

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 <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.

## 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)
- User Name is the full email address
- Password is correct
- **Host Name** *is mail.yourdomain*
- Outgoing Mail Server (SMTP)
- User Name is the full email address

- Password is correct
- **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

	Accounts					
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General Accounts Junk Mail	Fonts & Colors Viewing Composing Signatures Rules					
iCloud Account Information Mailbox Behaviors Server Settings						
	Incoming Mail Server (IMAP)					
@ example.com	User Name: name@example.com					
	Password:					
	Host Name: mail.example.com					
	Automatically manage connection settings					
	Advanced IMAP Settings					
	Outgoing Mail Server (SMTP)					
	Account: example.com					
	User Name: name@example.com					
	Password:					
	Host Name: smtp.example.com					
	Automatically manage connection settings					
+ -						
	?					
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7. Select Allow insecure authentication > OK

IMAP Path Prefix:	INBOX	
TLS Certificate:	None	0
Allow insecure	authentication	
		ОК

- 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

	Ac	counts		
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General Accounts Junk Mail	Fonts & Colors	Viewing Composing Signatures Rules		
	Account Inform	ation Mailbox Behaviors Server Settings		
	Incoming Mail S	Server (IMAP)		
@ example.com	User Name:	name@example.com		
	Password:	•••••		
	Host Name:	mail.example.com		
		Automatically manage connection settings		
	Port:	143 Use TLS/SSL		
	Authentication:	Password		
		Advanced IMAP Settings		
	Outgoing Mail Server (SMTP)			
	Account: name@example.com			
	Liser Name:	name@evample.com		
	Decoword			
	Password:			
	Host Name:	smtp.example.com		
	Port	587		
	Authorication	Parsword		
	Authentication:			
+ -				
		?		

10. Select Edit SMTP Server List

Port:	143	Use TLS/SSL
Authentication:	Password None	-
Outgoing Mai Account ✔	iCloud name@example.co.za	
User Name		
Password	Edit SMTP Server List	
Host Name:	smtp.example.com	

11. Make sure that Allow insecure authentication is ticked

$\bigcirc \bigcirc \bigcirc \bigcirc$		Accou	nts	
General	Accounts Junk Mail	Fonts & Colors View	ing Composing Signatures	Rules
	Description	Server Name	In Use By Account	
۷	example.co.za	smtp.example.co.za	name@example.co.za	
	+-			
	TLS Certifica	Server Settings te: None	Advanced	
		Allow insecure	authentication	
	?		Cancel	ОК
+	-			Save
				?

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