Webmail Login Problems

If you are unable to login to webmail due to the following error:
Your request didn't contain the proper sessionid cookie -- access denied!
your account may be over quota or your browser may not be allowing cookies from the server (which webmail requires to function properly).
You can check the current disk usage on your account by logging in to your account manager, going to Account Management-->Utilities, then clicking on "Check your account's disk space utilized". You can compare the disk usage displayed here with the disk space allocations on our features and pricing page based upon your account type:
For ShopSite Accounts:
http://www.lexiconn.com/ecommerce/shopsite/features.html
For Hosting Accounts without ShopSite:
http://www.lexiconn.com/services/features.html
If your account is over quota you can either delete unecessary files from your account, or upgrade to a plan that offers more disk space.
If your browser is not allowing cookies from the server, you will need to adjust your browser settings. Webmail requires cookies in order to work, so you will need to be sure that they are enabled. On a windows machine using Internet Explorer (IE), go to:
Tools -> Internet Options -> Privacy, and click on sites.
You will then want to add your domain to the list of sites that cookies are allowed on. This will then allow you to access webmail via http://www.[your_domain.com]/webmail/ . If you still receive the same error, you will want to check your firewall settings and be sure that it is allowing cookies for your site.
Also note, you cannot login to two webmail boxes at one time. After you login to webmail, you will want to be sure to logout or close your browser before trying to login to another box via webmail.