My WebMail does not work. What should I do?

*Authored by: **ASPHostServer Administrator** [asphostserver@gmail.com]*
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If your webmail does not work, please kindly check the error message properly. If you see an error message: "*Incorrect username and password*", this means that you may have entered incorrect credentials. You have to reset your email account credentials via our Control Panel -> Mail -> Mail Settings

Your WebMail address is usually in the form of http://mail.yourDomain.com OR http://[our_mailserver_IP_address]

If you are unsure about the details, please raise a ticket via our Help Desk System to our Support Team