



PRINTABLE RECOVERY GUIDE

Alice Mail Access Rescue Plan

Use this practical guide to identify the access problem, recover your Alice Mail account through the official TIM route, and check your account afterward. Keep your complete email address and recovery details ready before you begin.

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Start with the right diagnosis

A forgotten password, an unrecognized username, a temporary sign-in block, a missing recovery method, and a mail-app configuration problem require different actions.

Test access in official webmail before changing credentials or deleting an email-app profile.

Check the complete address first, including its domain: commonly @alice.it or @tim.it.

If webmail works but an app does not, investigate the app's saved password, server settings, or authentication method instead of resetting the account.

Pre-recovery checks



Type the full Alice Mail address manually

Include @alice.it or @tim.it and check for spelling errors.



Review the password entry

Check keyboard layout, invisible spaces, copied characters, and browser autofill.



Try the official webmail environment

This helps distinguish an account problem from a mail-app problem.



Consider whether repeated failed attempts caused a temporary block

Avoid repeated guesses; retry only when the sign-in page behaves normally.



Locate an available recovery channel

Recovery may use a registered phone number or an alternate email address.

Recover the password through TIM



1 Open the official TIM environment

Start from TIM's official support, webmail, or account-recovery environment. Confirm that the page belongs to the official TIM domain before entering information.

2 Enter the complete address

Type the Alice Mail address exactly as registered, including its full domain.

3 Choose the forgotten-password option

Select the password-recovery route displayed for that account.

4 Verify ownership

Use the available registered phone number or alternate email address, following the verification instructions shown on the official page.

5 Create a new password

Complete the password change only after the ownership check succeeds, then sign in again through the official webmail environment.



PROCESS DIAGRAM Official recovery sequence: open TIM, enter the address, select recovery, verify ownership, and create a new password.

! Protect your credentials

Do not enter your password or recovery code on a search-result advertisement, an unofficial page, or a paid recovery offer. Check the domain first. Never share a verification code with another person.

If the recovery code does not arrive

Check the recovery contact displayed on screen

Make sure it is a phone number or alternate email address you recognize.

Check spam and junk folders

Also review message rules that could redirect or delete the message.

Check for a temporary sign-in problem

Repeated failed attempts can interfere with access.

Do not keep guessing the password

Return to the official recovery path instead.

After access is restored

Review forwarding settings and unfamiliar account activity.

Update recovery details if the available options are no longer valid.

If webmail works but an app still fails, troubleshoot that app separately.

Check the devices and mail apps connected to the mailbox.

Replace outdated saved credentials in your browser and mail applications.

Interface names and recovery options may vary. Use the official TIM environment and follow the options shown for your account.