10:49, Dec 22
Info: Hello! We're one step closer to connecting you and a guide. Please tell us your first name to get started:
10:49, Dec 22
You: I create email is using cpanel and im not able to receive email
Info: Welcome back! We are excited to offer you messaging, allowing you to respond to us in your own time.
10:49, Dec 22
Pavan kalyan Bolla: Hi there, Thanks for contacting us. How may I help you with Emails today?
10:49, Dec 22
You: hello@elevatorplus.app
10:50, Dec 22
You: please let me know the solution for this
10:50, Dec 22
Pavan kalyan Bolla: May I know did you have added DNS records for email?
10:51, Dec 22
You: Yes but I have confused with DNS
10:51, Dec 22
You: can you proved details about dns records
10:52, Dec 22
You: which DNS records I need to add
10:52, Dec 22
Pavan kalyan Bolla: Sure please allow me a moment
10:53, Dec 22
Pavan kalyan Bolla: https://dcc.godaddy.com/control/portfolio/elevatorplus.app/settings Please open domain DNS Name mail Value as 172.105.61.118 TTL as 1 hour Save
10:53, Dec 22
You: [JPEG]
10:54, Dec 22
You: Ok
10:54, Dec 22
You: Type
10:55, Dec 22
Pavan kalyan Bolla: A
10:55, Dec 22
Pavan kalyan Bolla: Please edit the both TXT records and add value as below v=spf1 include:secureserver.net -all
10:57, Dec 22
You: it has 3 records which two record I need to update
10:58, Dec 22
You: value google-site also I need to update
10:58, Dec 22
Pavan kalyan Bolla: Yes you have to update 2 TXT @v=spf1 a mx ptr include:secureserver.net ~all1 Hour TXTadminv=spf1 a mx ptr include:secureserver.net ~all
10:59, Dec 22
You: Done
10:59, Dec 22
Pavan kalyan Bolla: Please allow me a moment let me check
11:00, Dec 22
You: ok
11:02, Dec 22
Pavan kalyan Bolla: Yes you have added correct So for the DNS propagation time it will take time 24 to 48 hours to update So once please try to check email sending and receiving from webmail
11:02, Dec 22
You: Ok thanx
11:02, Dec 22
You: I will check
11:02, Dec 22
Pavan kalyan Bolla: elevatorplus.app/webmail Please log in email from incognito window and check

11:02, Dec 22
Pavan kalyan Bolla: Thank you for connected GoDaddy assistance, hope I solved all your queries?
11:03, Dec 22
You: I hosting this website in other hosting provider
11:04, Dec 22
Pavan kalyan Bolla: Can you please elaborate?
11:05, Dec 22
You: I host my website with other services provider Im not using godaddy hosting
11:05, Dec 22
You: I just buy domain name form godaddy
11:06, Dec 22
Pavan kalyan Bolla: May I know where did you have created website who is hosting provider?
11:07, Dec 22
You: I dont have idea about
11:07, Dec 22
You: but I create this email id form godaddy cpanel
11:08, Dec 22
You: [JPEG]
11:08, Dec 22
You: this setting I received
11:09, Dec 22
Pavan kalyan Bolla: Yes I understood your concern No need to worry we have added correct cpanel DNS records for email to be work
11:09, Dec 22
You: ok
11:10, Dec 22
Pavan kalyan Bolla: Yes, may I know did you have any quires?
11:10, Dec 22
You: No thanx
11:10, Dec 22
You: for your help
11:11, Dec 22
Pavan kalyan Bolla: I hope I was able to help you with () and thank you so much for being so patient and being an amazing customer of GoDaddy, we wish to do more business with you as because of valuable customers like you we grow as a company. Thank you so much for doing business with GoDaddy and thank you so much for having faith on us. Post this chat you will receive a short survey which will help us to improve in a better way where 9 and 10 is best and 0 is least.
Info: Conversation closed by the agent 11:11, Dec 22
11:11, Dec 22
Survey: Please provide your feedback on this 4 question survey.
11:11, Dec 22
Survey: How likely are you to recommend us to a friend, 10 being the best. (0-10)
11:11, Dec 22
You: 5
11:11, Dec 22
Survey: Were we able to resolve the reason for your chat? (Yes/No)
11:11, Dec 22
You: Yes
11:11, Dec 22
Survey: Please rate your satisfaction with your GoDaddy Guide, 10 being the best. (0-10)
11:11, Dec 22
You: 5
11:11, Dec 22
Survey: Please rate your satisfaction with your product experience, 10 being the best. (0-10)
11:11, Dec 22
You: 5
11:11, Dec 22
Survey: Thank you for chatting with us.