

A woman with long dark hair is shown in profile, looking at her smartphone. She is sitting at a wooden table. On the table, there is a blue and white patterned mug, a black notebook with a pen, and a potted plant with green leaves. The smartphone screen displays an email inbox for 'alice' with several Thai language entries.

PRINTABLE TROUBLESHOOTING CHECKLIST

Alice Mail: A Safer Path from Sign-In to Daily Use

Use this practical checklist to identify whether an Alice Mail issue concerns your credentials, browser, network, device, or mail client. Work through the steps in order before changing settings across all your devices.

Au sommaire

- 1 Before you sign in
- 2 A simple troubleshooting sequence
- 3 Setting up a phone or desktop mail client
- 4 Password recovery: choose the right route
- 5 Everyday habits that reduce mistakes
- 6 Security check before you finish

Before you sign in

Confirm which mailbox you are trying to access

Alice.it addresses are associated with the TIM mail environment, but an Alice.it mailbox and a separate TIM customer account may use different credentials.

Check the complete email address

Verify the domain ending, such as @alice.it, without replacing it with a phone number or another username.

Open the current official TIM webmail or authentication page

Check TIM's live service information because access routes and account rules can change.

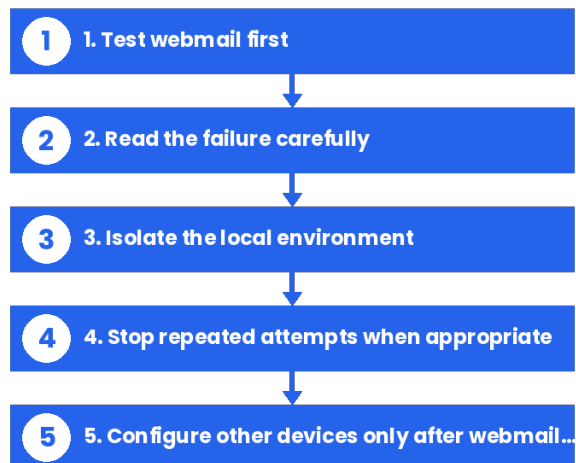
Type the password manually once

This helps rule out an old or incorrect browser autofill entry.

Try a private browser window if access fails

This can help isolate stale cookies or saved browser data.

A simple troubleshooting sequence



1. Test webmail first

Use the official TIM access route with the full Alice.it address and its mailbox password. This establishes whether the mailbox itself is reachable.

2. Read the failure carefully

A wrong-password message suggests an authentication issue. A service error, redirect loop, or blank page may point to the browser, network, or provider platform.

3. Isolate the local environment

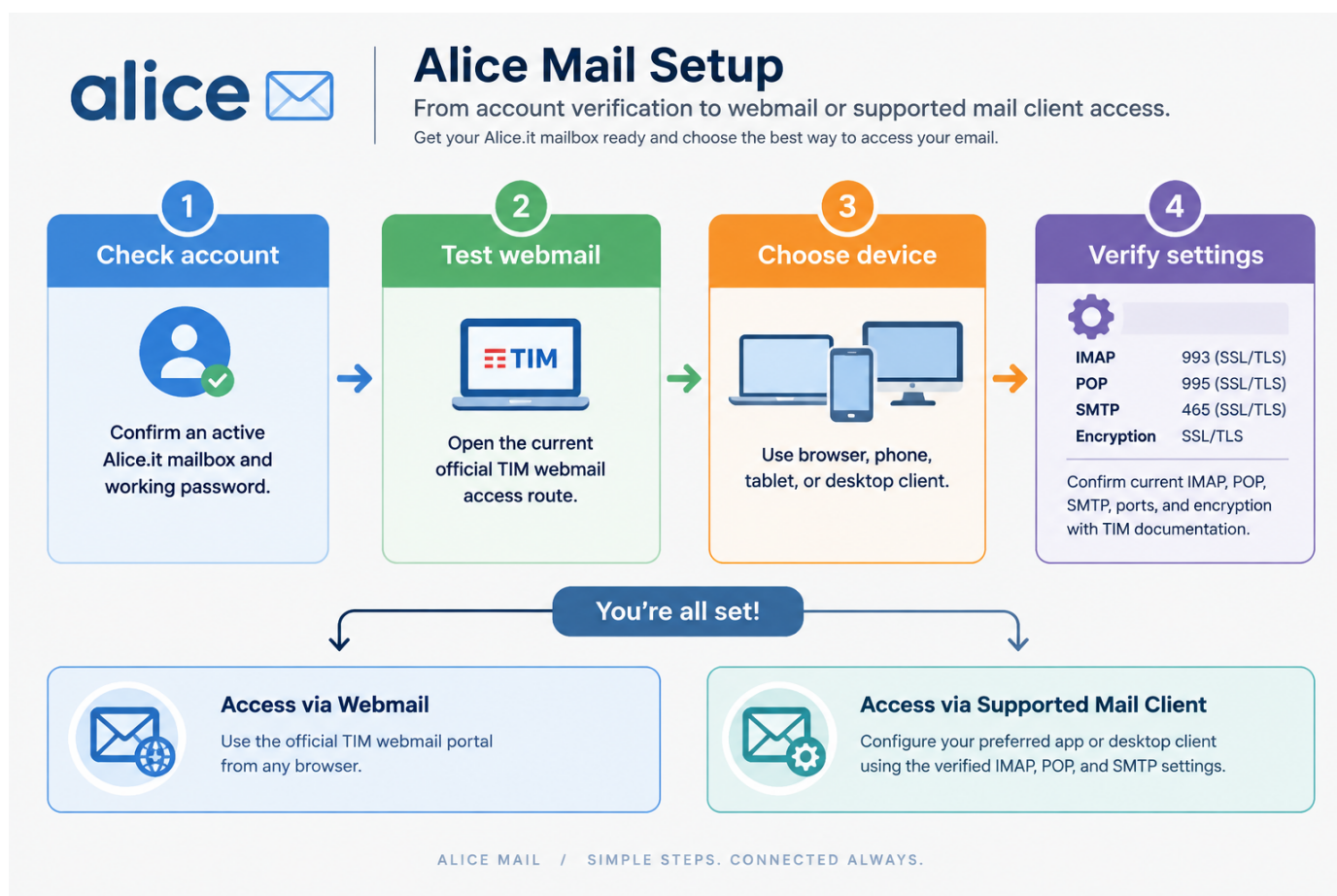
Try a private window, another browser, or another network. Remove stale saved credentials only after noting the correct account details.

4. Stop repeated attempts when appropriate

Repeated failed logins may contribute to temporary blocking. Use the provider's current recovery or support route instead.

5. Configure other devices only after webmail works

If webmail works but a phone or mail application does not, investigate the client configuration rather than assuming the mailbox is unavailable.



FLOWCHART Follow the access path from account and credential checks to webmail, recovery, or mail-client troubleshooting.

Setting up a phone or desktop mail client

Confirm that the mailbox works in webmail

This separates an account problem from a device or application problem.

Choose the access method deliberately

IMAP generally synchronizes messages across devices; POP may download messages locally; SMTP handles outgoing mail.

Use only current provider settings

Confirm hostnames, ports, encryption, and authentication rules in TIM's current mail documentation.

Do not guess or copy settings from another provider

Obsolete values can allow partial access while breaking sending or synchronization.



Check the app's saved password

A phone or application may retain a failed password even after the account credentials have changed.

Password recovery: choose the right route

If you can open the inbox, change the password from the authenticated account area.

Check the exact mailbox address before starting recovery, including its domain ending.

Never send a password, recovery code, or identity document to an address found in a suspicious message.

If you are locked out, use the official recovery flow linked from the login page or TIM assistance area.

If recovery details are outdated or the address is not recognized, use the provider's current support channel.

Everyday habits that reduce mistakes

Task	Practical habit
Writing a message	Add the recipient last, especially when the message contains sensitive information.
Multiple recipients	Use CC for visible secondary recipients and BCC when recipients should not see one another's addresses.
Finding a message	Search by sender, subject, date, or distinctive text before assuming the message has disappeared.
Managing folders	Create folders that reflect a real workflow, such as invoices, travel, family, or work.
Handling attachments	Check file restrictions and recipient limitations; do not open unexpected files merely because they appear to come from a known contact.
Checking spam	Inspect filtered messages before deleting them and use available rules, sender blocking, or provider reporting for recurring unwanted mail.

Security check before you finish



Use a unique password

Avoid reused names, dates, or familiar phrases; a reputable password manager can help.



Inspect the domain before entering credentials

Urgent messages about closure or suspension may lead to convincing fake login pages.



Protect recovery information

Keep recovery details current and do not disclose recovery codes.



Review shared-device sessions

Sign out when using a shared computer and avoid leaving credentials saved there.



Enable available account protections

Use alerts, PIN protection, or two-step verification only when offered in the official current TIM account settings.

Service names, access routes, account policies, and mail-client settings may change. Confirm current details on TIM's official support pages.