I Can't Send or Receive

(Mail Hosting: NTT Communications (Thailand) Co., Ltd.)

If you are unable to send or receive emails, there are a few possible causes.

1. **Make sure that you can connect to the internet.**

   If you are unable to access any webpages (such as Google, etc.) then the issue lies with your internet connection. Try unplugging your router and restarting your computer. If this does not solve the issue, please contact your internet service provider (ISP) who should be able to tell you if there are any issues in the area.

   If you can access the internet, the next step is …

2. **Check your email settings within your email program.**

   These are usually accessed by going to
   File > **Account Settings** *(is also under **Tools** or **preferences** in some older email programs)*.
   Clicking on your email address should bring up the settings for your account.
   The settings should look something like this:

Username:	This should always be your full email address.
Password:	This is the password that was created when the account was created.

Incoming mail server:	pop.yourdomain.com
Incoming port number:	110 (POP3) or 143 (IMAP)

Outgoing mail server:	smtp.yourdomain.com
Outgoing port number:	587

   If your settings are ok, the next step is …

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3. **Ensure that authentication is turned on for the outgoing server.**

    This is to prevent unauthorized users sending from your email account and the account will not work if this is un-tick.

    If the issues still continue …

4. **Try deleting the account and setting up again.**

    Note for Apple Device: Please note that deleting a mail account from an Apple device will permanently delete all mail, unless you have an IMAP account and mail is stored on the server.

    If you are still unable to send or receive mail…

    Please take note of any error messages and contact support-mail team as soon as possible.

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