

# Accounts

## **I am unable to log into my email account through webmail. I am getting a message that ends with access denied. What should I do?**

Firstly, please check <http://www.swansea.ac.uk/status/> for the latest status updates for email. If the email service status is online and working normally but you are still unable to access email, please follow these steps:

Please check you are inputting the correct username and password. If you are still unable to login to webmail please check whether you are able to log into other online services such as Blackboard and the Intranet.

If you are still unable to log in to your email, please contact Customer Services for further assistance: either in person at the Information Desk in the Bay or Singleton Libraries, phone 01792 (29) 5500, or [online via the Service Desk](#).

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