

## Why can't I see some of my mail or folders in my WebMail?

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The default setting for the WebMail includes Thread Support. With Thread Support, only emails from the last six months will be displayed, and the other emails will be archived. These emails still exist, but they cannot be seen except in your WebMail archive. You can change the settings for Thread Support in the 'Settings' tab of your WebMail. You can disable Thread Support completely, or change the length of time emails will be shown.

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Online URL:

<https://www.heartinternet.uk/support/article/why-can-t-i-see-some-of-my-mail-or-folders-in-my-webmail.html>