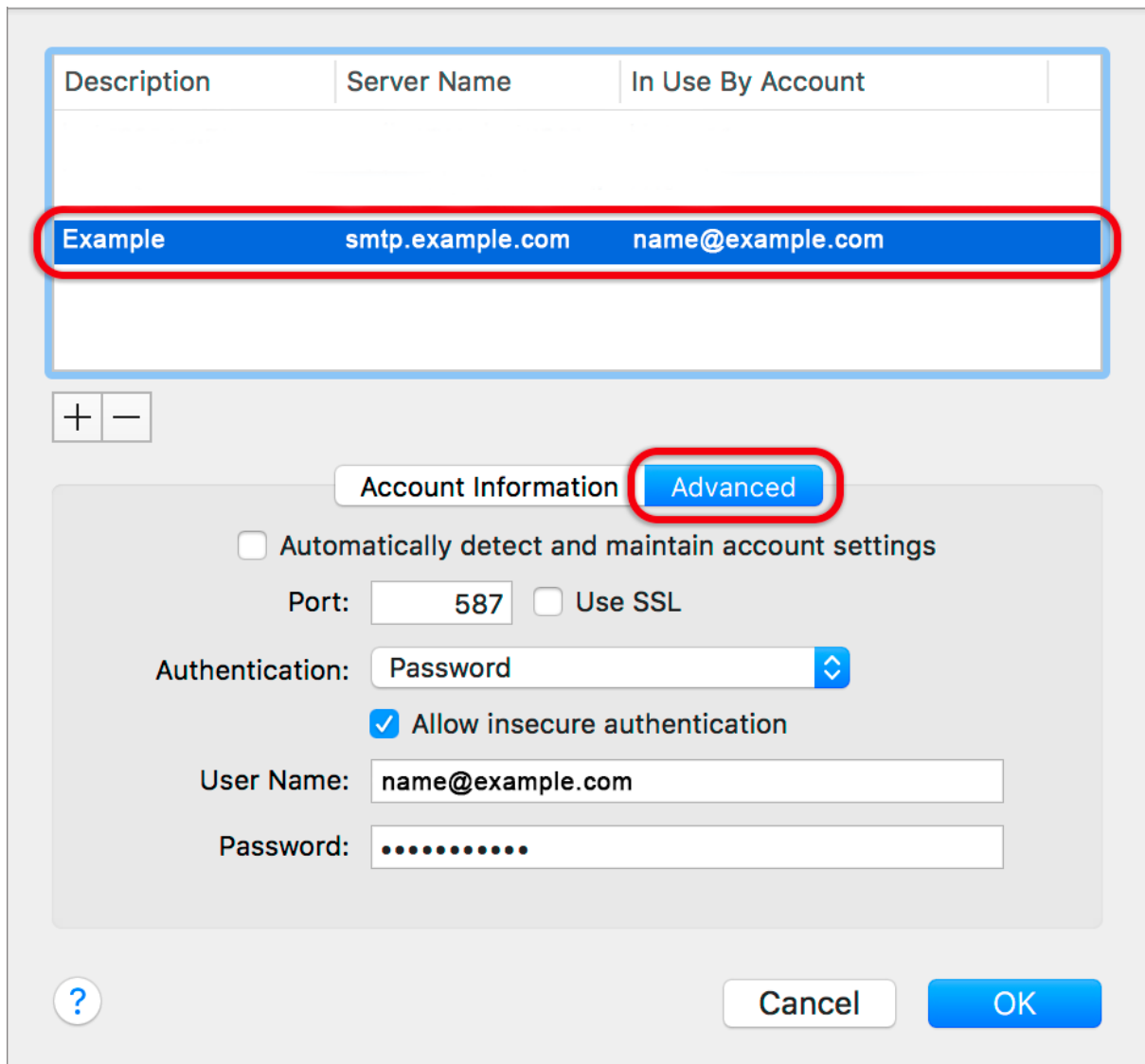
Incoming Mail server settings

*6. Back on the **Accounts** screen, click on the **Advanced** tab and ensure that the Incoming Server settings are correct, specifically:*

- **Automatically detect and maintain account settings** *is* **not** *ticked*

- **Port** *is 143 for IMAP (or 110 for POP)*

- **Use SSL** *is* **not** *ticked*

- **Authentication** *is set to Password*

- **Allow insecure authentication** *is ticked*
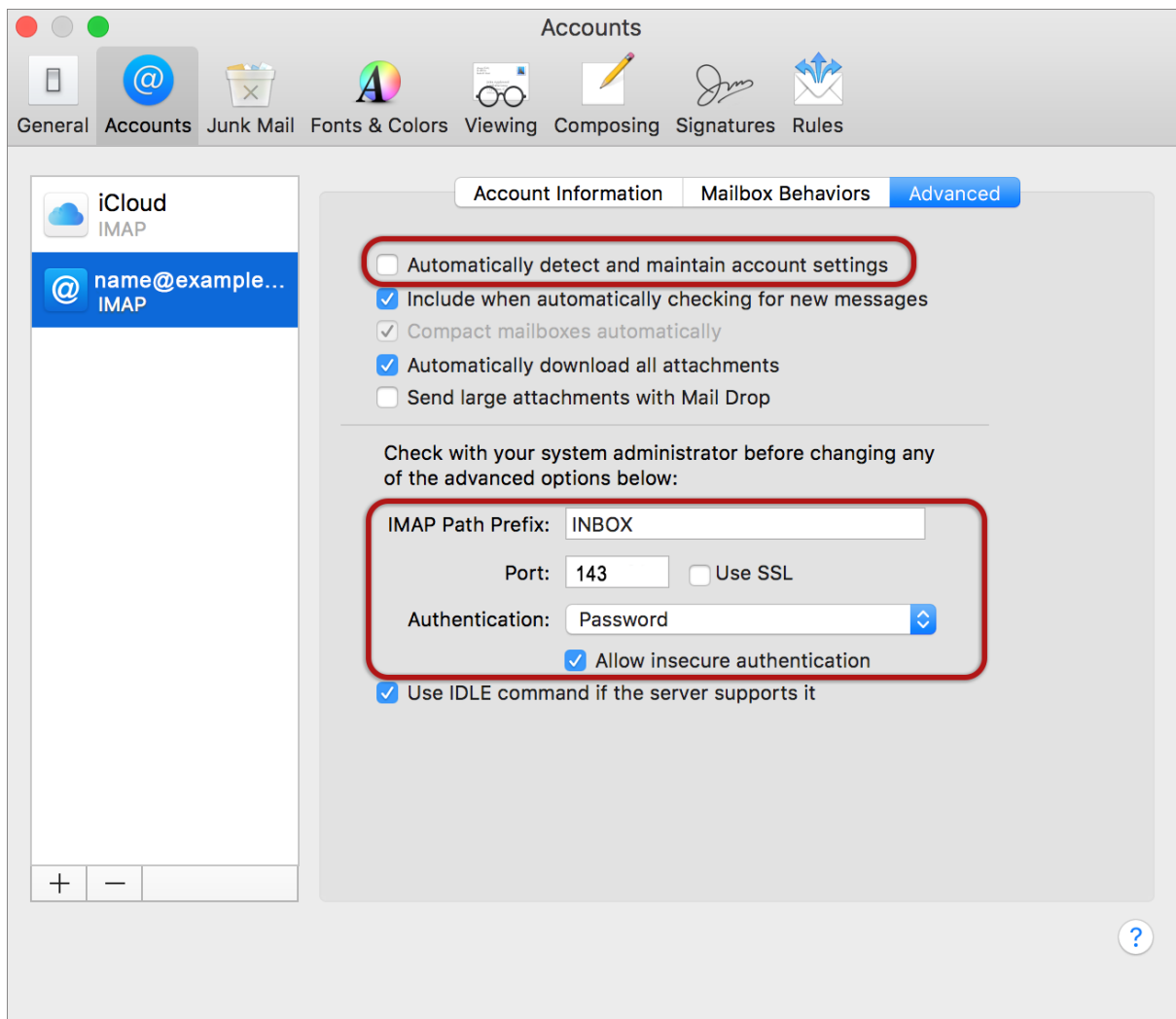
Finish

7. **Close** *and* **Save settings** *when prompted.*

Your El Capitan mail is now setup correctly.