

Troubleshooting

Problems receiving emails from accessPI

Solution

All email programs have advanced level spam filters. Although spam filters are effective at filtering spam messages away from your mailbox, legitimate emails may also get redirected to the spam folder as well. The person who is experiencing this problem will need to add accessPI@PIwebservices.com the domain name into their e-mail "safe list". If the settings do not allow you to add e-mail addresses to a "safe list," contact your IT Dept and have them add the domain name into their exception list.

Experiencing delay in receiving emails from accessPI

Solution

It is normal to have a certain delay in receiving emails in almost every email system. The most common reason is due to the sender's email server (accessPI) having many emails waiting to get dispatched. It may take a certain period of time to clear the pending emails in the sending queue. This may also occur with the receiver's email server (client) when there are many emails pending in their receiving queue.

More Information

For additional assistance, please contact PI Worldwide Web Services.