

ID: 36

P1 2025-11-20 Notification from Quectel support not being received. (ID:36)

Email from Edwin received 20/11/25 at 18:55. Edwin cant log into Mimecast. Refer notes.

Active: True      Status: COMPLETED      Ticket No.:

Purchase Order No.:      Flags (1on1, Exch, ITP):

cohda-36.txt - P1 2025-11-20 Notification from Quectel support not being received. (ID:36)

20/11/25

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Email from Edwin.

21/11/25

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Only found one email from quectel.com sent in past 48 hours. Asked Edwin to confirm if that was the email he was

expecting. Also advised to try accessing Mimecast agin. He may need to to a password reset.

Changed status to TESTING.

5/1/25

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18:18 email from Edwin advising OK to close ticket.

8/1/26

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Closing ticket. Advised Edwin.

NOTES UPDATED: 2026-01-29 16:26 (TODO.EXE v2026.1.23.923)