# LARGE, STUCK EMAIL

There are still customers that are using dial up or a very slow connection. These customers can have issues downloading an email that is large due to an attachment. This email will not download and the only way to fix this is to delete the email.

This is a task that the customer can complete by logging into the webmail interface; webmail.gwi.net. One logged in, look for unread emails that have attachments. Emails with attachments will display a paperclip in the list of email. There are 2 ways to delete that message.

1.   RIght click the email to display a menu then left click "Delete" in that menu.
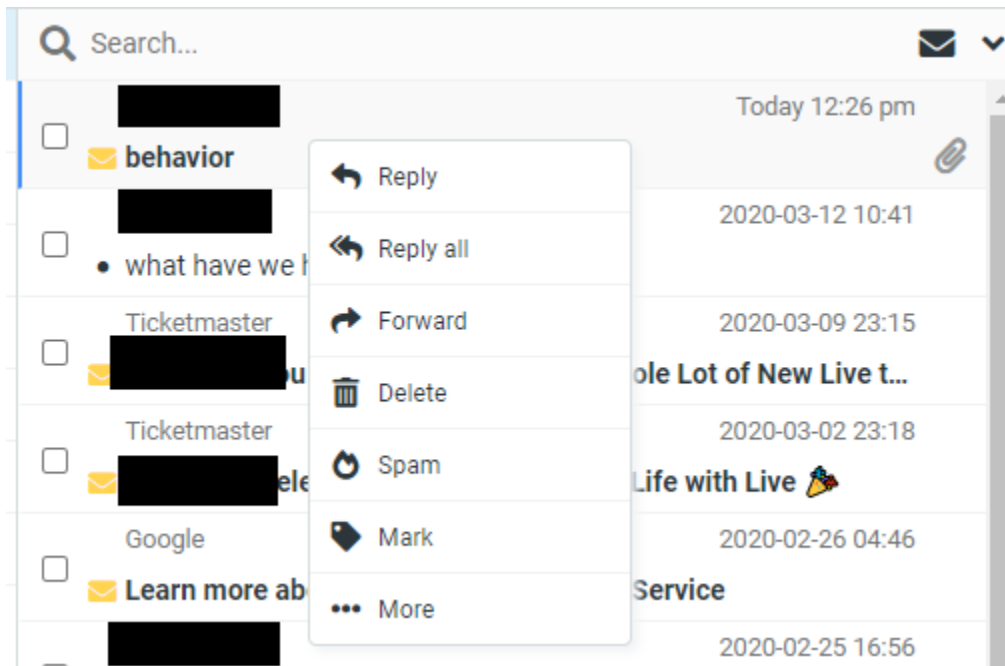
2.   Check the box at the left of the email you want to delete then click "Delete" at the upper right.