

Why Did I Not Receive my Email?

The problem may result from the Sender Side or Recipient Side.

1. Sender Side: The mail may not have been sent, or was sent but was rejected for various reasons. This part requires the sender to confirm: whether the mail was sent, whether the correct email address was entered, and whether a **rejected email** notification was received (common subject lines include: "Undelivered Mail Returned to Sender," "Delivery Notification: Delivery has Failed." These rejected email notices give detailed reasons for why the email was rejected.)
 - Senders who use the Center's [SMTP service](#) can check [the SMTP Query System](#) to check outgoing mail history.
2. Recipient Side: A few reasons are possible, as outlined below:
 1. If mailbox storage is full, a rejected email notification will be sent to the sender.
 2. Accidental deletion is possible, for example: [Multiple computers \(office, lab, and home\) are set to automatically download and delete emails.](#)
 3. The email is recognized as spam or virus-infected by the anti-spam system or mail client.
 - For the situations described above, if the recipient has an email account hosted by the Center, the user may go to the [Mail Reporter](#) to check and resend email, as well as change the **blacklist** settings.

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