

# Troubleshooting

## Q. I can't receive or send email. What's causing this?

A. If you are unable to receive email, your mailbox could be full. In order to check this, please go to our [Webmail](#) site and login here with your user ID (the part before the @gol.com in your email address) and password. Also make sure you select "IMAP" as the login type as opposed to the default setting "POP".

Once you have logged in to the site, you should be able to see the amount of data being used by the Inbox and other folder in the top right hand corner of the screen. If you can't see this, please go to "Options" in the Webmail site and then look for "Disk & Folder Options". Here, change the "Show quota" option to "in message listing" and then save the changes by clicking on the "Apply" button in the bottom left hand corner of the screen.

If the amount of space you are using exceeds 100MB (100,000KB) then you will need to delete some email from the Webmail site to clear up space. After doing this, email should start arriving to you again within 60 minutes.

If the mailbox was full but you are still unable to send email, please refer to our FAQ about this [here](#)

If you continue to have problems sending or receiving mail after checking the mailbox isn't full and that you have the [correct settings](#), please contact us.

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