



Time Zone - GMT (UTC +00)

1 November, 2025

[15:25:31] **mattia spinelli** : hey, my private email is not working

[15:25:34] [Suzy Q joined the chat]

[15:25:52] **Suzy Q** : Hello! Thank you for contacting our Namecheap support team. Could you please specify what issue you are experiencing with your Private Email? For example, are you unable to log in, not receiving emails, or encountering an error message?

[15:26:05] **mattia spinelli** : Address not found
Your message wasn't delivered to support@outloud.tech because the address couldn't be found or is unable to receive email.

[15:26:15] **mattia spinelli** : I tried to send it an email, and I get that

[15:26:32] **mattia spinelli** : so I;m not receiveing any support email, need help hurgently

[15:26:50] **Suzy Q** : Thank you for the details. Just to clarify, are you having trouble sending emails from your Private Email account, or are you unable to receive emails sent to your Private Email address? Or is the issue only with sending to this specific address (support@outloud.tech)?

[15:36:50] **Suzy Q** : Apparently, our chat session has disconnected. Feel free to get back to us at any moment. Thank you for contacting Namecheap Live Support!

[15:36:50] [Suzy Q left the chat]

[15:37:15] **mattia spinelli** : is not receiving

[15:37:22] [Sofiia R. joined the chat]

[15:37:29] **Sofiia R.** : Hello, I will assist you further. Please allow me a few minutes so that I can look through your previous conversation, review the details, and look into your request.

[15:38:37] **mattia spinelli** : ok

[15:39:38] **Sofiia R.** : According to my check, the domain outloud.tech has no proper DNS records for Private Email.

[15:39:53] **Sofiia R.** : For now, the domain is pointed to our Hosting nameservers and is set up to use the cPanel email service included in the Shared Hosting.
All the details on the differences between the 2 email services can be found here:
<https://www.namecheap.com/support/knowledgebase/article.aspx/9193/31/differences-between-namecheap-private-email-and-cpanel-email>

[15:40:17] **Sofiia R.** : To start using the Private Email service instead, it is necessary to add the Private Email DNS records in your cPanel. It can be done according to the guide: <http://www.namecheap.com/support/knowledgebase/article.aspx/1339>

[15:40:25] **mattia spinelli** : there is an active email, support@outloud.tech

[15:40:25] **Sofiia R.** : After the records are added, in about 4 hours, the Private Email service will be working properly.

[15:40:39] **mattia spinelli** : how can the dns not ne set ?