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>