

How to fix/troubleshoot your email issue

The cause

The SSL certificates on the server hosting your website/email were recently updated/changed.

SSL encrypts your emails when being sent and received and your device whether that be a phone, tablet or computer does not trust the new SSL certificate.

The symptoms

Typically, SSL certificate updates can cause problems sending/receiving emails and you may have seen a confusing popup warning message you didn't understand.

The fix (slightly technical)

We have 2 options here

1. Confirm we accept or wish to install the new SSL certificate on our device and run through the install certificate wizard if applicable
2. Change the email settings so that SSL is not used

Change the port numbers used by your email account(s) from:

IMAP 993 -> 143

SMTP 465 -> 587

IMPORTANT

Set the security type to **None** from the dropdown of available options

Change the authentication type to **Password**

(wording may differ depending on the device)

Alternatively, phone Richard on **01803 554070** and schedule a remote support session.

(Windows Computers Only).

Please download and install **AeroAdmin** from the website below.

<https://ulm.aeroadmin.com/AeroAdmin.exe>