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KNOWLEDGE BASE · PUBLIC DOCUMENT

How far our support goes: what we handle and what is yours

Support & Account

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How far our support goes: what we handle and what is yours

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Hosting is like mains water: we make sure it reaches the tap, at pressure and without interruptions. What you connect to that tap at home - the washing machine, the water heater, the garden hose - is your choice, and every appliance connects its own way.

E-mail works the same. We keep the service running and give you the exact connection details; setting it up in Outlook, on your phone or in Apple Mail happens on **your** equipment, where we have no access.

The test that settles almost everything

Before anything else, open **webmail** and try sending and receiving a message there.

Test result	What it means
Works in webmail	The server, the mailboxes and your password are **fine**. What is failing is the setup in your program or phone - and the right guide fixes it without waiting for anyone.
Fails in webmail too	Then the problem is **ours**. Open a ticket and we will deal with it - do not waste time changing settings in your program.

This test saves hours. An Outlook error can be a thousand things; webmail answers the only question that matters first: *is the service up?*

What we guarantee

Area	What we do
Server and service	Keep the hosting, cPanel and the mail service running and responding.
Mail on the server	MX records, delivery, queues, antispam and webmail.

Area	What we do
Connection details	Give you the exact, current values: incoming and outgoing server, ports and security type.
Mailboxes and passwords	Create mailboxes, change passwords and adjust quotas whenever you ask.
Backups	Keep server-side backups and restore them when needed.
Diagnosis	Read the server logs and tell you what is happening - even when the cause is not on our side.

What stays on your side

Area	What is yours
Setting up the program	Entering the details in Outlook, on your phone, in Thunderbird or Apple Mail. The guides are written, step by step, with pictures.
Your equipment	Operating system, updates, antivirus and internet connection. A network that blocks mail ports is among the most common causes - and it is invisible from our side.
Your passwords	Keeping them, and keeping them to yourself.
Your messages	Organising folders, deleting what you do not need and watching how much space the mailbox uses.
Your site content	The files, WordPress, and the themes and plugins you install.

And the grey area?

It exists, and we do not hide behind it. If you are stuck on a setup, write to us: we confirm the details, read the server logs, tell you exactly which field is wrong and point you to the guide for your application. What we do not do is take over your computer or ask you for your passwords.

We will never ask for your password.
No technician of ours will ever ask for your e-mail, panel or banking password - not by phone, e-mail or WhatsApp. If someone does it in our name, **they are not us** - tell us.

How to ask so it gets solved first time

1. Give the full **e-mail address** and the **program** you are using (Outlook 2019, iPhone, Android, Thunderbird...).

2 Say whether it **works in webmail**. Nothing speeds up the answer more.

3 Send a **picture of the error**, with the full message. "It won't send" is a symptom; the error message is the clue.

4 Say whether it **used to work** and what changed since - new password, new computer, a different network.

The guides are already written.

We have step-by-step instructions for **Android** , **iPhone and iPad** , **Outlook** and **Thunderbird** . If e-mail simply stopped, start with **why your e-mail is not sending or receiving** .

NEED A HAND?

Ran the webmail test and still stuck? Tell us what you saw.

Open a support ticket →

SEE ALSO

- **The affiliate programme**
- **Your site is down - what to check first**
- **About the RLX Group**
- **Need hosting? See the plans.**

WEB HOSTING

Looking for hosting that stays out of your way?

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