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The Email Center log: finding an e-mail, filtering it and why the content goes after 30 days

E-mail

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RLX-AO-KB-2490	v2026.11.13	Angola · English

Interweb Angola
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https://www.meu.interweb.ao/knowledgebase/2490

The Email Center log: finding an e-mail, filtering it and why the content goes after 30 days

E-mail Created on **November 13, 2026** 2 min read



The short answer: every e-mail is logged: who it went to, when it left and what happened to it. You see it in the history on the Transactional e-mail page in Meu Interweb or with `GET /v1/email/messages`, filtered by status, dates and recipient. The **content** is kept for **30 days**; after that only the log remains.

Finding an e-mail

Filter	Example
`status`	`?status=bounced` shows only bounces
`from` and `to`	`?from=2026-11-01&to=2026-11-13`, as YYYY-MM-DD
`recipient`	`?recipient=ana@example.com`, in `to`, `cc` or `bcc`
`page` and `per_page`	The list is paginated, newest first

The list does not include the content. To see the text and each recipient's events, open the e-mail with `GET /v1/email/messages/{id}`.

What is kept, and for how long

Part	How long
Sender, recipients, subject, status, events, credits	Stays in the log
Content (`html` and `text`)	30 days. After that it is `null`

Why only 30 days: a transactional e-mail often carries personal data, such as names, amounts and addresses. Keeping the text forever would mean keeping that data for no reason.

The log is not your archive.
If you need to prove what you sent a customer a year from now, keep the `id`, the date and the document in your own system. Or add an archive address of yours in `bcc`, knowing it counts as one more recipient.

When a customer says nothing arrived

1. **Search by address** with the recipient filter.
2. **Look at the status.** `delivered` means their server accepted it: ask them to check spam and other folders.
3. **If it is** `bounced`, read the event detail: it is often a mistyped address or a full mailbox.
4. **If there is no e-mail at all**, your system never asked for the send. Check your application's logs.

Store each e-mail's `id`
next to the order or invoice in your system. It is the quickest way to find it later, and it is what our support will ask you for.

NEED A HAND?

Need help working out what happened to an e-mail? Open a support ticket with the id.

Open a support ticket →

SEE ALSO

- Transactional e-mail statuses: sent, delivered, bounced, complained and failed explained →
- Email Center statistics: delivery, bounce and complaint rates, and what they tell you →
- The Email Center suppression list: why an address stops receiving and how to remove it →
- Email Center webhooks: receiving delivery, bounce and complaint events in your system →

Webhook or polling: how one system learns that something changed in another

Sending a transactional e-mail through the API: the fields of POST /v1/email/messages

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