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I am the primary BT Mail account holder. For years, I have used two secondary accounts for my voluntary work. I have had no problems with one account, accessing it and posting from there about four days ago. But now that particular email address has gone from the list of email accounts the family holds and Each time I try to log on I get bounced back to the login screen. My emails to the address do not come back undelivered, I tried the help service, via Web Chat. I used the webchat help yesterday for 3 hours and I was assured all was in order. I was told that the account was there and visible and to login. I tried, same problem and no, the email account is NOT visible. I try with or without vpn - same result. All the family and my other accounts are working fine. The problem is just with that one account. And it doesn't matter whether I change browser or device. Same result. The password is accepted, login is attempted and quits with no message.I noticed that last year, someone else had a similar problem. Could you please assist as that account is important for voluntary work that I am engaged with. It's important.Many thanks Go to MyBT and enter your email address or username, then click Next to enter your password. You can use the forgot login details link or create an account if you do not have one already. How to login to BT email Go to BT email and enter your details, or use the forgot details link to get a reminder. You can also access MyBT or your BT email account from the menu bar on the BT home page. For security reasons we no longer permit switching between accounts. You'll need to login when you switch between My BT and BT email, even if the password and email address are the same. How to fix login problems Many customers find that resetting their password fixes their login problems. It's possible that there's a temporary problem with the email service. You can check our service status pages or select the problem you're experiencing below for more information: For security reasons, if you keep putting in the wrong email address or password, we'll lock your account for a short while. Make sure your 'Caps Lock' key isn't on, and check for spelling mistakes or extra spaces. Leave it a bit and then try to log in again later.Get help with forgotten usernames or passwords > Repeat log-in failures are most likely caused because the password in your mobile device, tablet or email program doesn't match your email account. So when you change your password, it's important you also update all of the devices you use to access your email account. You'll generally find this in 'Settings' or 'Tools'.Learn more about repeat log-in failures > If you're using a mobile device, tablet or computer program and you're getting password errors, you should try logging into your BT Email account at www.bt.com. If you can see your webmail OK, then it's likely to be a problem with the way your email program is set up.Help with setting up your email > If you still can't log in, many customers find the BT community forum is a great way of getting help. It's easy to get answers to your questions. What's changed and what does this mean for me? If you sometimes log into webmail using your BT ID, this isn't possible; you need to log into your email at www.bt.com/email or from the email link on bt.com using your email address and password. If your email address is also your BT ID and the passwords are synced, they'll both continue to work independently e.g. To manage your email account with your BT ID Test@btinternet.com you log in at www.bt.com/login using password Ajd3\$921 To access your mailbox Test@btinternet.com you log in at www.bt.com/email using password Ajd3\$921 If you have a favourite mailbox set up, you won't see this option on your email management page. You'll however, still need your BT ID to create new email addresses. The link to switch accounts is still available. If you want to access any other email addresses you have, you'll need to log in to each one separately, using the email address and password. You'll no longer see links to other email addresses that are linked to your account. If you use an email client or the BT Email app, there's no change. However if you change your password for your email log in, remember you'll also need to update this in your client or the BT Email app. Why make changes? With the ever-increasing risks, separating your email from your BT ID credentials reduces the risk associated with identity theft and subsequent fraud. BT Wi-fi - Unlimited BT Wi-fi minutes available with BT Wi-fi, BT Openzone or Fon access points outside of the UK. Opt-in and Wireless enabled equipment required. BT Total Broadband customers only. Conditions and fair use policy applies - see www.bt.com/btwifi for details. BT Cloud - You need to activate the service yourself. This service will be stopped and your back-up files deleted if you don't use it for 90 days. Terms apply. See full terms and conditions for more details. BT SmartTalk App - You'll need a BT home calling plan and an iPhone / Android Smartphone. Use BT SmartTalk to access calls included as part of your calling plan, when using your Smartphone. 5 users per BT account. GMT time zone applies. International, Premium (09) and Personal (070) calls require opt-in. Fair Use policy applies. Excludes BT Basic. See www.bt.com/btwifi for details. Terms apply.

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