

# Continually Receiving Duplicate Emails- Article no. 5356



## Resolution Steps

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- 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>