

Mailbox full or not receiving email

Find common causes when new messages stop arriving.

Never send your password

EdelNet support may ask you to confirm settings, but you should not send your mailbox password by email or WhatsApp.

Quick checks

1. Sign in to webmail and check whether new messages are visible there.
2. Send a test email from a different account and note any rejection or bounce message.
3. Check the Junk/Spam folder and any inbox rules.
4. Confirm that the mailbox storage limit has not been reached.
5. Check that the device has an internet connection and that the password has not changed.

If the mailbox is full

- Delete large or unnecessary messages, especially those with attachments.
- Empty Deleted Items/Trash and Junk/Spam; messages there may still use storage.
- Save important attachments elsewhere before deleting messages.
- Ask EdelNet about a larger mailbox or archiving option if storage regularly fills.

If one device works and another does not

- Compare the server name, ports, encryption and username on both devices.
- Re-enter the password on the affected device.
- Use IMAP for consistent folder synchronisation when EdelNet supports it.

Information to send support

- The affected email address.
- The device and email application.
- The exact error message or bounce message.
- Whether webmail can send and receive.