

My email is not working. What should I do?

Author:
Webservio Inc.

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Please check the following:

- 1.) Has your domain expired? To check if your domain has expired, go to https://www.webservio.net/ipanel/domainuser_login.aspx or go to <http://www.dnsgoodies.com> and do a Whois Lookup.
- 2.) Are you inputting the correct username and password? If you are unsure what your username or password is, please refer to your customer support information or contact your email administrator.
- 3.) Are you using an AOL browser when using webmail? There are some conflicts when using the AOL browser.
- 4.) Is your Internet connection on? To check your internet connection, open an internet browser (i.e. Internet Explorer) and type in a web address (i.e. www.webservio.net). If the website comes up, please click on a link. If you receive errors when opening your browser, a website or the link, your internet connection may be disabled.
- 5.) Are you able to receive email but unable to send email? Contact your Internet Service Provider (ISP). Your ISP may have blocked port 25. If they have blocked port 25, then you will be unable to send out email. Please request your ISP to open port 25 so that you are able to send email.