



Email Troubleshooting

Please try these steps before creating a support ticket at <https://support.bangwsd.net> or calling support at 574-245-9576 or 602-427-5626 and press extension #2 for support.

Can't Get E-mail using a mail client (Outlook, Thunderbird, Phone, etc.). Try these steps before reaching out to support...

#1 - Restart your computer or phone. It's amazing how often this gets everything working again.

Go to step #2 after rebooting if you are still having the issue.

#2 - If the restart didn't get you back in business, open up a Web browser (Google Chrome or Mozilla Firefox) and go to <http://mail.yourdomainname.ext> Note: **ht**tP not **ht**tp**S** i.e. <http://mail.bangwsd.com> would be what we would type.

This should redirect you to <https://mail60.bangwsd.net> or <https://mail2.bangwsd.net> if it didn't, try going directly to <https://mail60.bangwsd.net>

You should see the BANG! Web Site Design Logo and BANG! SmarterMail Server as shown to the right along with a photo background.



This confirms you can get to the mail server, an important troubleshooting step. If you can't get to the mail server, you can't get your email. You've got a problem with your Internet connection or the mail server is down (not likely but it does happen occasionally). Double check that you can do a search at Google.com to confirm your Internet connection is working. If you can get to Google, but not the mail server, reach out to us.

Once the SmarterMail server is up, enter your email address and password and you will be looking at your email on the mail server. This can be a temporary fix if you can't get email on your computer, or phone.

Don't remember your password? IF you setup a recovery email address in your account, you can click the "Forgot your password?" link and it will help you recover it. If after following this step you don't receive an email, call BANG! at 574-245-9576 or 602-427-5626 and choose #2 for Tech support.

#3 - If Outlook, Thunderbird, or an app on your phone isn't getting your email, is it giving you some kind of an error message? If it is, it would be helpful for you to tell us word for word what that error message is.

Create a support ticket at <https://support.bangwsd.net> login required (register if you haven't previously done so) and tell us...

The email account you are trying to get mail from?

Your Name and Company Name?

The best phone number to reach you at?

What computer, tablet or phone you are using?

What program or app you are using?

What error message are you getting?

Can you get to the SmarterMail server in a Web browser?

We'll get back to you ASAP and get you back in business.