

Problems Receiving Email

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

The steps to troubleshoot this issue depend on the way you check your email.

- **Webmail**

<https://webmail.ntt.co.th>

- **An email client**

Examples include desktop applications such as Microsoft Outlook and Mac Mail, or from a device such as a mobile phone.

- **A combination of the above**

An example would be checking your email at home/office using a desktop application, and then checking using webmail while at an alternate location.

- 1.** If you send yourself an email and it does not arrive in your Webmail account, be sure that you are logging into Webmail using your full email address as the username, and not using your cPanel username as your Webmail username.
- 2.** If your email account is over its disk quota, you will not receive email as well. You can check your email account's quota by logging into webmail. If it is over quota, delete email to free up space.
- 3.** If you are receiving an error, it is best to review your email account's basic configuration in your email client.
- 4.** Please ensure that you are using your FULL email address as your username, and not your cPanel username.
- 5.** Please ensure you are using the correct password.
- 6.** Please ensure that you do not have an option enabled that is similar to, "Log on using Secure Password Authentication (SPA)"
- 7.** If the error message you are receiving is actually a password prompt, please reset your email account's password and test again.

8. If you are getting an error message, but it is not a prompt asking for your username and password, **contact Support-Mail** team for further assistance and be ready to supply the full error message that you are receiving.
9. If you are not receiving any error messages, log into your Webmail and ensure that you have email in your INBOX for your email account to download. If you see emails in your INBOX from within Webmail, then your email client should be able to download them. Open your email account's settings from within your email client and be sure that you have your POP/SMTP server set.
10. If you have setup an email account in your email client (Microsoft Outlook or Mac Mail for example) as a POP account, then you may not have the option enabled to leave a copy of the email on the server. By default, your pop account will connect to the mail server, download, and remove all email on the server for that particular email address. If you check with your email client first and then check with your webmail, your webmail will not be able to find any email as it was downloaded and removed from the mail server by your email client.
11. Most email clients solve this problem by allowing you to connect and leave a copy of the email on the server. This in turn allows you to download your email from more than one email client. This setting can be set within the advanced settings of most email clients.
12. In most email clients, you will also see an option to leave a copy of the email on the server, as well as to delete it after a set number of days. If you don't ever delete the email from the server, sooner or later you will reach the disk quota of your email account and will not be able to receive any new messages.

Credit: inmotionhosting

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