# Messages in Email Program are Not Showing in Webmail for DC, IL, MA, NY and PA- Article no. 2184

**Self-Service Support Alert: this article is available for customers on help.astound.com**

## Resolution Steps

- **Web based email** shows **messages** that are **currently** in your mailbox on **our server;** here, you can view, delete, reply to and compose messages

- This does not impact an email program installed **on your computer** using the Post Office Protocol (**POP**) in any way
    - **For example:** when using **Outlook** to check your mail using **POP**, you are actually **transferring** the **messages** in your mailbox on the server **to** your local / home machine

- After **transferring** these **messages,** they are often **no longer** on the **server** and **cannot** be viewed using web mail

- If you would like to see your messages on web mail **-and-** be able to **view** them from your **home computer,** set **your** home computer to use the **IMAP server** or **leave messages on server**
    - **Note:** if you compose messages or replies from your home **email**

**program** with **POP,** these will not display via **web mail** since they are **not on the server**

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