Have your e-mails stopped working across all of your devices?

Yes

Can you access your website?

Yes

Can you access your webmail (www.yourdomain.com/webmail)?

Yes

Check that the password you used to access your webmail is the one being used on your devices. Also check that you are using the correct settings on your e-mail programs. The settings you need to use can depend on your software and internet provider. Please see the bottom of the blog post for the different settings you can try.

No

It is possible that your password has been changed at some point. We suggest that you reset your e-mail password. You can do this by logging onto the hosting control panel (www.yourdomain.com/cpanel) or by clicking on the lost password link on your webmail account. The new password will be sent to the e-mail address that you provided to us as your contact e-mail. If you are unsure what your username or e-mail address is, please e-mail us on support@ihelm-enterprises.co.uk.

No

Submit a help ticket to Ihelm Enterprises as you may be banned from the server. Send an e-mail to ihelmsupport@googlemail.com or submit a contact form on www.ihelm-enterprises.co.uk/online-support

No

Can you access your website?

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Please note that we do not provide software support. If the issue with your e-mail is down to the e-mail software and not an issue with your actual hosting account, we will only be able to provide you with very basic guidance such as the various settings you could try. We do have some guides that we created several years ago about how to set up e-mail on an iPhone or MacBook that you could refer to and check that you have followed all of the correct steps.
https://www.ihelm-enterprises.co.uk/HowtosetupanIMAPAccountonanIphone.pdf
https://www.ihelm-enterprises.co.uk/HowtosetupanIMAPAccountonanMacBookgeneric.pdf

IMPORTANT: Where the document refers to "www.yourdomain.com" please use your actual domain name.

Settings you can try for your e-mails:
Incoming Server: mail.yourdomain.com
If using Secure SSL/TLS Settings - IMAP PORT: 993 POP3 PORT: 995
If using Non-SSL Settings - IMAP PORT: 143 POP3 PORT: 110

Outgoing Server: mail.yourdomain.com
If using Secure SSL/TLS Settings - PORT 465
If using Non-SSL Settings - PORT 587 or PORT 25

IMAP, POP3 and SMTP all require authentication and the method is via Password.

Ihelm Enterprises
Helping your business grow