kayako

Department: Hosting Support
Full Name: Bg Group
Email: ibrahimmd160@gmail.com
Your Question: when I send an email by webmail this email goes to the client's spam folder.
Operator: Bohdan Tymchyshyn

12:25 **Your Question: when I send an email by webmail this email goes to the client's spam folder.**

12:25 **Please wait and one of our operators will be with you shortly.**

12:25 **You are now chatting with Bohdan Tymchyshyn (Hosting CS) - Hosting Support**

12:26 Bg Group: Hello Bohdan, good evening.

12:26 Bohdan Tymchyshyn: Hello! Thank you for contacting our Live Chat Support!

12:27 Bohdan Tymchyshyn: I will be happy to help you; however, I need to verify your hosting account ownership first.

Please provide me with the following information:

- main domain name;
- Namecheap account username;
- Namecheap Support PIN. You can find it via the link: https://ap.www.namecheap.com/settings/security

12:27 Bg Group: user name: bggroup1 and Support PIN: 7600

12:28 Bg Group: Hello there

12:28 Bohdan Tymchyshyn: Allow me 3-5 minutes to check the details.

12:29 Bg Group: okay, no problem

12:32 Bohdan Tymchyshyn: Please provide me with domain name.

12:32 Bg Group: tzinteriorstudio.com

12:32 Bg Group: all email same problem

12:38 Bohdan Tymchyshyn: Thank you for the provided details! Your account ownership has been successfully verified.

12:38 Bohdan Tymchyshyn: Allow me 10 minutes for investigation, please.

12:39 Bg Group: ok

12:49 Bohdan Tymchyshyn: Can you provide me with email address in question?

12:50 Bg Group: ok

12:50 Bg Group: anis@tzinteriorstudio.com

12:50 Bg Group: rashid@tzinteriorstudio.com

12:51 Bg Group: sufia@tzinteriorstudio.com

12:51 Bg Group: all email same problem

12:52 Bohdan Tymchyshyn: Thank you, allow me 10 minutes, please.

12:52 Bg Group: sufia@tzinteriorstudio.com to google Gmail then the email goes to the spam folder.

12:53 Bg Group: okay

13:00 Bohdan Tymchyshyn: Can you provide me with entire header of an email massage that got into spam folder?
https://www.namecheap.com/support/knowledgebase/article.aspx/858/2194/how-to-get-email-headers/

13:03 Bg Group: Email headers in Outlook

Email headers in Gmail

Email headers in Yahoo

13:06 Bg Group: what can I do email header?

13:08 Bg Group: do you understand what's my problem?

13:08 Bohdan Tymchyshyn: Can you provide me with destination address?

13:09 Bg Group: you can use any Gmail or Outlook

13:11 Bg Group: when I send an email by webmail this email goes to the client's spam folder. clients use Gmail, Outlook Yahoo, etc.

13:12 Bohdan Tymchyshyn: Yes, I understand that. Email header might point to the root issue.

13:14 Bg Group: I don't know the client's email address but some clients told me your email comes to my spam folder.

13:14 Bg Group: why not inbox?

13:15 Bohdan Tymchyshyn: Can I send a test email from anis@tzinteriorstudio.com to our test mailbox?

13:16 Bg Group: ok

13:18 Bohdan Tymchyshyn: Allow me 10 minutes, please.

13:18 Bg Group: ok

13:33 Bohdan Tymchyshyn: Per my check, the mail IP for your hosting server is listed in several email blacklists.

13:35 Bohdan Tymchyshyn: Allow me 8-10 to compose a ticket to our Legal and Abuse team.

13:35 Bg Group: ok

13:41 Bohdan Tymchyshyn: Thank you for your patience, here's the ticket: HKA-452-17344. Our Legal and Abuse team will update you via email on the issue resolution.

13:43 Bg Group: ok

13:46 Bohdan Tymchyshyn: Do you have any other questions or requests?

13:47 Bg Group: This problem solved?

13:48 Bohdan Tymchyshyn: Not yet. Our Legal and Abuse team will handle this case.

13:50 Bg Group: ok, How long will it take?

13:51 Bg Group: Today possible?

13:52 Bohdan Tymchyshyn: Sorry, I cannot give a certain estimation here. But Legal and Abuse team will try to resolve this as soon as possible.

13:54 Bg Group: okay, Thanks. Please do it as soon as possible.

Helpdesk: https://support.namecheap.com/