

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**

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=425>