

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

Resolution Steps

- Sign in to **Ustertools** 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>