

# Webmail

## Webmail inbox is sometimes empty

Microsoft Outlook, Thunderbird, and other email software that is configured using an older protocol called "POP" will delete all the messages on IgLou's server after downloading email. If you use one of these email programs to occasionally check mail, and it's configured to use POP, it will make your inbox appear empty when logging in to IgLou's web-based Webmail.

This problem can be solved by changing your email software to leave the messages on server for a specific number of days.

To make this change you will need to find the Advanced section of your email software's settings. Find the settings and check both boxes that say "Leave a copy of messages on server" as well as the one labeled "Remove from server after 7 days". **Be sure to check both boxes.** Then click OK or Save.

You can change the number of days from 7 to any number of days that you would like the messages to stay on IgLou's servers.

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