

# 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.

From:

<https://net.nthu.edu.tw/netsys/> - 網路系統組

Permanent link:

[https://net.nthu.edu.tw/netsys/en:faq:mail\\_missed](https://net.nthu.edu.tw/netsys/en:faq:mail_missed)



Last update: **2020/04/22 15:12**