

CartGenie v4.0+: SmarterMail FAQs

Applies To:

CartGenie v4.0+ Standard, Professional & Enterprise Editions

Summary:

Q: I cannot log in to my Smartermail email account. I receive an error 'Failed To Connect' or 'Network Timeout'.

A: The issue you are experiencing is because your DNS records are not pointing to your CartGenie site yet (you have not completed all of the Go Live steps). Until the DNS records point to your CartGenie site, you can access your Smartermail email accounts by using the IP address in the address bar of your browser. You can find the IP address by logging in to HELM, navigating to your POP3 Email accounts and reviewing any of your email addresses.

Once the Smartermail log in screen appears, type in your email address and the password that you set for that account in your Hosting Control Panel (either HELM. or DNP). * You can find which Hosting Control Panel your site is on by checking your Settings in the [Customer Support Center](#).

Please note that until you have pointed your DNS records to your CartGenie site the email addresses that you set up in your Hosting Control Panel will not be activated, so if you are publishing these email addresses you will want to make sure that these same email addresses are set up where your web site is currently hosted. Having the same email set up in both locations (in Smartermail for your CartGenie site and where your current web site is hosted) will not interfere with each other. Once you change your DNS records to point to your CartGenie site all of the email accounts you create in your Hosting Control Panel will become activated.

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<http://kb.jstreettech.com/KnowledgebaseArticle50227.aspx>