*This guide will help you fix errors in the setup of an email account in macOS Sierra 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.*
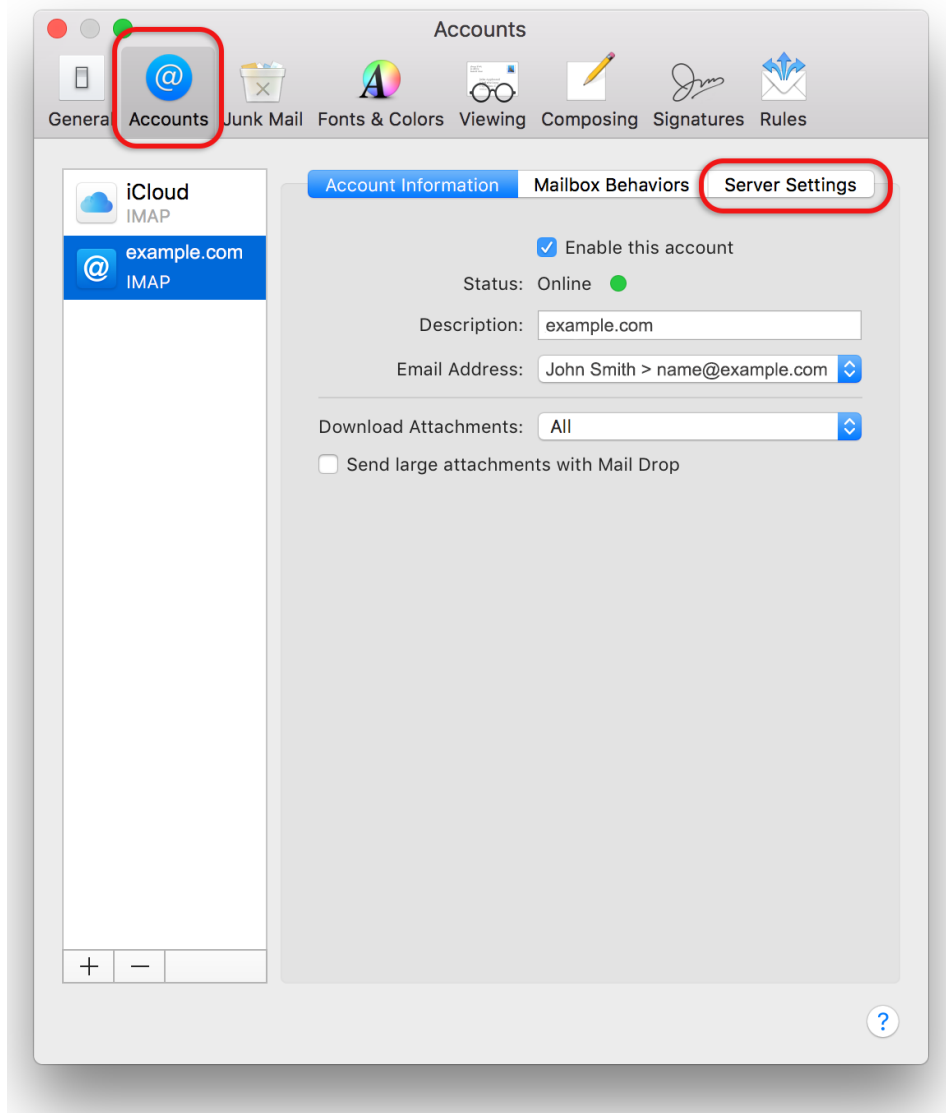
Check account settings

1. *From the top menu choose* **Mail > Preferences…**
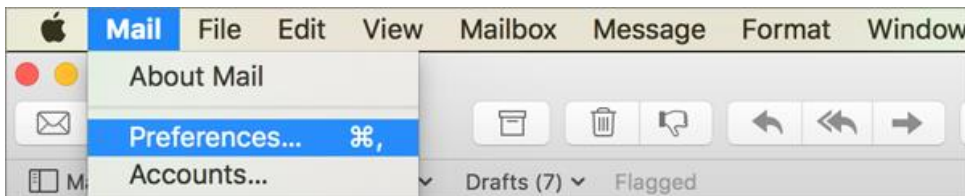
Account Information

2. *On the* **Accounts** *tab, choose the relevant account from the list on the left, and check:*

- **Enable this account** *is checked*

- **Download attachments** *is set according to your preference*

3. *Click* **Server Settings**

Server Settings

4. *Check:*

- **Incoming Mail Server (IMAP)**

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

  o **Password** *is correct*

  o **Host Name** *is mail.yourdomain*

- **Outgoing Mail Server (SMTP)**

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

- o **Password** *is correct*

- o **Host Name** *is smtp.yourdomain*

Important

5. **Deselect (uncheck)** *the boxes for* **Automatically manage connection settings** *for both Incoming and Outgoing Mail Servers – additional fields will now be displayed.*

6. *Select* **Advanced IMAP Settings**
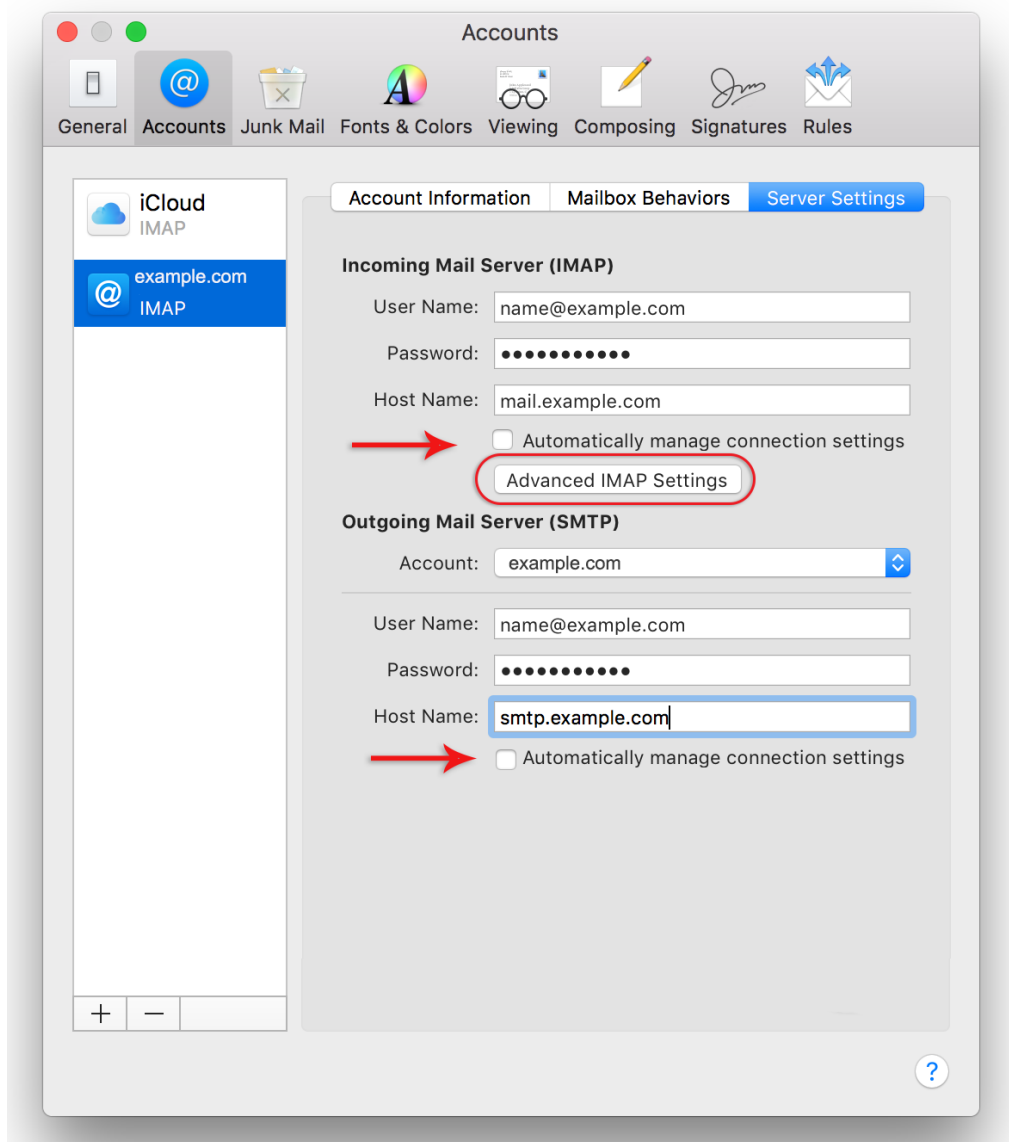
7. *Select* **Allow insecure authentication** *>* **OK**

8. **Deselect (uncheck)** *the boxes for* **Use TSL/SSL** *for both Incoming and Outgoing Mail Servers.*

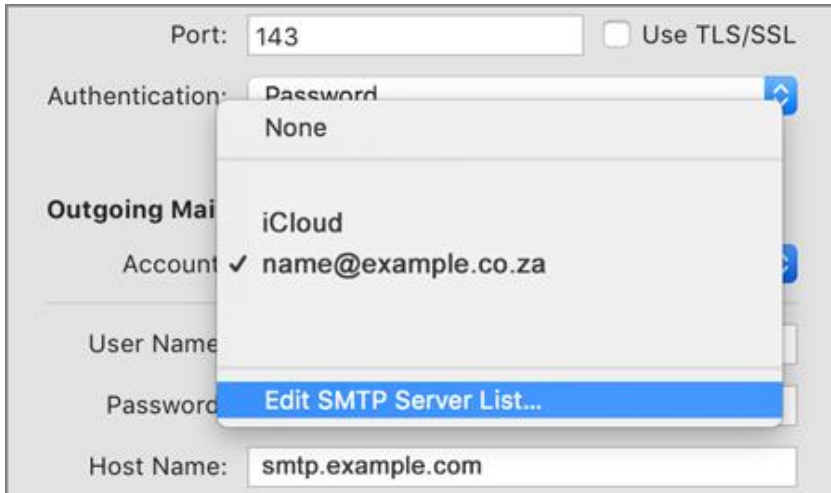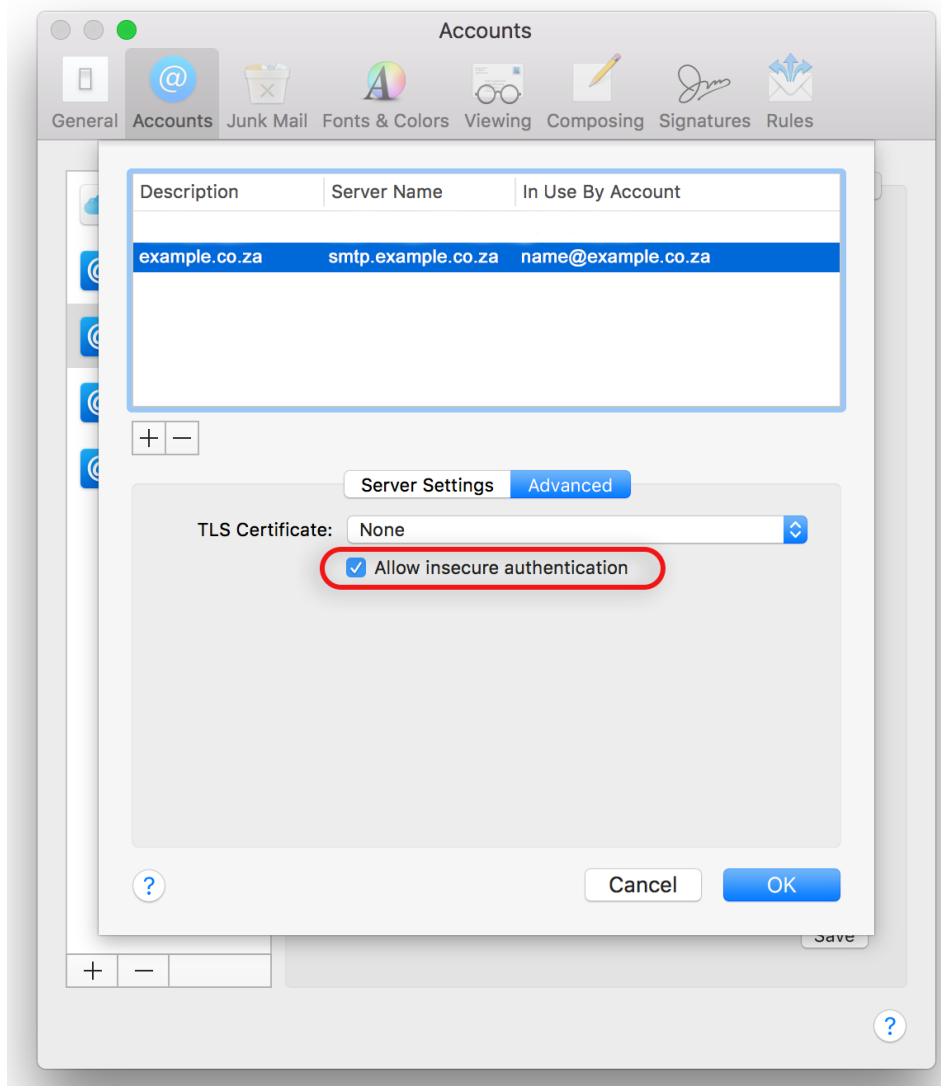9. *Under* **Outgoing Mail Server (SMTP)** *click the dropdown arrow at* **Account**

10. *Select* **Edit SMTP Server List**

11. *Make sure that* **Allow insecure authentication** *is ticked*

12. *Click* **OK** *and* **Save***. (Note: this button only becomes visible when settings have changed)Your macOS Sierra mail is now setup correctly.*