Email Suppression Reactivation for DC Metro, IL, MA, NY and PA- Article no. 1295

Introduction

Any email account from DC Metro, IL, MA NY and PA that is not accessed for **6 consecutive months** will be **inactivated** (suppressed)

These accounts carry the warning of: **"This email address is flagged as 'closed' in the mail system, likely due to lack of activity."** in BOLT.

Resolution Steps

1. Enter the customer's **username** in WebTools and hit **Submit**

2. If **suppress_email** is **ON** in the **User Record** area, the email address won't receive messages

3. Enter the customer's username and password in Usertools

4. Click **reactivate your email address**, then **Turn my email back on!** to reactivate the account

    - These options **only** appear when email suppression is **ON**

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