

# Cannot Verify Server Identity: A Simple Guide to Fixing This Common iPhone Error

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## Quick answer

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Have you ever tried to send an email on your iPhone, only to be greeted by a frustrating "Cannot Verify Server Identity" message? Don't worry - you're not alone. This is a common issue that many iPhone users face, especially after updating their iOS. In this article, we'll break down what this error means and provide you with easy-to-follow solutions to get your email working again.

## What Does "Cannot Verify Server Identity" Mean?

When your iPhone shows this message, it's essentially telling you that it can't confirm if the email server you're trying to connect to is safe and trustworthy. It's like your phone's way of being cautious and protecting you from potential security risks.

## Why Does This Error Occur?

There are several reasons why you might see this error:

1. Your iPhone's date and time settings are incorrect.
2. There's a problem with the email server's security certificate.
3. Your iPhone's iOS needs an update.
4. The Mail app is experiencing a glitch.
5. Your network settings need a refresh.

## Simple Solutions to Fix the "Cannot Verify Server Identity" Error

Let's go through some easy steps to resolve this issue. We'll start with the simplest solutions and work our way up to more involved fixes.

### 1. Close and Reopen the Mail App

Sometimes, the simplest solution is the most effective:

1. Double-click the home button (or swipe up from the bottom on newer iPhones).
2. Swipe up on the Mail app to close it completely.
3. Tap the Mail app icon to reopen it.

### 2. Check Your Date and Time Settings

Incorrect date and time can cause this error:

1. Go to Settings > General > Date & Time.

2. Turn on "Set Automatically" if it's not already on.

### 3. Restart Your iPhone

A good old-fashioned restart can work wonders:

1. For iPhones with Face ID: Press and hold the side button and either volume button until the power off slider appears.
2. For iPhones with a Home button: Press and hold the side (or top) button until the power off slider appears.
3. Drag the slider to turn off your iPhone.
4. After your iPhone turns off, press and hold the side (or top) button again until you see the Apple logo.

### 4. Update Your iOS

Keeping your iPhone's software up-to-date is crucial:

1. Go to Settings > General > Software Update.
2. If an update is available, tap "Download and Install."
3. Follow the on-screen instructions to complete the update.

### 5. Remove and Re-add Your Email Account

Sometimes, starting fresh with your email account can help:

1. Go to Settings > Mail > Accounts.
2. Tap on the email account giving you trouble.
3. Scroll down and tap "Delete Account."
4. Confirm by tapping "Delete from My iPhone."
5. To add the account back, go to Settings > Mail > Accounts > Add Account.
6. Choose your email provider and follow the steps to set up your account again.

### 6. Reset Network Settings

If the issue persists, try resetting your network settings:

1. Go to Settings > General > Reset.
2. Tap "Reset Network Settings."
3. Enter your passcode if prompted.
4. Confirm by tapping "Reset Network Settings."

Note: This will erase saved Wi-Fi passwords, so have them handy to reconnect.

### 7. Update Carrier Settings

Sometimes, your cellular carrier releases updates that can help:

1. Make sure your iPhone is connected to Wi-Fi or cellular data.
2. Go to Settings > General > About.
3. If an update is available, you'll see a prompt to update your carrier settings.

### 8. Use a Different Wi-Fi Network or Cellular Data

The problem might be with your current network:

1. Try connecting to a different Wi-Fi network.
2. Or, turn off Wi-Fi and use your cellular data instead.

## 9. Check with Your Email Provider

If none of the above steps work, the issue might be on your email provider's end:

1. Check your email provider's status page or social media for any reported issues.
2. Contact their customer support for assistance.

## Advanced Solutions (Use with Caution)

If you're comfortable with more technical steps, you can try these:

### 10. Manually Adjust SSL Settings

Some email accounts might need specific security settings:

1. Go to Settings > Mail > Accounts.
2. Select your email account.
3. Tap "Account" > "Advanced."
4. Under "Incoming Settings," try changing "Use SSL" to off or on.
5. Do the same under "Outgoing Settings."

### 11. Factory Reset Your iPhone (Last Resort)

This should be your last option as it erases all data on your iPhone:

1. Back up your iPhone first.
2. Go to Settings > General > Reset.
3. Tap "Erase All Content and Settings."
4. Follow the prompts to complete the reset.
5. Set up your iPhone as new or restore from a backup.

## Preventing Future "Cannot Verify Server Identity" Errors

To avoid encountering this error in the future:

1. Keep your iOS updated regularly.
2. Use trusted Wi-Fi networks when possible.
3. Periodically check and update your email account settings.
4. Be cautious when installing third-party email apps.

## When to Seek Professional Help

If you've tried all these steps and still can't resolve the issue, it might be time to get help from the experts:

1. Visit an Apple Store or authorized service provider.
2. Contact Apple Support online or by phone.
3. Reach out to your email provider's support team for account-specific issues.

## Conclusion

The "Cannot Verify Server Identity" error can be frustrating, but with these steps, you should be able to get your email working again. Remember to start with the simplest solutions and work your way through the list. Most of the time, a simple restart or account refresh will do the trick. Don't let this common iPhone hiccup keep you from staying connected. With a little patience and these handy tips, you'll be back to sending and receiving emails in no time. And remember, if all else fails, there's always professional help available to ensure your iPhone runs smoothly.