

General Issues & Solutions

Some file types are blocked

As a security measure to prevent potential viruses, Webmail doesn't allow you to send or receive executable files (such as files ending in .exe) that could contain damaging executable code. Other file extensions such as .bat, .js or other extensions known for "malicious software" will be blocked to prevent the transmission viruses or malicious software.

No longer able to send/receive mail

If you are no longer able to send and receive email, it might be due to the amount of email you have already accumulated. Once you have reached the total size of your mailbox, you will no longer be able to accept any new emails and possibly not be able to send new emails as well. To resolve this issue, please delete any unwanted emails. Empty your SPAM and Trash folders. If you are under the limit of your mailbox and you are still not able to send/receive emails, please contact your Email Administrator for assistance.

Where did all my email go?

Did you recently configure an email client like Microsoft Outlook? Did you configure that email client to use POP? If so, that email client downloaded all your emails onto that email client. This is the nature of POP. If you want to access your email on an email client and use Webmail, we recommend that you reconfigure your email client to use IMAP instead of POP. Please contact your Email Administrator for assistance on reconfiguring your email client from POP to IMAP.

Accidentally Deleted Emails, I need them back

If you accidentally delete an email you really need back, please contact your Email Administrator as soon as possible. The longer you wait, the harder it will be to recover any lost emails.

Error Messages

Sorry, we were unable to satisfy your request at this time. Please try again in 5 minutes.

This message generally means that the server did not respond in time for the current action. Normally this issue will clear itself up within a couple of minutes. Should it last longer than 5 minutes, please clear your browser's cache, shut down the browser and reboot your computer. If the error still occurs after you have rebooted your computer, please contact your Email Administrator for assistance.

You are not logged in, your session has expired, or your browser does not accept cookies.

Cookies are required to use webmail. If you have configured your Internet browser to reject cookies, you will not be able to login into our services. Please reconfigure your browser to accept cookies before trying to log in. If you were already logged in and you received this message, it usually means that your current session went inactive. Just log back on and everything should be OK.

Bounced Messages

I am the sender and I received a bounced message

If you are sending an email and you receive a bounced message, please check the following:

- Check the Email address of the recipient
- 90% of all bounced messages is a result of a misspelling of the email address
- Are you sending to a known working email address?
- If all looks right, please contact your Email Administrator

When contacting your Email Administrator for support regarding a bounced message, it is very important to keep the bounced message you received. **Do Not Delete** the bounced message. The bounced message will hold vital clues onto why the email you attempted to send failed. Without it, your Email Administrator will not be able to determine why the email failed to send.

I am receiving bounced messages for emails I didn't send

If you are receiving bounced message for emails you didn't send, it is most likely someone has "spoofed" your email address. Don't be alarmed. That doesn't mean that they have access to your email account. They are just sending email from their account, but making it look like it is coming from you. This is a common trick by many spammers who want to hide their true identity.

To block these bounced messages, make sure you enable Bounce Shield in your Spam Shield Pro settings. Bounce Shield analyzes the header information of the bounced message to determine if it was really you that sent it. If not, Bounce Shield will move the bounced message to the spam folder so not to appear in your inbox.

What can you do to stop someone from "spoofing" your email account? Simple answer, nothing. The reason "spoofing" an account is so common is because it is so easy to do and there is no way to stop someone from doing it. With the header information, your Email Administrator might be able to determine the true sender of the email, but that will not stop someone else from "spoofing" your account or that person from "spoofing" someone else's account.

People are trying to email me and they get a bounced message

If other people are trying to email you and they claim that they are receiving bounced messages, please check the following:

- Make sure they have your correct email address
- Are they able to email anyone else?
- Are you the only person they are having problems sending emails to?
- Is your mailbox full?
- Are you blocking emails from them (Spam Shield Pro)?
- Do you have any customer Inbound Email Rules setup that might block emails from them?
- If all looks right, please have them contact their Email Administrator

Once again, it is very important for sender to keep the bounced messages. The bounced message will hold vital clues onto why the email they attempted to send failed. Without it, their Email Administrator will not be able to determine why the email failed to send.