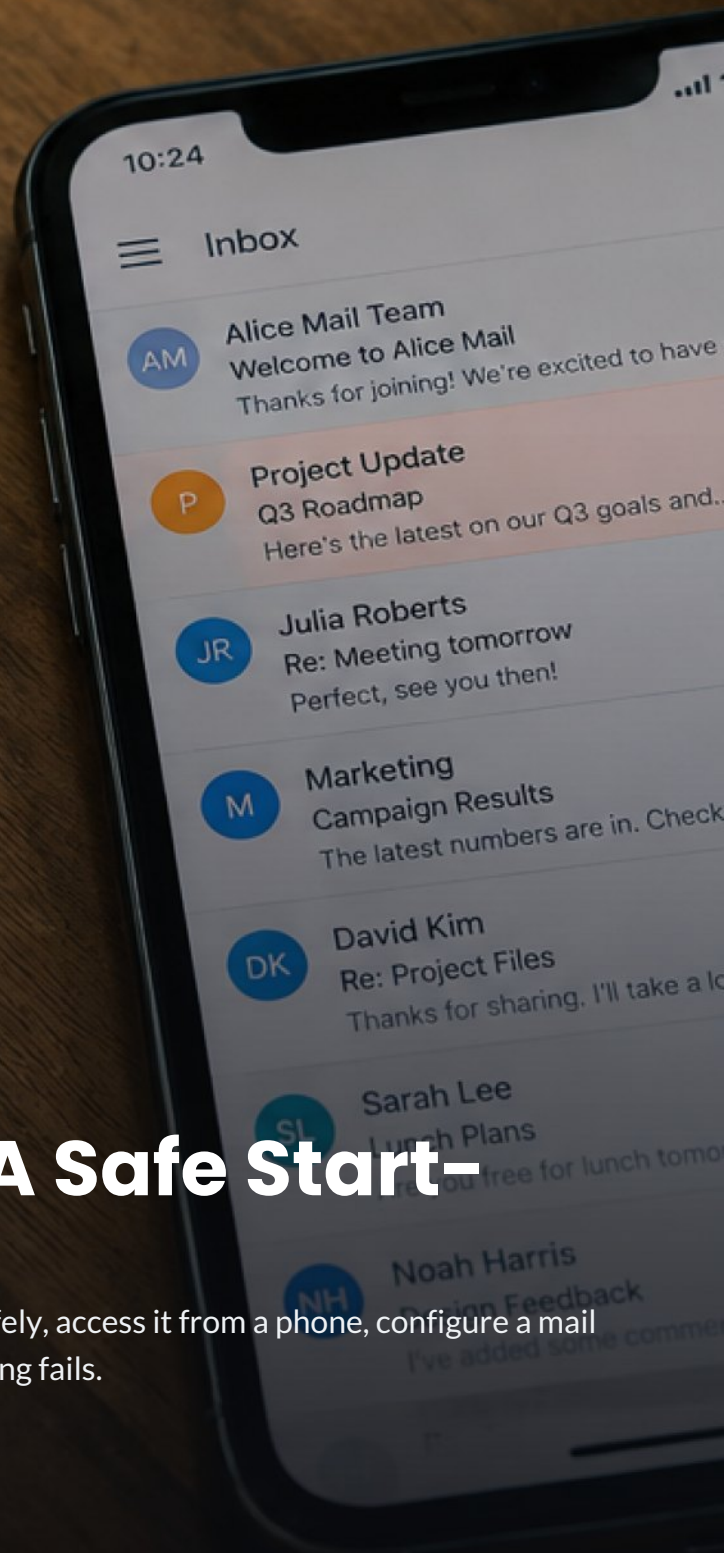




PRACTICAL SETUP GUIDE

Alice Mail Access: A Safe Start-to-Fix Guide

Use this quick guide to reach your Alice Mail inbox safely, access it from a phone, configure a mail client, and identify the right next check when something fails.

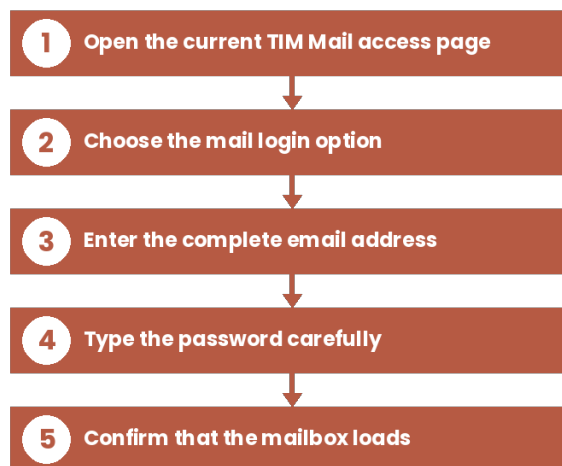
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! Before entering your password

Alice Mail is commonly associated with TIM Mail, particularly for legacy addresses ending in @alice.it or @tin.it. Use the current official TIM Mail website or support pages, and verify the domain in the browser address bar before entering credentials.

Log in through the official route



1 Open the current TIM Mail access page

Start from the official TIM website or its documented mail-access page rather than an unfamiliar search result, copied form, or unverified app listing.

2 Choose the mail login option

Select the genuine mail-access route, not an advertisement or promotional link. Check the full web address after any redirection.

3 Enter the complete email address

Include the entire address and its domain, such as @alice.it, @tin.it, or @tim.it, where applicable.

4 Type the password carefully

If autofill may contain an old password, enter it manually. Avoid repeated guesses if the login is rejected.

5 Confirm that the mailbox loads

Make sure the inbox interface opens before closing the tab. If access fails, note the exact error instead of trying unrelated fixes.

Safe login checklist

I started from an official TIM Mail or TIM support page.

Do not rely on a familiar logo alone.

The browser address matches the official service route.

A padlock indicates encryption, not necessarily official ownership.

I entered the full email address.

Check the domain as well as the username.

I stopped after a failed attempt and checked the error.

Repeated guesses can prolong access problems.

I used the official recovery or support path when needed.

Do not submit credentials to an unofficial form.



MOBILE ACCESS A mobile browser provides a straightforward starting point for Alice Mail access on Android and iPhone.

Access Alice Mail from Android or iPhone

Open the official TIM Mail access page in the phone's browser.

Check the browser address before submitting credentials.

If the session behaves unexpectedly, clear only the affected site's cookies, reopen the official page, and retry once.

Use the complete email address and current password.

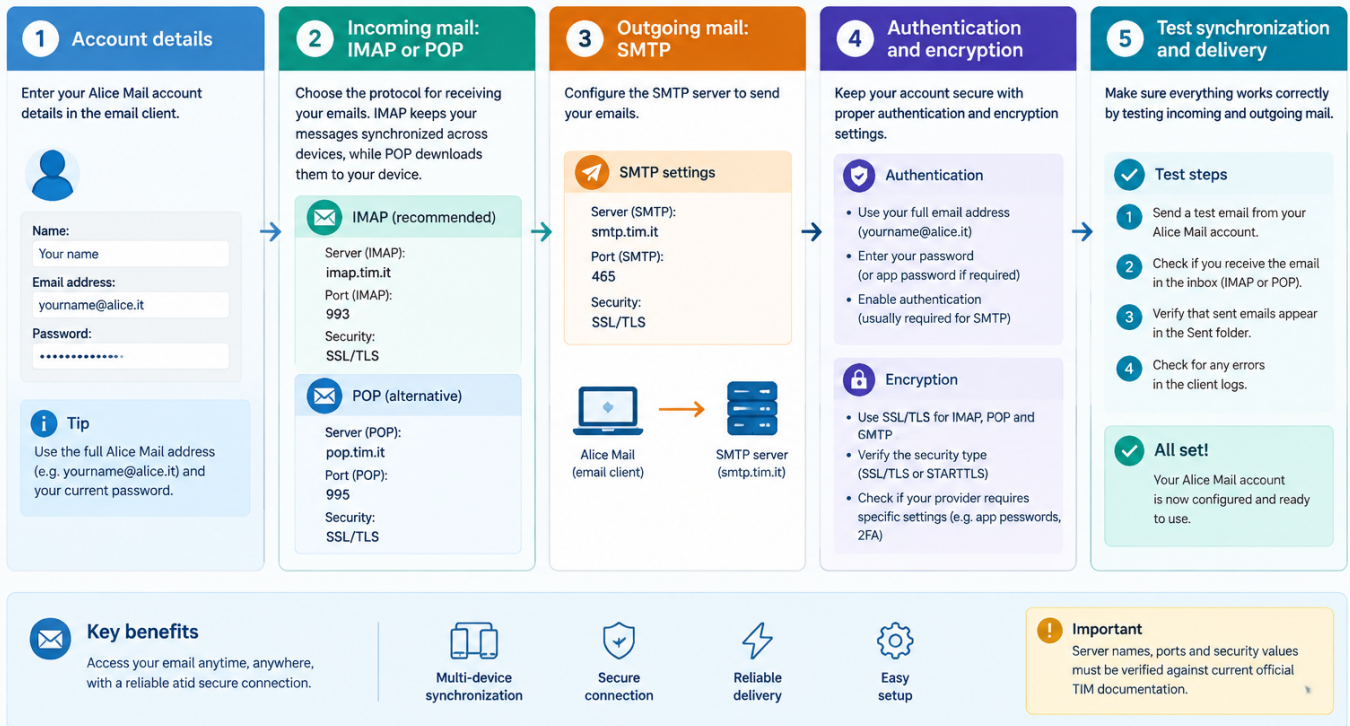
A mobile browser can provide access without requiring a dedicated Alice Mail app.



Alice Mail Email Client Setup

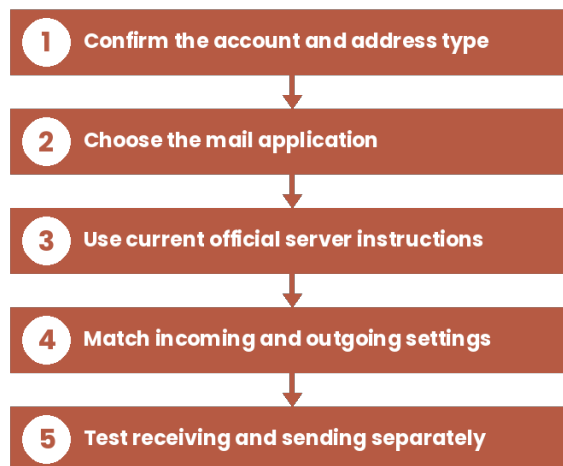
Configure your Alice Mail account in a few simple steps

Follow the steps below to set up your email client and connect to your TIM mailbox.



SETUP FLOW Mail-client setup moves from account details to checking the current IMAP, POP, and SMTP instructions.

Set up a mail client without guessing



1 Confirm the account and address type

Identify the full address and whether it ends in @alice.it, @tin.it, or @tim.it. Existing addresses may have different support conditions.

2 Choose the mail application

Outlook, Apple Mail, Thunderbird, Android, and iPhone may present different setup screens.

3 Use current official server instructions

Check TIM's current documentation for the required IMAP, POP, and SMTP details. Do not rely on remembered or copied server names.

4 Match incoming and outgoing settings

Enter the official values exactly as documented, including the required security and authentication options.

5 Test receiving and sending separately

A mailbox may receive messages while outgoing mail is misconfigured, so verify both directions.

Troubleshoot by symptom

What you see	First checks
Password rejected	Confirm the complete address, check for an outdated autofill value, and stop repeated guesses.
Account or access appears blocked	Read the exact message and use the official TIM recovery or support route.
Session expired or login loops	Reopen the official page and clear only the affected site's cookies before trying once more.
Inbox opens but messages seem missing	Check the mailbox folders and search, then compare the issue across the web interface and configured mail client.
Messages cannot be sent	Review the current SMTP instructions and outgoing authentication settings for the mail client.
Mail client cannot connect	Recheck the account domain and the current IMAP or POP instructions supplied by TIM.

i Keep this rule in mind

The same symptom can have different causes depending on the device, network, access method, and exact error. Compare those details before changing settings or trusting a new login page.

Service names, account support conditions, and mail-server settings can change. Always verify current instructions through official TIM websites or support channels.