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Email Troubleshooting

Many things can cause your email not to work properly. Select the problem you are having from the list of links below to go to the recommended troubleshooting steps. Make sure you are at the computer that is having the problem.

This document covers the following issues:

- Unable to Send OR Receive Email
- Unable to Send Email
- Unable to Receive Email

Unable to Send OR Receive Email

Check Your Internet Connection

In order to send or receive email you have to have an active internet connection. If you are unable to connect to the internet, you are also unable to send and receive email.

1. Open up your internet browser.
2. Press the ctrl key and the F5 function key (ctrl + F5) at the same time. This will force a refresh of the page. If the web page does not display or gives an error message, you are probably not connected to the internet and will need to troubleshoot your Internet connection.

Incorrect Password

If you continue to get a pop up asking for your password, the password is probably being entered incorrectly or the password has been changed. Remember, passwords are CaSe sEnSiTiVe.

If using a desktop email client such as Outlook, Windows Mail, Eudora, etc.:

1. Check to make sure you are entering the correct password by logging into your web-based email at www.myqwest.com.
2. Click the Email button.

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3. Enter your email address and password and click Sign In.

4. If you were able to login to your web based email fine, you will need to return to your normal email client and update your email account settings.
5. If you get the error shown below, click the 'Password Assistance' link for username and password reset options. After you have reset your password, you will need to return to your email client and update you email account settings.

**Firewall and Anti-virus Conflicts**

While Firewalls and Anti-virus products are designed to protect you, they also can impair your emailing ability.

1. Temporarily disable your firewall or anti-virus software (*note:* Make sure you re-enable it after you are done testing. Otherwise, your computer will be at risk!!!).
2. If you are able to send and receive email after disabling the firewall or anti-virus program, you may need to adjust your firewall/anti-virus settings or download an update for the software. For more information on temporarily disabling your protection software, contact the manufacturer of the software.

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Email Box Is Full

Your mailbox may have exceeded its size limitation. The mailbox size limitation is one (1) gigabyte, which includes any email in your Inbox, Sent, Drafts, Junk, Trash or other folders not stored on your local computer's hard drive.

1. If you are unsure how much email space you have used, you can easily check by logging into your web-based email at www.myqwest.com.
2. Click the Email button.
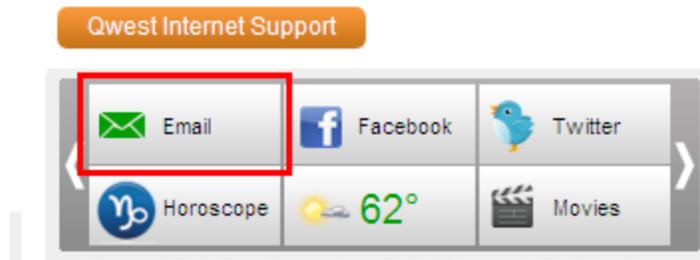
3. Look at the status indicator above the list of Folders when you login to your email box to see if you have reached the size limitation.
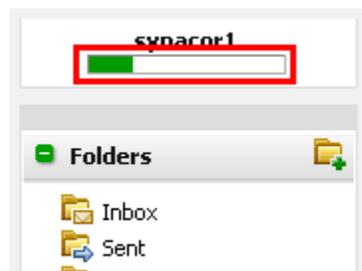
4. If you have reached your email box limit, delete email as needed to free up space for more email.

Corrupted Email Message

Sometimes, you may receive an email that is corrupted. When your email client tries to download a corrupted email, it may get hung up and freeze preventing all other messages to be received. Unless the corrupted email is deleted, your email client will continue to freeze up every time it encounters the problem email message.

1. To fix this, log in to your web-based email at www.myqwest.com.
2. Click the Email button.

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3. After logging in, go to the Inbox.
4. Attempt to open each email message to see if they will open and display correctly. If you find a message that will not open or does not display properly, delete the email.
5. After deleting the problem email, return to your email client and try loading your email again.

Unable to Send Email

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Unable to Send Email to a Specific Person ONLY

If you are unable to send email to only a specific individual, there are a few things to verify:

1. Check to make sure you are entering the correct email address. Sometimes people change their email address or internet provider and forget to tell others their new email address. Contact the person you are trying to send the email to and confirm the email address is correct and working.
2. The receiving party may have you on a blacklist. This means the person you are trying to send the email to has advertently or inadvertently put you on a block list. Whenever their email sees an incoming message from anyone on the blacklist, it rejects the message. Contact the person you are trying to send the email to and have them check their blacklist or blocked list.
3. Have the receiver of the email check their spam/junk email folder for your messages. If they are found there, ask them to add you to their whitelist or to mark your email address as an approved recipient. Methods for doing this will vary by email client.

Attachment Size Exceeded

If you are trying to send an attachment on your message, check the size of the attachment. Most email clients have a limitation on the size of the email that can be sent. Currently, the largest size email you can send is 10MB, which includes all attachments on the email.

1. If you are attaching more than one file on the same email, try dividing up the files and send them on multiple email messages.

2. If you only have one attachment on the message, try using a zip or compression utility to compress the file to a smaller size before attempting to send it via email.

![Qwest logo]

Unable to Receive Email

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Check Your Junk Mail Folder

Depending on your junk/spam filter settings, some of your incoming mail may be in your 'Junk' email folder.

1. Check the Junk email folder to see if the email you are missing is located there. The location of the Junk folder can vary by email client.
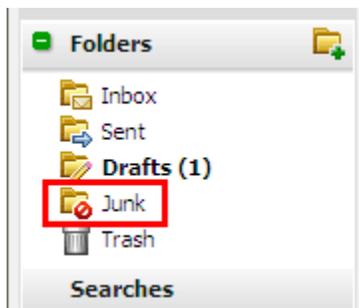
2. If you see the message you want to receive in the Junk folder, you should be able to designate that the specific email message is not junk. Sometimes this is done by right clicking on the email message or by highlighting the message in the list of emails and clicking a 'Not Junk' button. The method for doing this can vary by email client.
3. You should also be able to add a specific sender to a list of approved senders. The method for doing this can vary by email client.
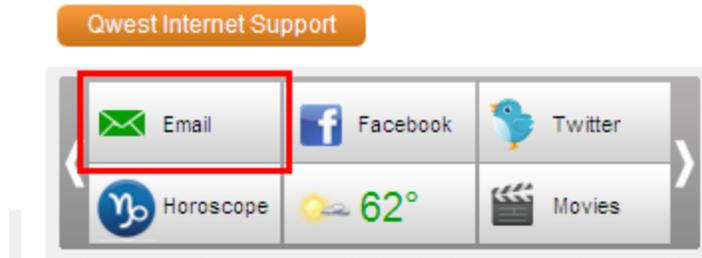
If you need help performing the steps above, please contact the manufacturer of your email client.
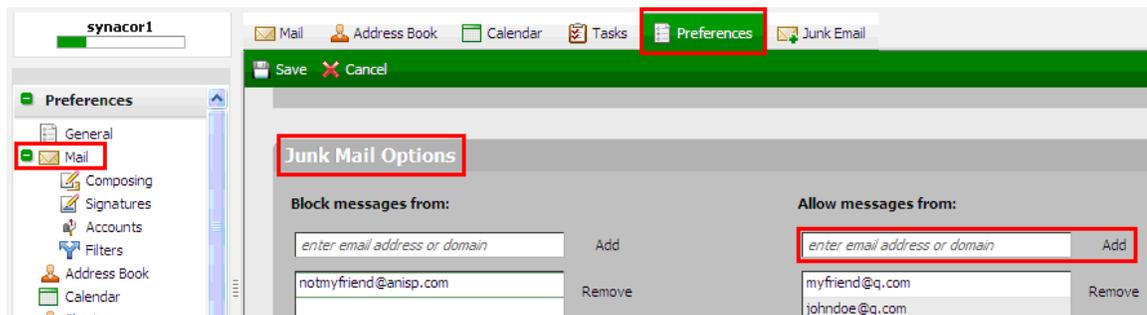
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   After deleting the problem email, return to your email client and try loading your email again.