

Troubleshooting

Q. I cannot receive email but I have only a few messages in my Inbox. What's causing this?

A. This problem usually occurs when you have setup your email account in IMAP mode on a computer or other device. This results in not only received messages being stored on the server in the Inbox but also Sent messages and Deleted messages.

In order to check how much storage space your email account is currently using, please refer to our FAQ page [here](#). This will also explain how to see other folders on the server such as "Sent Messages" and "Deleted Messages".

If you are using an IMAP type account, it's likely that this problem is going to reoccur. In order to help prevent this type of problem, please refer to our FAQ page [here](#) on preventing your mailbox from getting full.

If you are not using an IMAP type account, it's likely that you have received 1 or more emails with very large attachments that are taking up all of the available space on the server. In order to check how much storage space your email account is currently using, please refer to our FAQ page [here](#).

For more information about your email account, please refer to our other FAQ pages or feel free to [contact](#) us.

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