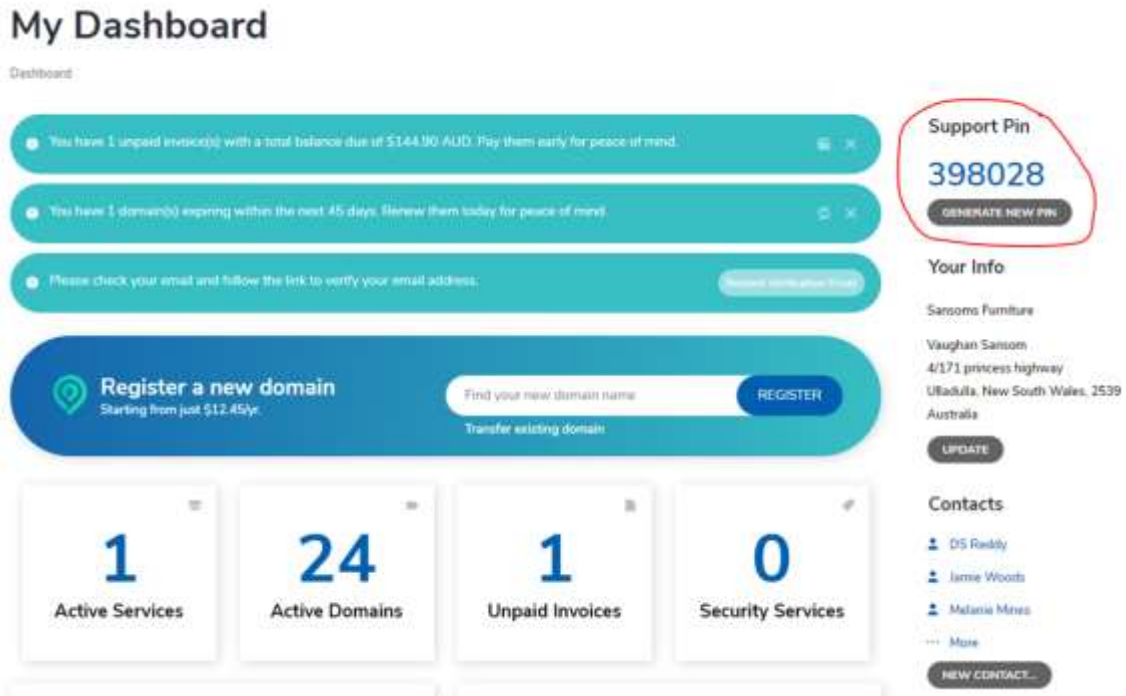


PROBLEMS WITH EMAILS

1. Login to our server support dashboard - www.onepanel.digitalpacific.com.au
2. Enter my username - vaughan@sansoms.com.au
3. Enter Password - gAICOp38JZurc0
4. It should look like this




5. Click on Generate New Pin to create a new Support Pin
6. Once you have a new support pin, call Digital Pacific on 1300 694 678 and talk them through the problems you are experiencing
 - a. More than likely you have attempted too many logins and the server has blocked your email account against fraudulent activity. This is known as either whitelisted or blacklisted your IP address.
 - b. Digital Pacific will ask what is your IP address. Go to www.whatismyip.com/ and quote them your public IP address. Should be in the format of 60.227.92.253

My Public IPv6 is:

**2001:8003:2009:c200:a11c:5a
da:6fe4:ebf2** 

My Public IPv4 is:

60.227.92.253 

My IP Location: Canberra, ACT AU 

ISP: Telstra Internet

My IP Information