



This guide will help you fix errors in the setup of an email account in Thunderbird for Mac.

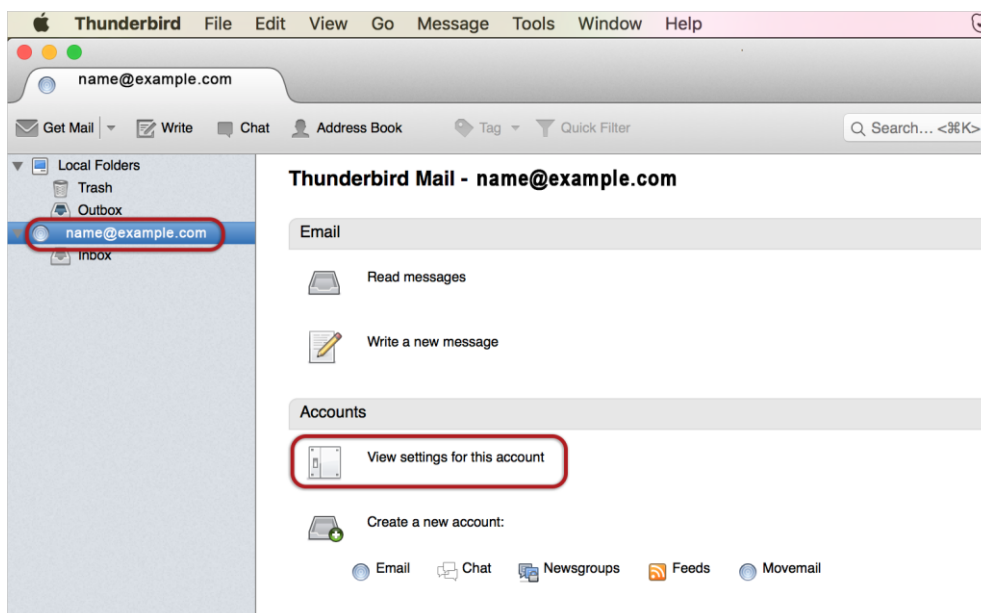
Check your password

- *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 existing account settings

1. **Launch Thunderbird**

2. **Choose the account, then **View settings for this account** or Choose **Tools > Account settings****



Incoming Server Settings:

3. Check that the server settings are correct:

See the relevant screen below for either IMAP or POP Mail Servers

IMAP settings:

- **Port** is **143** (or 993 if you use SSL)
- **User Name** is the full email address
- **Authentication** is Password
- **Connection Security** is None (or SSL – with port 993)

Hetzner

- Server Settings
- Copies & Folders
- Composition & Addressing
- Junk Settings
- Synchronization & Storage
- Return Receipts
- Security
- Local Folders
 - Junk Settings
 - Disk Space
 - Outgoing Server (SMTP)

Account Actions

Server Type: IMAP Mail Server

Server Name: Port: Default: 143

User Name:

Security Settings

Connection security:

Authentication method:

Server Settings

Check for new messages at startup

Check for new messages every minutes

When I delete a message:

Move it to this folder:

Just mark it as deleted

Remove it immediately

Advanced...

Message Storage

Clean up ("Expunge") Inbox on Exit

Empty Trash on Exit

Local directory:

POP settings:

- **Port** is 110 (or 995 if you use SSL)
- **User Name** is the full email address
- **Authentication** is Password
- **Connection Security** is None (or SSL – with port 995)

The screenshot shows the Thunderbird account settings window for an account named 'name@example.com'. The left sidebar lists various settings categories, with 'Server Settings' selected. The main content area is divided into several sections:

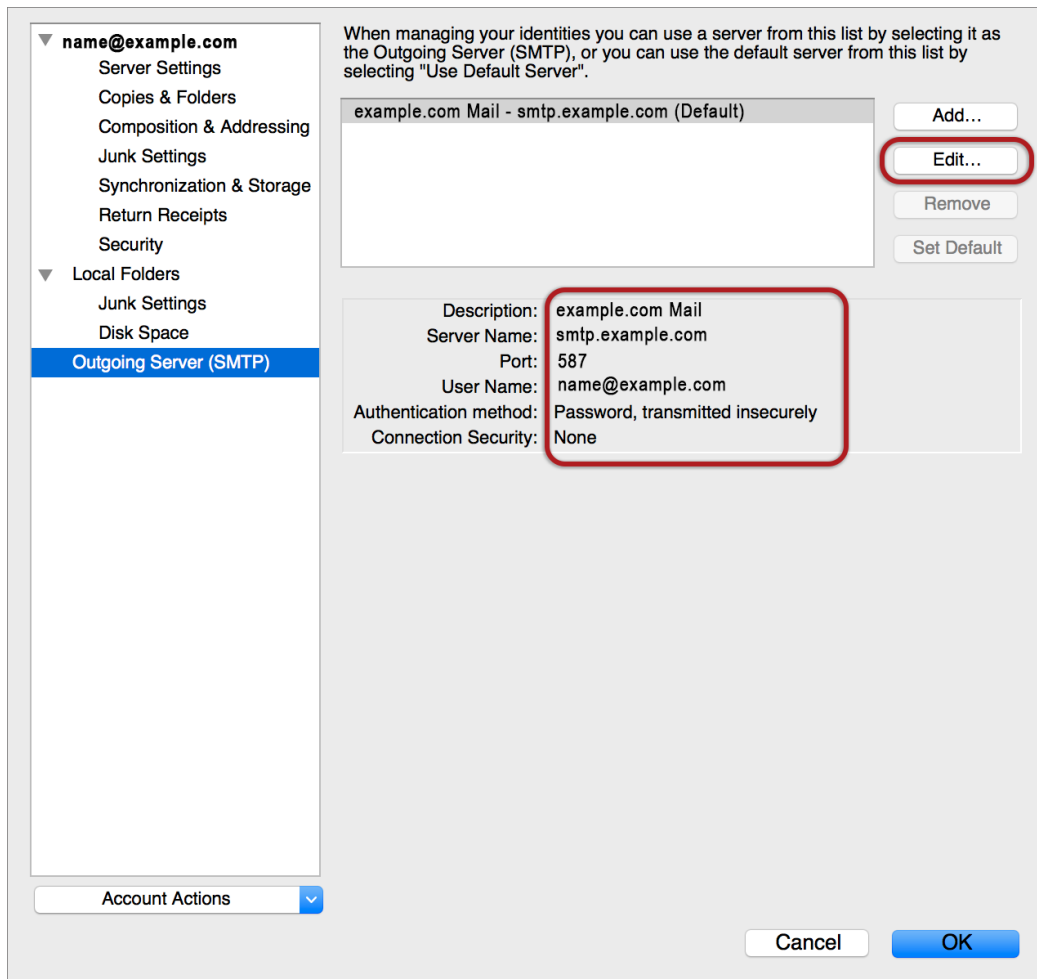
- Server Settings:** This section is highlighted with a red box. It contains:
 - Server Type: POP Mail Server
 - Server Name: mail.example.com
 - Port: 110 (Default: 110)
 - User Name: name@example.com
- Security Settings:**
 - Connection security: None
 - Authentication method: Password, transmitted insecurely
- Server Settings:**
 - Check for new messages at startup
 - Check for new messages every 10 minutes
 - Automatically download new messages
 - Fetch headers only
 - Leave messages on server
 - For at most 14 days
 - Until I delete them
- Message Storage:**
 - Empty Trash on Exit (Advanced...)
 - Local directory: /Users/janinewencke/Library/Thunderbird/Profiles/x6mjh6n (Browse...)

At the bottom, there are 'Account Actions', 'Cancel', and 'OK' buttons.

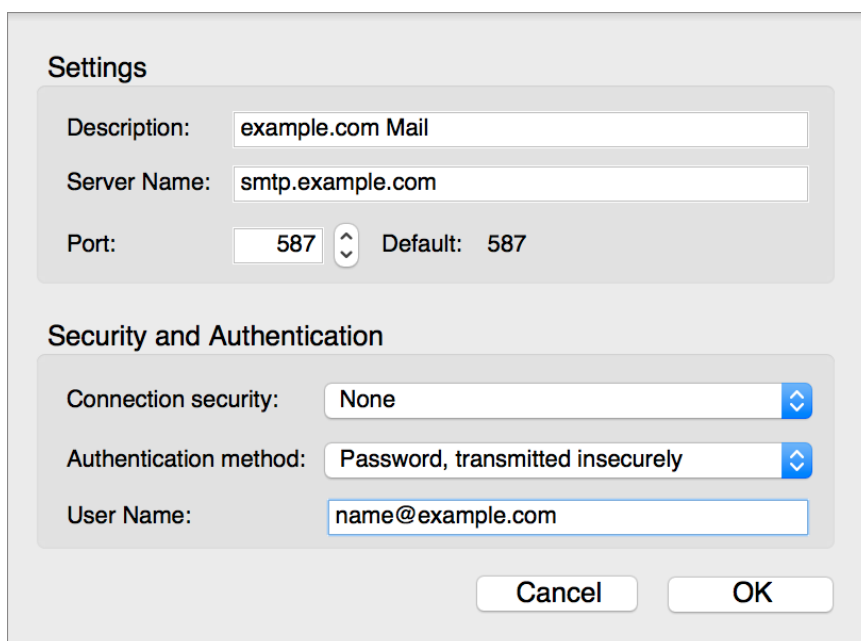
Outgoing Server (SMTP) settings

4. Check the following settings:

- **Port** is 587 (or 465 if you use SSL)
- **User Name** is the full email address
- **Authentication** is Password
- **Connection Security** is None (or SSL – with port 465)



If the settings are incorrect, choose **Edit** and correct in the following screen, otherwise choose **OK**.



Click **OK**.

Thunderbird is now correctly set up.