

Why is my email not working?

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

The first important thing to check is whether it's the email client (*Example: Microsoft Outlook, Thunderbird, Mac Mail*) that's having issues, or the email server.

That can be done by testing your email through webmail. If you are a site manager client, you can use webmail.ntt.co.th

Are you able to send and receive correctly through webmail?

If so, then the problem is most likely with a setting in your email client. If you are not able to send and receive through webmail as well, then the issue is most likely on the server end.

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

Credit: westhost

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