

**My email program has suddenly stopped working. What should I do?**

If you've been sending and receiving emails regularly with your email program (e.g. Mac Mail, Outlook, Thunderbird) and it suddenly stops working, it could be due to a number of possible issues. The first thing you should do is to try logging into Web Mail at the top of the Doteasy home page.

If you CAN login to Web Mail, then that means your email program is not properly configured. This could mean that you've recently made some changes to your email account (e.g the password), but you haven't updated that on your email program. In this case, you will need to review your email program settings, and possibly re-enter your email account password, to make sure everything is correct. Please take a look at our Email Software Setup Guides for instructions.

On the other hand, if you CANNOT login to Web Mail, then the problem is related to your email account. It could be that you're using the wrong password for this email account. So, the first thing that you should try is to reset your email password.

If you've reset your email password and you still cannot login in to Web Mail, then there might be other issues involved. In this case, it's best for you to send us the related information regarding your email account so that we may perform some testing and investigate this problem for you. We'll need the following information:

1. The email address that you're having problems with.
  2. The password for that email address.
  3. The email program that you're using and the error message that you're getting.
  4. The IP Address of the computer or mobile device that you're using to access your email with. You can get this information by visiting this link using that computer or mobile device: <http://www.doteasy.com/myip/>
- After you've gathered this information, please send that to us through our service ticket system along with a brief description of the problem that you're encountering and our technicians will troubleshoot this for you: <https://www.doteasy.com/contact-us/index.cfm>

Once we've discovered the cause of the problem, we'll let you know what happened and how to avoid this problem in the future.

<https://kb.doteasy.com/questions/548/>