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Restoring a single e-mail account or folder

Restoring Data

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Restoring a single e-mail account or folder

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To put deleted messages back, open **JetBackup** (cPanel, **Files** section), choose the copy from a date **before the deletion** and restore only the e-mail folder concerned, not the whole account. Each mailbox is a folder inside `mail`, and each message folder (Sent, Trash…) is a subfolder of it.

First, the cheap checks

1. **Look in the Trash** of the mailbox, in webmail and in your mail program. Many “lost messages” are there. See **accessing your webmail**.

2. **Search every folder** by sender or subject. A rule or a filter may have moved the messages. Check the filters list under **Email Filters**.

3. **If you use IMAP**, what you delete on your phone is deleted on the server. But your computer may hold a local copy not yet synchronised: do not close or delete it before you look.

Restoring from JetBackup

1. **If the mailbox was deleted**, create it again first, with the same name, under **Email Accounts**. See **creating an e-mail account in cPanel**. The contents come next.

2. In **JetBackup 5** choose the copy of the right date: the **last one before the messages disappeared**. The list shows the dates available.

3. Choose to restore **files and folders** (rather than the whole account) and browse to `mail/your-domain/the-mailbox`. To put back only one folder, go into it: message folders appear as subfolders with a dot in front, for example `.Sent`.

4. Read what the screen says will happen to files that already exist **before you confirm**. If in doubt, download the folder instead of restoring over the top.

5. Confirm, wait for the task to finish and open the mailbox. If the messages do not show at once, sign out of webmail and of your mail program and sign back in.

JetBackup's own walk-through, with the screens, is in **restoring your data with JetBackup** and **restoring a backup yourself, without opening a ticket**.

What you lost	Where to look
A message or two	Trash, a search across all folders, and only then the copy.
A whole folder (Sent, one of your own)	JetBackup, files and folders, the subfolder with a dot in front.
The whole mailbox, deleted by mistake	Create the mailbox again, and restore its folder from the copy.
Messages from before the oldest copy	They no longer exist in any copy. See **how long we keep backups**.

A copy only holds what the mailbox had that day.
Messages that arrived and were deleted on the same day, between two copies, are in none. And those that arrived after the copy's date stay as they are: restoring does not lose them, but check before replacing a whole folder.

A full mailbox leads to losses.
People who delete in a hurry because the mailbox fills up end up deleting what they needed. See **a full mailbox: what to delete and how to stop it happening**. And if you are changing provider, **bringing your mailboxes from another provider**.

NEED A HAND?

Cannot find the mailbox or folder in JetBackup, or the restore does not bring the messages? Tell us the e-mail address and the date you are looking for.

Open a support ticket →

SEE ALSO

- **How to restore your data with JetBackup** →

- **Restoring a backup yourself, without opening a ticket**
- **Bringing your mailboxes from another provider: the messages, not just the addresses**
- **Your mailbox is full: what to delete and how to stop it happening**

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