



EMAIL TROUBLESHOOTING GUIDE

Problem: Can't SEND emails but you are able to receive emails

- 1) **Confirm that your outgoing email (SMTP) settings are correct**
 - a. Your Outgoing Server (SMTP) setting should read **mail.iimsnet.com** or your ISP's mail server name (e.g., smtp.snet.net).
 - b. If you've made a setting change, please restart your computer before opening your email program again.

 - 2) **If you are using IIMS's SMTP server, try replacing this information with your ISP's mail server name**
 - a. Contact your ISP for their SMTP server name if you do not know this.
 - b. If you've made a setting change, please restart your computer before opening your email program again.

 - 3) **Contact IIMS if you've attempted the above and the problem continues.**
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Problem: Can't RECEIVE emails but you are able to send emails

- 1) **Confirm that your incoming email (POP3) settings are correct**
 - a. Your Incoming Server (POP3) setting should read mail.iimsnet.com
 - b. If you've made a setting change, please restart your computer before opening your email program again.
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Problem: Can't SEND or RECEIVE emails

- 1) **Confirm that you are successfully connected to the Internet**

In your Web browser (e.g., Internet Explorer, Netscape), go to a Web site that you have never been to before: try www.football.com or www.disneyworld.com

 - If you are unable to access the Web, then you have an Internet connectivity problem and should contact your Internet Service Provider (ISP)
 - If you have confirmed that you are connected to the Internet, continue below.

 - 2) **Confirm that your incoming and outgoing email settings are correct**
 - Incoming Server (POP3): mail.iimsnet.com
 - Outgoing Server (SMTP): mail.iimsnet.com or your ISP's SMTP server address

 - 3) **Contact IIMS if you've established that you are successfully connected to the Internet and your email settings are correct**
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You're continually prompted to enter your username and/or password when trying to send or receive mail

- 1) **Confirm your username and password settings**
 - a. Check your email settings and confirm that your username and password are the correct username and password provided to you by IIMS. If you make any setting changes, restart your computer before opening your email program again.
 - b. In your email account settings make sure that you have the "Remember Password" option checked. If you make any setting changes, restart your computer before opening your email program again and testing.
 - 2) **If you still have a problem, contact your IIMS Account Manager**
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While downloading your email your program gets "stuck" or "times out"

- 1) **Confirm that you are successfully connected to the Internet**

In your Web browser (e.g., Internet Explorer, Netscape), go to a Web site that you have never been to before: try www.football.com or www.disneyworld.com

 - If you are unable to access the Web, then you have an Internet connectivity problem and should contact your Internet Service Provider (ISP)
 - If you have confirmed that you are connected to the Internet, continue below.
 - 2) **If you are successfully connected to the Internet, you most likely have a message in your IIMS box that is too large for you to download onto your computer. Contact your IIMS Account Manager for further assistance.**
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You continue to receive the same emails over and over again

- 1) **Check your email settings**
 - a. In your email settings, confirm that the "Leave Copy of Messages on Server" checkbox is NOT CHECKED.
 - b. Contact your IIMS Account Manager if this box is not checked and the problem continues.
- 2) **You may have a virus. Contact your IIMS Account Manager.**