This guide will help you fix errors in the setup of an email account on an iPhone or iPad.

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 your account settings

1. **Select settings** *on your home screen.*

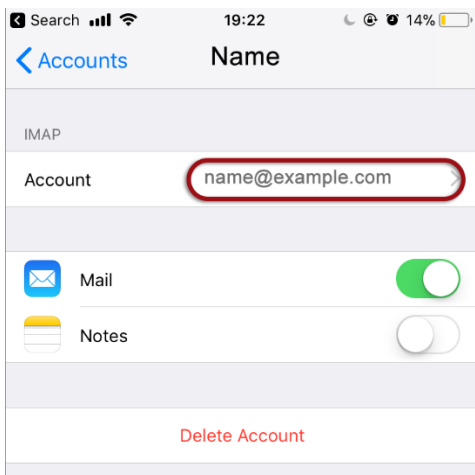2. *Select* **Accounts & Passwords** *from the menu*

3. Under **Accounts**, select the relevant mail account

4.

5. Click the **Account name**

6.

7. Ensure that your **Incoming Mail Server** settings are correct:

- **Host Name** *starts with* **mail.**

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

- **Password** *is correct*

8. *Select* **SMTP**

Then click the Primary server

9. *Ensure that your* **Outgoing Mail Server** *details are correct:*

*   **Host Name** *starts with* **smtp.**

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

*   **Password** *is correct*

*   **Use SSL** *is off*

*   **Authentication** *is Password*

*   **Server Port** *is 587*
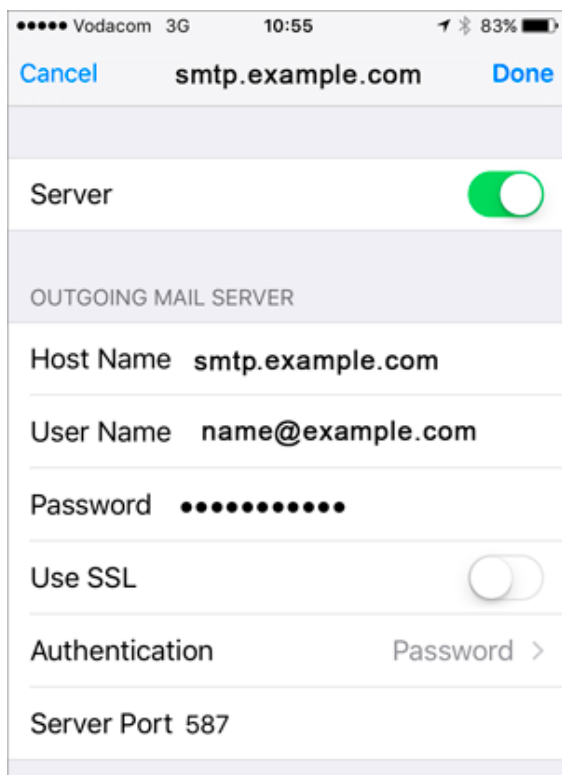
10. *Once you have confirmed all your settings are correct, select* **Done**.