

Problems with emails

Do you find that you are experiencing problems with receiving and sending emails. Do your friends tell you they have NOT received the message you recently sent them, or do you tell them you have not received their message.

This seems to be a common problem and there are various reasons that this can happen. We will try to highlight just some of the possible causes.

1. One of the most common causes of lost messages is the incorrect address. Particularly with gmail and yahoo mail email addresses, where they are either someone@gmail.com or someone@gmail.co.uk - the same applies with someone@yahoo.com and someone@yahoo.co.uk

Make sure that the address you are sending to is correct. Also, make sure that when you give someone your address, they know the correct ending. Is it *.com or *.co.uk

2. Another possible cause of lost emails is the trash/junk/spam folder.

When your ipad or computer receives a message it tries to identify between good mail and bad mail and if it does not recognise the sender, often places the message in the trash/junk/span folder. You may find that you have in fact received a message from a friend, but did not find it as it had been put into the spam folder, where you would least expect to find it.

3. Some internet service providers put a limit on the amount of mail you can keep in your mail box. When this limit is reached, it may reject any further incoming mail and post a message to that effect. Therefore, it might be worth trying to delete some old messages, particularly in the "Deleted" folder and the "Spam" folder.