**SOP for Email Access Issues**

**Purpose**

To restore email access for users experiencing login, sync, or configuration issues.

**Scope**

Includes Outlook, Webmail, and mobile email access.

**Procedure**

1. **User reports email access issue** via Help Desk.
2. Verify credentials and check account status.
3. Confirm email client configuration settings.
4. Clear cache and restart email application.
5. Reset password if needed.
6. Escalate to IT Security for phishing or unauthorized access cases.
7. Confirm resolution with user and close the ticket.

**Escalation**

* **P1 (Critical):** Organization-wide email outage.
* **P2 (High):** User unable to send/receive emails for critical operations.
* **P3 (Medium):** Minor email sync issues.