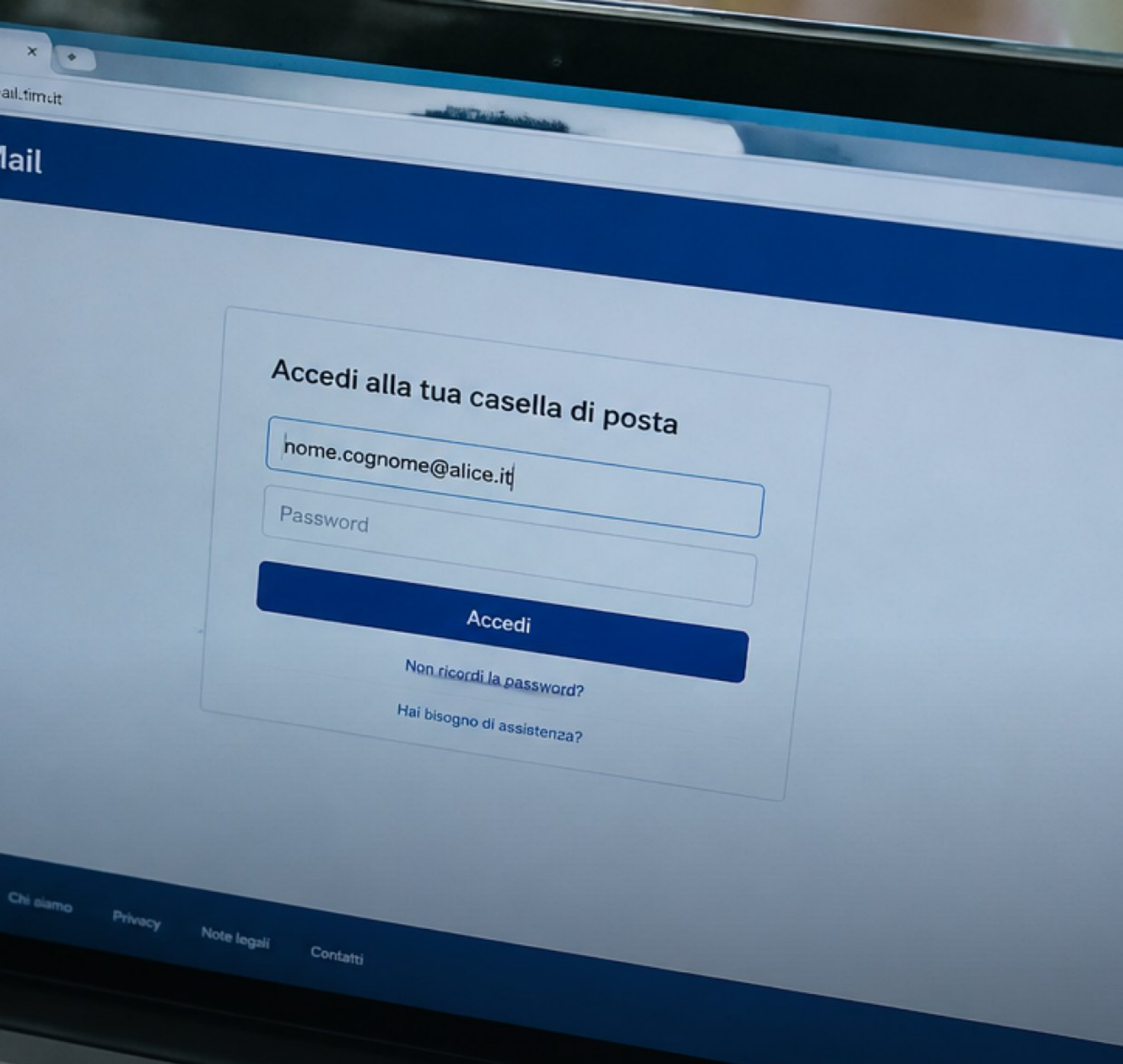




PRINTABLE STEP-BY-STEP GUIDE

Your Alice Mail Access Plan

Use this quick guide to reach an existing @alice.it mailbox through the current TIM Mail environment. Follow the checks in order to avoid incorrect credentials, confusing redirects, and lookalike login pages.

Au sommaire

- 1 Before you start
- 2 Prepare your login
- 3 Complete an Alice Mail login
- 4 Choose the right sign-in details
- 5 If the login is rejected

Before you start

Alice Mail is presented within the current TIM Mail service, so the page may show TIM branding.

You need the current password; Outlook, Apple Mail, or another mail app is not required for browser access.

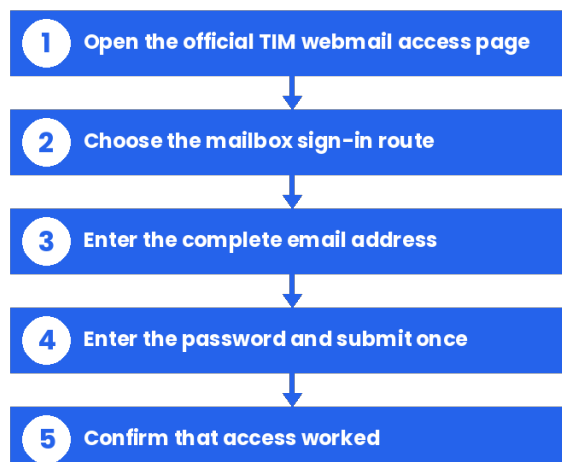
Your username is the complete mailbox address, including @alice.it.

The same basic browser sequence is described for computers, smartphones, and tablets.

Prepare your login

- Have the full email address ready**
Include everything before and after the @ symbol.
- Confirm that the address is written exactly as registered**
An @alice.it address identifies the mailbox.
- Have the current password available**
Check Caps Lock and the keyboard layout before typing.
- Use a trusted TIM route**
Type the website address yourself or use a trusted bookmark.
- Close duplicate webmail tabs**
Several open redirects can make the sign-in process confusing.

Complete an Alice Mail login



- 1 **Open the official TIM webmail access page**
Reach the TIM-operated sign-in page directly. Avoid login forms opened from unexpected email links.

2 Choose the mailbox sign-in route

Use the sign-in option shown for Alice Mail or the relevant TIM mailbox.

3 Enter the complete email address

Type the entire @alice.it address in the email or username field. The part before the @ symbol alone is not enough.

4 Enter the password and submit once

Type the current password carefully, then submit the form. Check Caps Lock first if it is rejected.

5 Confirm that access worked

A successful session should open the mailbox dashboard with the account identity, folders, messages, and a compose action.

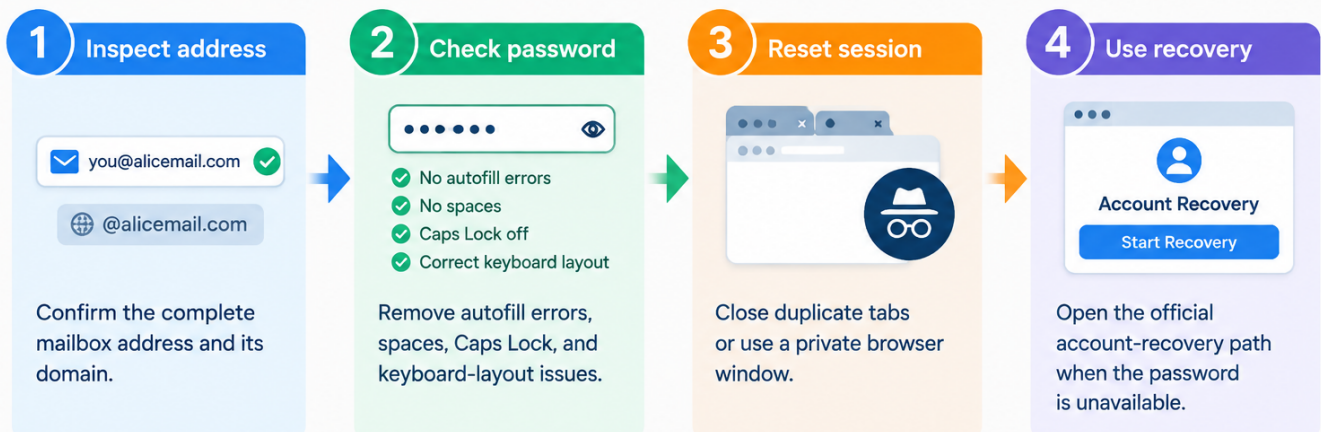


Alice Mail Login Troubleshooting

Quick steps to get back into your Alice Mail account.

Check → Fix → Log In

Most login issues can be resolved in just a few minutes.



Helpful Tips

- Use the official Alice Mail website or app.
- Keep your browser and device up to date.
- Avoid sharing your password.



Stay Secure

Your account matters.
Follow these steps to solve login issues safely and quickly.



Alice Mail

Reliable access. A more connected you.

TROUBLESHOOTING FLOW If sign-in fails, inspect the address first, then verify the password and use the official recovery route when needed.

Choose the right sign-in details

Mailbox or situation	What to enter or expect
Existing Alice Mail account	Use the complete address ending in @alice.it.
TIM Mail account	Use the complete address, such as an address using a supported TIM-managed domain.

Mailbox or situation	What to enter or expect
TIM-branded login page	This can still authenticate an existing @alice.it mailbox; the address does not change.
Computer, smartphone, or tablet	Use a browser and follow the same basic sequence: address, password, submit.

! **Protect your credentials**

A familiar-looking page is not automatically genuine. Prefer a trusted TIM domain, type the address yourself or use a trusted bookmark, and avoid sign-in links from unsolicited messages.

If the login is rejected



1 **Inspect the email address**

Make sure you entered the complete address and included @alice.it where applicable.

2 **Check the password entry**

Verify Caps Lock, keyboard layout, and the exact current password before submitting again.

3 **Review the page and session**

Confirm that you are on the trusted TIM webmail route and close duplicate or unexpected redirect tabs.

4 **Use official recovery**

If the password continues to be rejected, follow the official account recovery route rather than using an untrusted page.

For account recovery, use only the official TIM route. Never enter your password on a page reached through an unsolicited message.