

Some of my emails are missing

(Mail Hosting: NTT Communications (Thailand) Co., Ltd.)

If you believe that emails that you should be receiving aren't being received or some of your emails are going missing, there are a few possible causes.

1. Check email via webmail.

The first thing to do would be to log in to webmail (<https://webmail.ntt.co.th>) and check to see if the emails have been received from the sender.

If the emails are on webmail but not in your email program, there is an issue with your email program. Check that there are no rules in place redirecting mail and also check all folders in your mailbox to ensure that the mail has not been moved.

If the emails are not on webmail but have been sent ...

2. Confirm with sender.

You should ask the sender if they received any bouncebacks. If not, **please take note of the email address of the sender, the approximate time the email was sent and the subject heading.**

Please contact support-mail team with these details and we can check any spam filters and if necessary, release the message to you.

Problems may also occur from the sender. If this is the case, we will have no record of any emails sent to your address from the specific sender and the sender must contact their provider to find out the issue.

Credit: bignames

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