Continually Receiving Duplicate Emails- Article no. 5356

Resolution Steps

- Verify if customer in abuse status
- Change password on customer account
- If customer is seeing this in third party email software, ask them to switch to IMAP
- Ask customer to try emailing themselves

- Log in to webmail, check mail filters to see if customer is filtering themselves

If the problem persists, create a **Create Work Order or Technical Case**

- Fill out the information as described below and click **Submit**



Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=441