

Having Trouble Getting Your Email? Read this NOW!

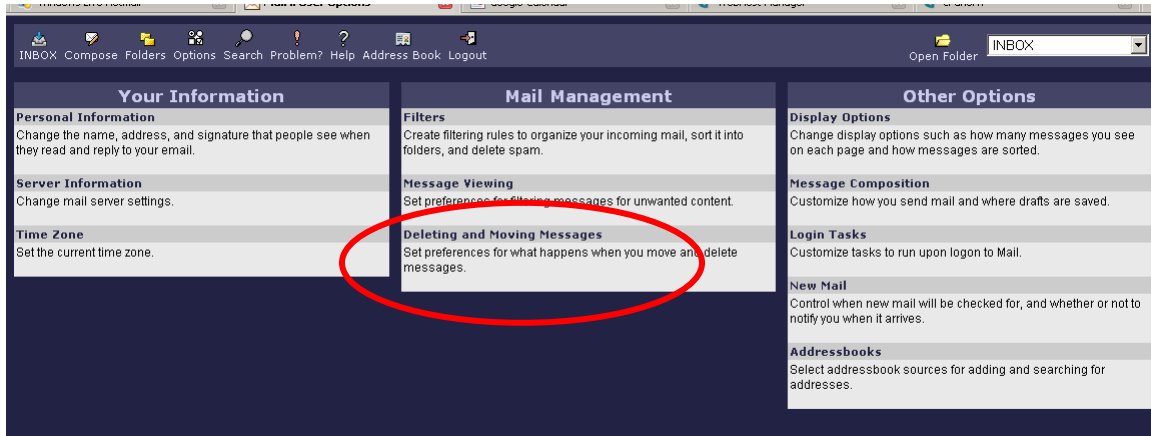
Problem #1: I can't log in at all!

Solution: We probably need to reset your password. Please contact us and we can resolve this within minutes.

Problem #2: I can log in to IMP, but I can't delete my mail!

Solution: In the IMP menu bar at the top:

1. Go to **Options**
2. Click on **Deleting and Moving Messages**



3. *Uncheck:* “When deleting messages, move them to your Trash folder instead of marking them as deleted?”
4. You should now be able to delete your email. Put a check in the box next to the message you want to delete. Choose “delete”. This will cross out the message or cause it to disappear. If the message just disappears, choose “show deleted”. You don't want to just sweep old email under the rug! When you're ready to get rid of all the crossed out messages, choose “Purge Deleted”. This will clear them from the system.

Problem #3: I use Outlook/Eudora/Entourage/etc... to download my mail but it's not working!

Solution: Go to Account Settings and make sure that the “**Incoming Mail**” or what is sometimes referred to as the “**Receiving Mail**” in Entourage has the following written in it:

Incoming mail: pop.critpath.org
Outgoing mail: mailer.critpath.org

**If you use DSL, cable or another Internet Service Provider (ISP) to connect to the Internet, “Outgoing Mail” must be set to match that ISP address.*

Please contact the Help Desk for any additional questions or concerns:

Help Desk: 215-985-4851 x145
Email us at: critpath@critpath.org