

### Lost Emails

Google Email has a screen called “All Mail” that enables users to see all emails that they have received, sent, and archived in perpetuity. If a user “loses” an email, it can typically be found by searching or browsing the All Mail screen.

These directions will work for users of email clients (e.g., Outlook, Thunderbird, Mail) who have utilized the IMAP server, as well as users who use the webmail interface directly.

1. Open [webmail.case.edu](http://webmail.case.edu)
2. Log in with your CWRU Network ID and password
3. Click on the “**All Mail**” link on the left side of the screen

If the user remembers what day the email arrived, or a range of days in which it came, s/he can browse the All Mail screen to locate the email.

The user can also utilize the, “**Search**” field at the top of the screen whether using the All Mail screen or not. The, “**Show Search Options**” link to the right of the search field will present the user with more fields, such as Subject, To, From, and the “has attachment” checkbox.

The Search will also search the Trash and Spam screens. If emails matching the search criteria exist in the Trash, the user will have to click on the “View Them” link at the bottom of the mail screen to see emails. The user will be taken to the Trash screen.

**Note:** If the user has sent an email to him/herself from the @case.edu address, the email will go directly to the Sent screen.