



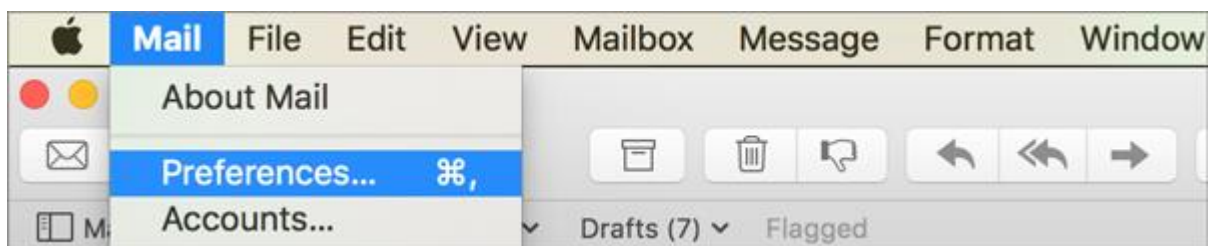
This guide will help you fix errors in the setup of an email account in OS X Yosemite Mail

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***

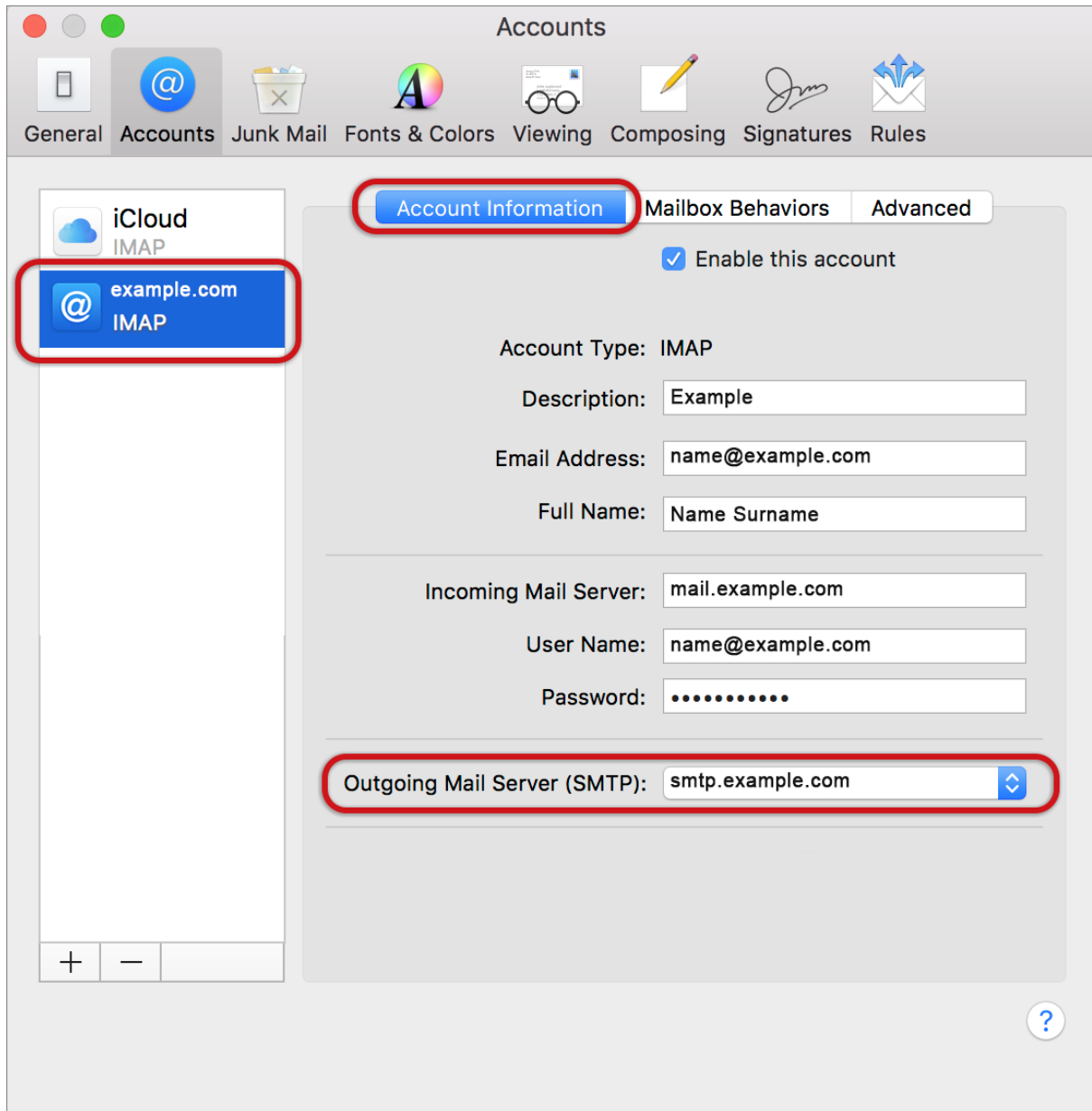


Account settings

*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.(your domain name)*
- **User Name** is *the full email address*
- **Password** is *correct*



SMTP Server settings

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

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

- **Server Name** is *smtp.(your domain name)*
- **TLS Certificate** is *None*

Description	Server Name	In Use By Account
Example	smtp.example.com	name@example.com

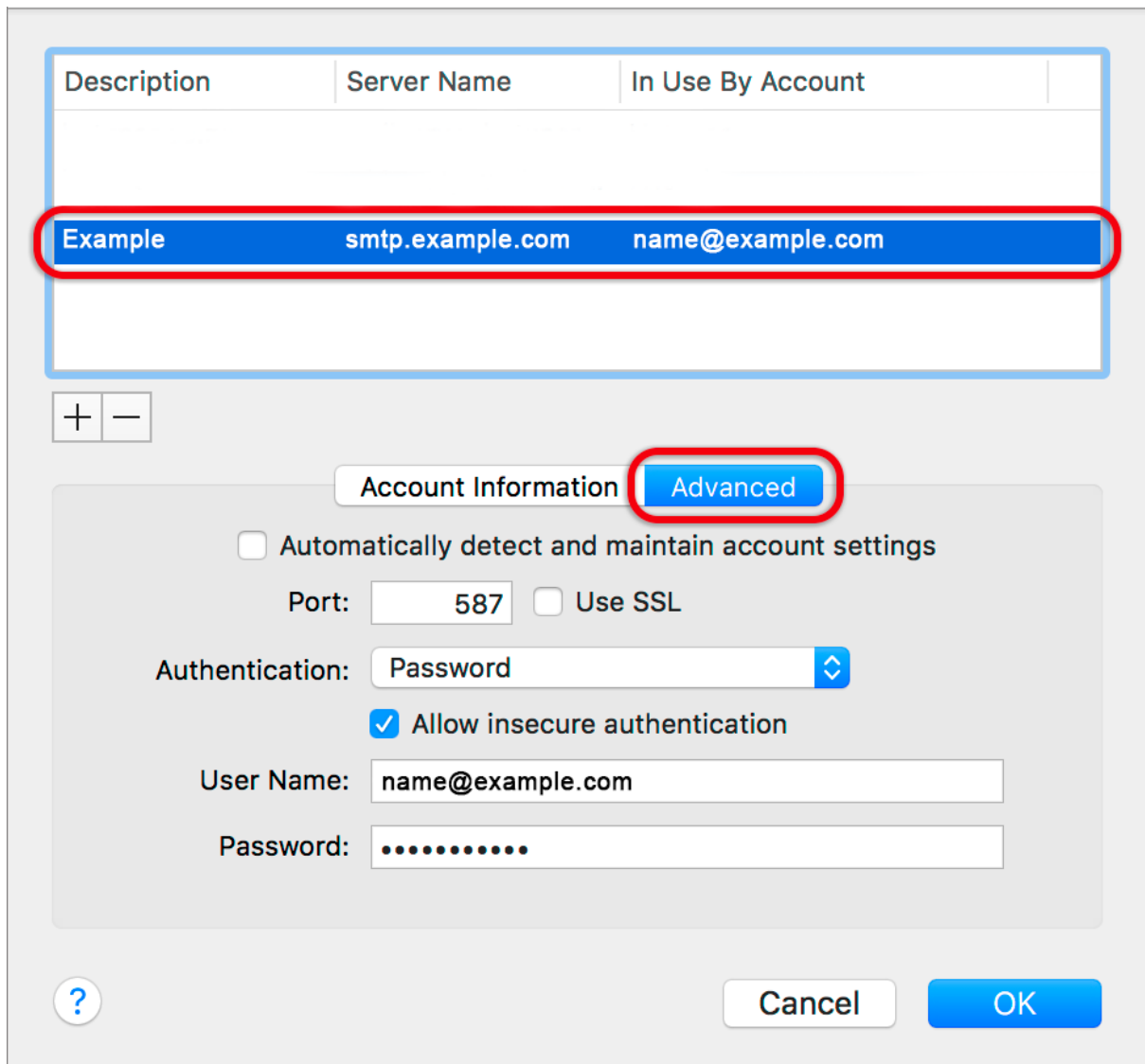
Description:

Server Name:

TLS Certificate:

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

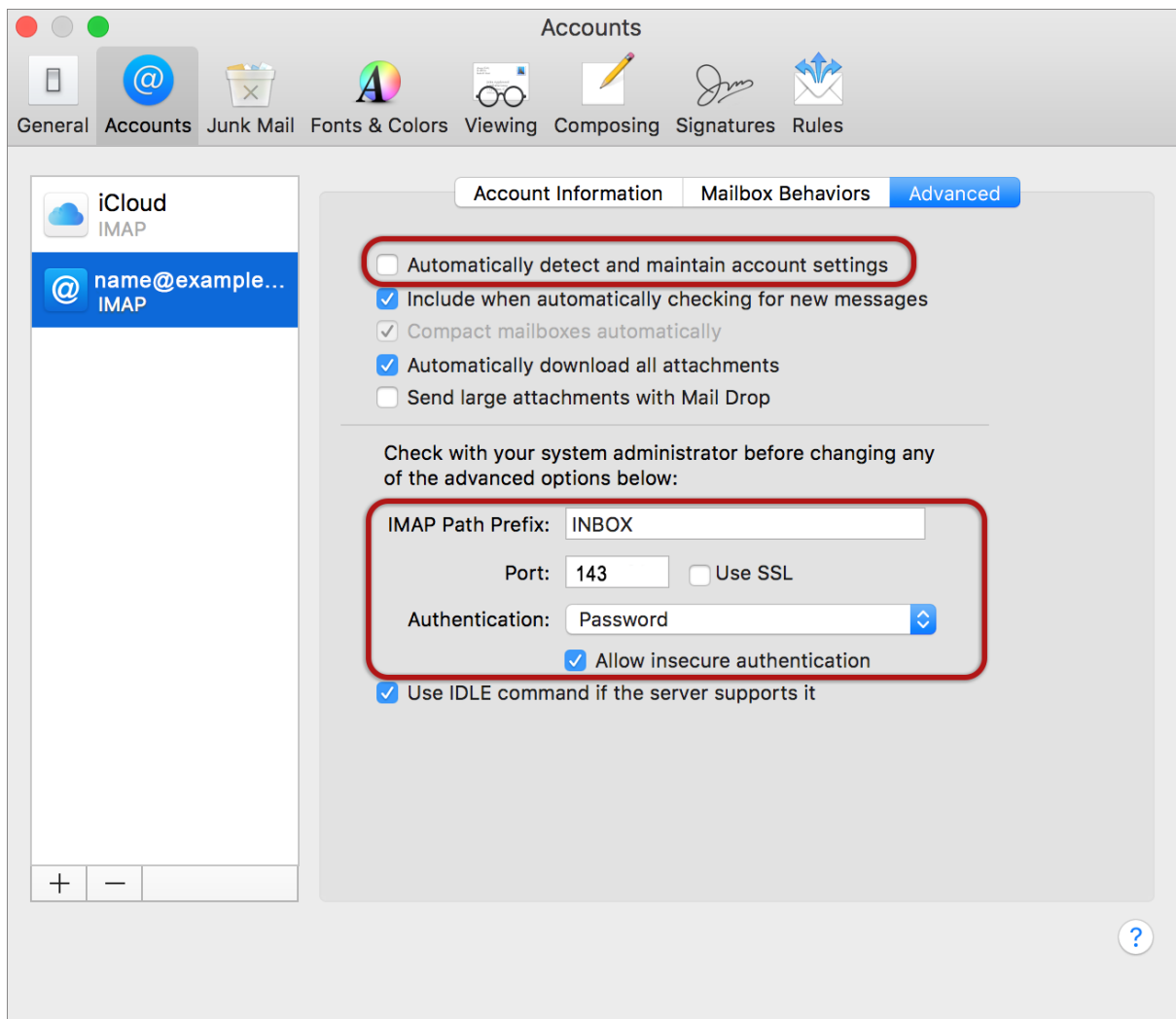
- **Automatically detect and maintain account settings** is *not* **ticked**
- **Port** is *587*
- **Use SSL** is *not* **ticked**
- **Allow insecure authentication** is *ticked*
- **User Name** is *the full email address*
- **> OK**



Incoming Mail Server settings

7. 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

8. Click outside of that screen and **Save settings** when prompted on closing.

Your Yosemite Mail account is now setup correctly.