

Here's a concise guide you can send to anyone using IONOS Email Archiving.

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Quick Guide to IONOS Email Archiving

IONOS Email Archiving provides a secure copy of all incoming and outgoing emails, allowing you to keep your mailbox small without losing access to historical emails.

What Email Archiving Does

Once enabled, IONOS automatically archives all incoming and outgoing emails (including attachments) in their original, unaltered form. The archive is separate from your mailbox, meaning that archived emails remain available even if you later delete them from your Inbox or Sent Items.

Can I delete emails from my mailbox?

Yes. Once an email has been archived, you can safely delete it from your mailbox to free up storage space. If you ever need it again, you can search the archive and restore it to your mailbox.

Important: Don't delete emails immediately after they arrive.

After the initial archive has completed, IONOS synchronises new emails approximately every **5 minutes**. If an email is deleted before it has been archived, it cannot be recovered from the archive.

Recommended Setup

1. Enable Email Archiving.
2. Allow the initial archive to complete (this archives your existing mailbox).
3. Log in to the archive and confirm your emails are present.

4. Once confirmed, you can begin deleting older emails from your mailbox to reduce mailbox storage usage.

Recovering Emails

If you need an email you've deleted:

- Search for the email within the archive.
- Restore either:
 - an individual email, or
 - an entire mailbox or date range.
- Restore emails back to their original folder, another existing folder, or a newly created folder.

Useful IONOS Help Guides

Getting Started

- Email Archiving Overview:
<https://www.ionos.co.uk/help/email/email-archiving/email-archiving-overview/>
- Login to the Email Archive:
<https://www.ionos.co.uk/help/email/email-archiving/logging-in-to-the-email-archive/>

Using the Archive

- Restoring Emails:
<https://www.ionos.co.uk/help/email/email-archiving/restoring-emails-from-the-email-archive/>
- Searching Archived Emails:
<https://www.ionos.co.uk/help/email/email-archiving/using-the-search-functions-in-email-archiving/>

Troubleshooting

- Authentication Errors:
<https://www.ionos.co.uk/help/email/email-archiving/detect-and-resolve-authentication-errors-during-email-archiving/>

IONOS Email Help Centre

- My Emails:

<https://www.ionos.co.uk/help/email/my-emails/>

Good Housekeeping Tips

To maximise the space you recover in your mailbox, remember to:

- Delete emails from your Inbox.
- Delete old emails from **Sent Items** (often the largest folder).
- Empty your **Deleted Items/Trash** folder.
- Empty your **Junk/Spam** folder.

Once these emails have been archived, they remain searchable and can be restored whenever required.