

# Can I Recover Deleted Mail?

In principle, mails that were received by an email address hosted by the Center can be recovered through the mail reporter within **1 year** of reception. Mails cannot be recovered if they arrived earlier than that time. The recovery method involves logging into the mail reporter and selecting “Resend”; Please refer to the following for details:

## Log in to Mail Reporter

There are two ways to log into [Mail Reporter](#) :

### Method 1 : From the webpage

- **You must use your actual account username and password to log in. A mail alias cannot be used to log in from the webpage. Please use the notification mail to log in.**

#### Step 1

- Open Mail Reporter at <https://mr.net.nthu.edu.tw/>.

#### Step 2

1. Account : Please enter your complete email address. (e.g., username@xx.nthu.edu.tw)
2. Password : Please enter your email password.
3. Select “English”.
4. Click “Login”.

**國立清華大學 計算機與通訊中心**

**郵件記錄器**

登入帳號請填寫完整的Email

**NTHU CCC**

**Mail Reporter**

*Please enter your email address in the Account field.*

1. Account:

2. Password:

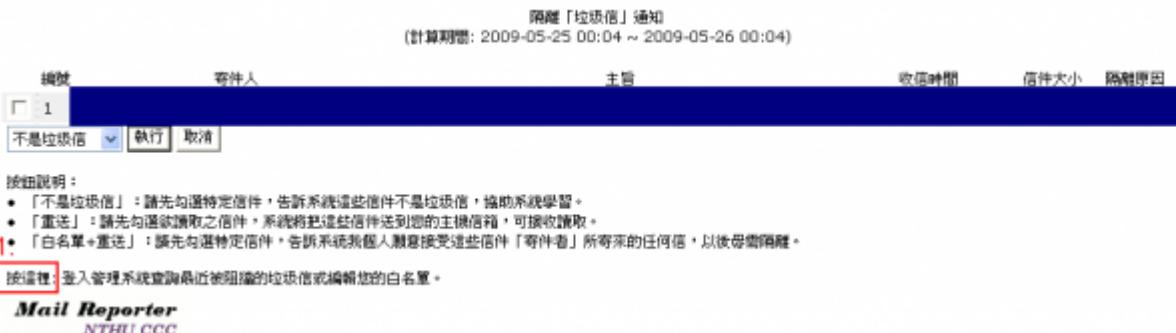
3.

4.

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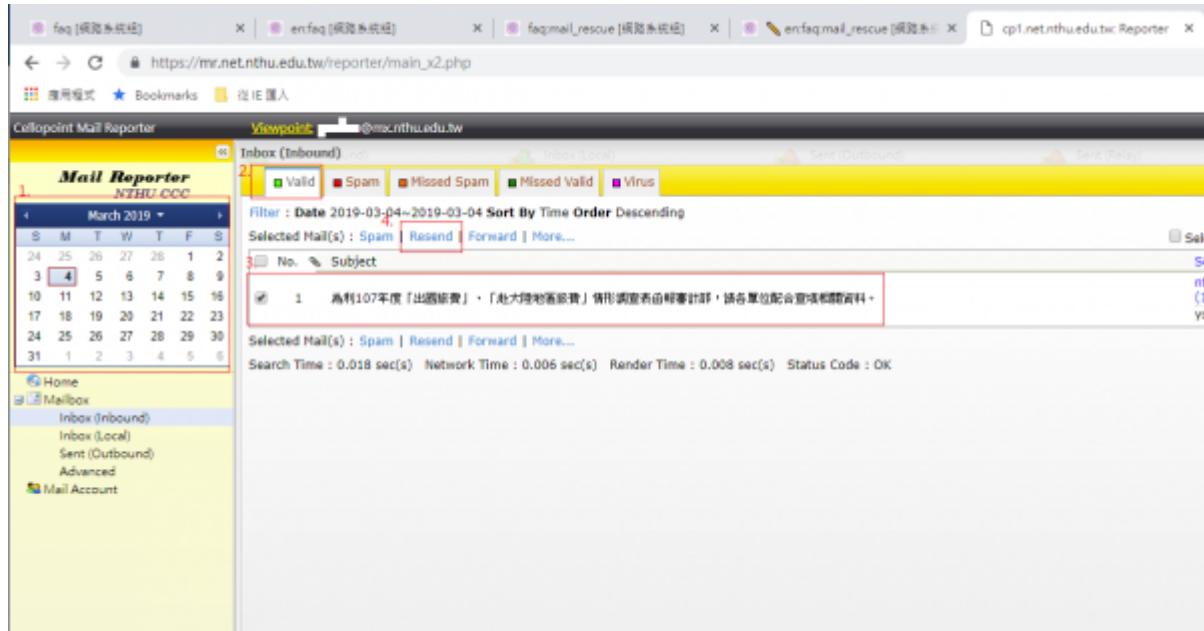
## Method 2: From the notification mail

1. Click the "Here" link at the bottom of the notification mail. (**No login information required, but the link is valid for only 3 days.**)

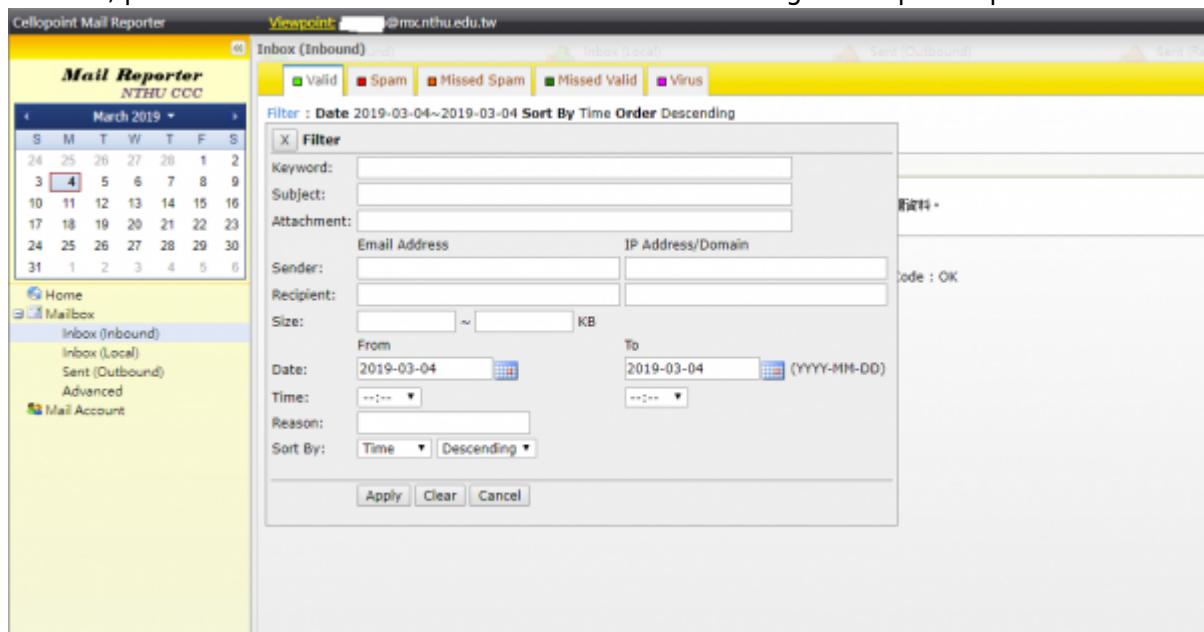


## Resend Original

1. Select the date of receipt.
2. Select the email category (e.g., Valid, Spam).
3. Select the email to be resent.
4. Click "Resend" to send the email to the user's inbox.



- If information such as date received and subject are unknown, you can select the category first (e.g., Valid, Spam) then set a search filter to find the mail; If the search filter is no longer needed, please click “Clear” on the below to avoid affecting subsequent operations.



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

Permanent link:  
[https://net.nthu.edu.tw/netsys/en:faq:mail\\_rescue](https://net.nthu.edu.tw/netsys/en:faq:mail_rescue)

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