

# Download Messages After Viewing in Webmail-

## Article no. 1895

**Self-Service Support Alert: this article is available for customers on [help.astound.com](https://help.astound.com)**

### Resolution Steps

■ Email messages can be downloaded at any time, as long as they are **not deleted** from Webmail (the server)

- If messages are deleted from Webmail, they are deleted *permanently*

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=430>