13.5 My Email Is Not Synchronizing

Confirm that messages appear in Vault webmail. If webmail works, the problem is in the client connection.

- IMAP host: `mail.lightdrive.one`
- Port: `993`
- Security: SSL/TLS
- Username: full `username@lightdrive.one` address
- Password: a current LightDrive client password that includes Email from **Settings → Security → App & device access**

The main Vault password and Vault app passwords do not authenticate to email. Check that the app is online, the mailbox folder is subscribed, and background synchronization is allowed. If the saved LightDrive client password was revoked or lost, create a replacement and update both incoming and outgoing settings. If webmail is also missing mail, review Spam and mailbox quota, then contact Support.

Current online article: https://help.lightdrive.one/troubleshooting/my-email-is-not-synchronizing

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