IMAP/POP3

How are eMails tagged during the Spam / virus detection ? Are viruses / Spam eMails deleted ?

eMails won't be deleted at any moment. In case an eMail is detected as SPAM or VIRUS it will be tagged. Tagging takes place in the subject line to ensure instant visibility.

Further information are included in the header of the eMail.

In case an eMail has been mistakenly tagged SPAM / Virus please contact the support via eMail. Definitely provide the following data:

- Customer ID
- Afflicted eMail address / mail box
- Header (lines) of the eMail
- Error messages (if possible)
- Phone number for potential queries

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