

# Removing Email Suppression for DC Metro, IL, MA, NY and PA- Article no. 1610

**Self-Service Support Alert: this article is available for customers on [help.astound.com](https://help.astound.com)**

## Resolution Steps

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- Sign in to **Usertools** with your **User ID** and **Password**
- Select **Reactivate your email address**
- Click the **Turn my email back on!** button
- A confirmation screen appears, and the account should no longer appear as **inactive**
- **Note:** it can take as long as an hour for an unsuppressed email to authenticate successfully using the SMTP server

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=427>