



PRINTABLE TROUBLESHOOTING GUIDE

Alice Mail Access Rescue Plan

Use this step-by-step guide to identify why Alice Mail will not open, sign in, or recover. Work through the checks in order and stop repeating password attempts if the service shows a block or security warning.

Alice Mail - Access Troubleshooting

Error message:

"The username or password is incorrect. Please try again"

Steps tried:

- Checked password (multiple times)
- Reset password ✓

Cleared app cache ✓

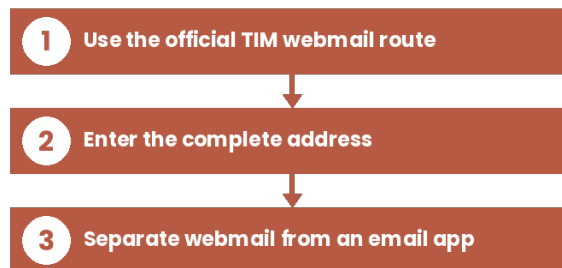
- Tried on different device

Still not working - 10:24

Au sommaire

1. Identify the access path
2. Check the credentials safely
3. Isolate the device, browser, and network
4. Match the symptom to the next check
5. Recover access without weakening security
- 6 A concise support handoff

1. Identify the access path



1 Use the official TIM webmail route

Open the current webmail access provided through the official TIM website. Avoid unverified login pages or links from unsolicited messages.

2 Enter the complete address

Type the full Alice Mail address, including its domain. An older @alice.it address is not interchangeable with another email domain.

3 Separate webmail from an email app

First test access in webmail. If webmail works but a phone or desktop app does not, investigate the app's account or IMAP, POP3, and SMTP settings separately.

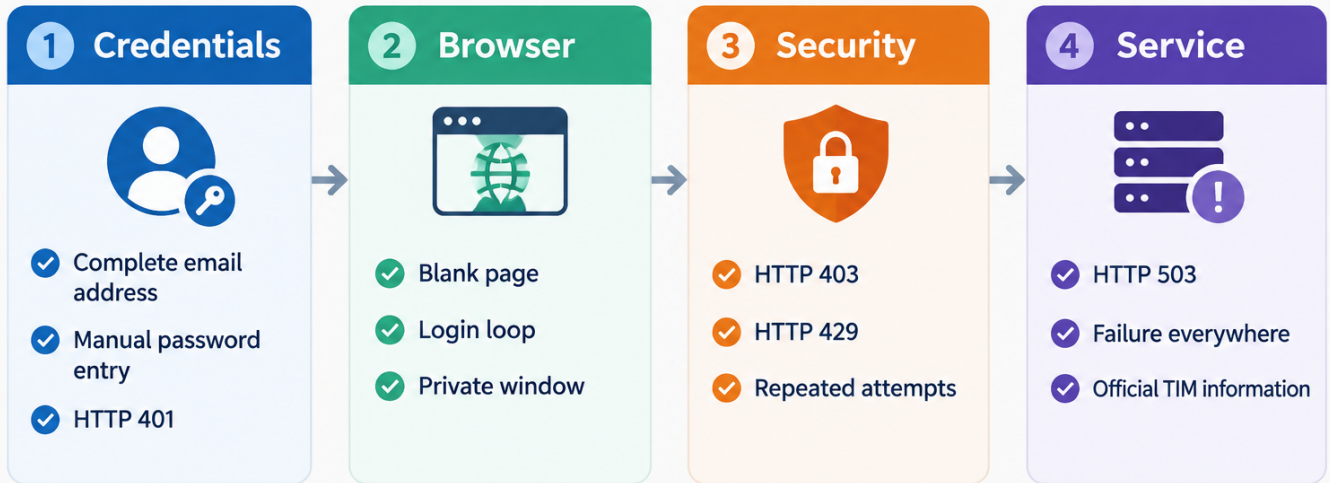
2. Check the credentials safely

- Read the exact error message**
Note whether it says incorrect password, account not found, access denied, or shows a blank page or redirect.
- Type the username manually once**
Check every character, including the domain and the position of the @ symbol.
- Check the password entry**
Verify Caps Lock, keyboard layout, hidden spaces, and outdated autofill data.
- Try a private browser window**
This helps isolate stored sessions, cookies, and autofill from the account itself.
- Stop repeated guesses after a changed response**
A new block or security message may indicate temporary protection rather than a permanently incorrect password.



Alice Mail Login Diagnosis

Find the cause. Fix the issue. Get back to your inbox.

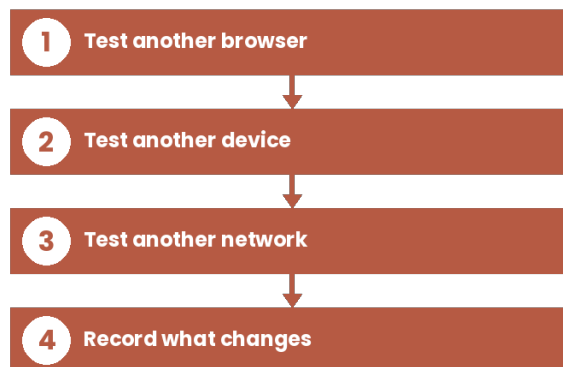


Takeaway

Start with scope: a failure on every device and network points away from one browser.

DIAGNOSTIC DIAGRAM Follow the four branches—credentials, browser, security, and service—to narrow down the cause of an Alice Mail access failure.

3. Isolate the device, browser, and network



1 Test another browser

If the official page works elsewhere, the original browser session, cookies, extensions, or saved login data may be involved.

2 Test another device

Compare a phone, tablet, or computer to determine whether the problem follows the account or stays with one device.

3 Test another network

Compare your usual connection with another available network. A connection-specific failure points away from the password.

4 Record what changes

Write down which combination works: browser, device, network, and access method. This makes the next support conversation more precise.

4. Match the symptom to the next check

Incorrect-password message: verify the full address, manual entry, autofill, keyboard layout, and Caps Lock before using recovery.

Blank page or endless redirect: compare a private window, another browser, and another device.

Webmail works but the app fails: troubleshoot the application's account and mail-server settings separately.

Account-not-found message: recheck the domain and consider a migration, deactivation, or provider-side lookup issue.

Access denied or a security warning: stop guessing and follow the provider's instructions rather than trying more passwords.

The same failure appears across browsers, devices, and networks: the issue may be account-level or service-side.

5. Recover access without weakening security



Use the provider's official password-recovery process

Follow each ownership check and use only the recovery options shown by the official provider.



Check whether recovery details are still current

An old recovery phone number or address can prevent completion of the ownership verification.



Do not share secrets

Never disclose your password or a recovery code to an unsolicited caller, message sender, or support contact.



Keep the error wording

Save the exact message and note which recovery step fails before contacting support.

! Important

Do not assume every login failure is a password failure. Repeated attempts can trigger temporary security controls, while browser, network, service, or account-status issues can produce similar symptoms.

A concise support handoff

When asking for help, provide the complete address domain without revealing the password or recovery code, the exact error text, whether the official webmail page loads, and the results of your browser, device, and network comparisons. Mention whether webmail works separately from a mobile or desktop mail application.

Always confirm the current Alice Mail/TIM login and recovery route on the official TIM website. This guide does not guarantee a specific recovery time or account outcome.