(EN) LOST EMAILS : How to recover them

My mailbox looks empty

As much as possible, you have configured a mail program (what is known as a mail client, eg: MS Outlook, Mozzila Thunderbird, MAC Mail ...) with a ‘POP’ configuration without checking the box ‘Leave a copy on the server’ on some device (PC / MAC, mobile ...) which causes the emails to be downloaded from that device, being no longer accessible from any device via the web.

From the PORTAL OF USERS (https://portal.uv.es), you can choose at the top, the option ‘My accounts’, and then select ‘Server report’ (in the ‘Email’ category) You can check the last time a ‘POP’ connection has been made to your account.

If you do not know which device could be configured in this way, or can not access it temporarily, you can change the mail password from https://correo.uv.es.

This action will cause them to stop automatically downloading the emails until they re-enter the password, thus being able to review the configuration of their email clients, and preventing them from being eliminated from their mailbox at the University.

How to recover the emails that may have been lost?

You can request a retrieval of mail through https://solicitudes.uv.es with a date prior to the loss of the same.

Keep in mind that there will be no copy of the emails that have been received and deleted on the same day (since you have not given time to make a backup on the server).

Another option, if you have downloaded emails in a mail client on a device, is to upload the emails again with the help of an IMAP account.