

# I am logged into webmail but I am missing emails

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

We've outlined several of the more common reasons that cause missing emails within your webmail account.

## 1. Logging into webmail with the incorrect username

If you are logged into webmail but you are missing email,

- Ensure that you have logged into webmail using the correct username.
- Be sure that you are using your email address in all lowercase as the username, and not your cPanel username.
- Ensure you logged into webmail the correct way.

## 2. Checking your email using POP

You can use webmail in conjunction with other email clients to access your email.

*For example:*

You can use Outlook at work to check your email and then use webmail from home to access your email.

When checking email, you can setup your email account to use either POP or IMAP.

**IMAP** downloads a copy of the email on the server.

When using **POP**, email is downloaded and removed from the server. POP can cause problems because if you have your email client (such as Mac Mail or Outlook) configured as a POP account, it will download and remove the email.

As your email client has removed email from the server, it will no longer be there when you login with webmail (which uses IMAP).

If you are **using multiple email clients** to check your email,

**To ensure you don't lose any email between the programs** you'll need to ensure that you either:

- **Use IMAP instead of POP when setting up your email client.**  
In most email clients there is not a switch to change from POP to IMAP, so you'll need to recreate the account in your email client and choose IMAP.
- **Use POP but enable the option to "Leave a copy of email messages on the server".**  
This setting, in most email clients, can be found in the advanced settings.

If you have any questions or concern ...

**Please take note of any error messages and contact support-mail team as soon as possible.**

Credit: inmotionhosting

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