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Email Troubleshooting

Q: I am trying to log in to the gorge.net webmail and I get a blank white screen after entering my username and password

A: Close your internet browser and call us at [\(541\) 386-8300](tel:5413868300) (Or the phone number local to your area) or email us at support@gorge.net. Be ready to provide the email address that's not working and let us know that you are getting a white screen when attempting to log in to your email. Fixing this takes a few minutes, and your email should be ready to use within 30 minutes to one hour after the fix is applied.

Q: I received an email stating I was approaching my message quota limit

A: Follow the instructions in one of these files ([.doc](#), [.pdf](#)) to free up space in your webmail.

Q: I am using an email program and I cannot send or receive email. The error message I am getting begins with 0x800

A: The typical reasons for these errors are either a lack of internet connection or aggressive firewall/security software. Check to see if you can log in to our webmail site at <http://webmail.gorge.net>. If this works, try disabling your security software temporarily and see if that fixes the issue. If not, call us and we can help you determine the cause of your email problem.

Q: I am attempting to send an email and it gets rejected

A: Are you getting a rejection email? Rejection emails typically have the reason an email was rejected included in the text of the email. If you would like help interpreting the error email you received, please forward it to support@gorge.net and we will help you determine the cause of the error.

Q: My email was rejected, but I got an error in my email client instead of a rejection email

A: Our mail server is configured to reject emails that are sent to four or more gorge.net email addresses that are not valid, as well as some other errors. Let us know the specific error code and we can help you identify the cause.

Q: I'm getting an error message that the mail server is timing out or I am receiving the same emails over and over

A: This typically means there is a corrupted file on our server that is locking up your email. To fix this problem, that file needs to be deleted.

1. Go to <http://webmail.gorge.net>
2. Log in to your mailbox, and look for a blank message

with no "from" field and no subject.

3. Select the checkbox next to this message and click the delete button at the top. *Important: Do not open this message. It could cause webmail errors.*
4. If you are still having problems, call our technical support line.

Basic Email Settings

Following is a list of email settings to use when setting up your @gorge.net email address. **IMAP Preferred Settings for iPhone, iPad, and other Apple Devices**

| | |
|-----------------|--------------------|
| INCOMING | |
| Type: | IMAP |
| Server: | mail.gorge.net |
| Port: | 143 |
| Authentication: | password |
| use SSL: | no |
| use SPA: | no |
| | |
| OUTGOING | |
| Type: | authenticated SMTP |
| Server: | asmtplib.gorge.net |
| Port: | 587 |
| Authentication: | password |
| use SSL: | Yes |
| use SPA: | no |

POP3 Preferred Settings for all other devices

| | |
|-----------------|--|
| INCOMING | |
|-----------------|--|

| | |
|-----------------|--------------------|
| Type: | POP/POP3 |
| Server: | pop3.gorge.net |
| Port: | 110 |
| Authentication: | password |
| use SSL: | no |
| use SPA: | no |
| | |
| OUTGOING | |
| Type: | authenticated SMTP |
| Server: | asmtplib.gorge.net |
| Port: | 587 |
| Authentication: | password |
| use SSL: | no |
| use SPA: | no |

Support Contact Form

Name:*

Address:*

Email Address:*

Phone number:*

Subject:*

Message:*

Submit

