

How to Fix Gmail Not Showing All Emails (IIUM Student/Staff Accounts)

If your **IIUM Gmail (Google Workspace)** is missing emails, follow these troubleshooting steps:

1. Check the "All Mail" & Other Tabs

Gmail filters emails into categories.

- **Click "All Mail"** (left sidebar) – Shows every email, including archived ones.
 - Check **Promotions, Social, Updates, Spam** tabs.
 - **Search for missing emails** (use keywords/sender name).
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2. Disable Gmail Filters

Filters may auto-archive or delete emails.

1. Go to ⚙ **Settings** → **See all settings** → **Filters and Blocked Addresses**.
 2. **Delete/disable** any suspicious filters.
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3. Check "Trash" & "Spam" Folders

- **Trash:** Emails deleted in the last 30 days.
 - **Spam:** False positives may hide here.
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4. Increase Gmail Storage

- IUUM provides **15GB** for Google Drive + Gmail.
 - If full, delete old emails or **empty "Trash" & "Spam"** permanently.
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5. Sync Issues? Refresh or Reconnect

- **Browser:** Clear cache (Ctrl+Shift+Del) or try incognito mode.
 - **Mobile App:**
 - Pull down to **force sync**.
 - Go to **Settings** → [Your Account] → **Sync Gmail**.
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6. Check Forwarding & POP/IMAP Settings

1. Go to ⚙ **Settings** → **Forwarding and POP/IMAP**.
 2. Ensure emails aren't being **auto-forwarded** or deleted.
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7. Try a Different Device or Browser

- Test on **Chrome/Firefox** or the **Gmail mobile app**.
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8. Contact IIUM IT Help Desk

If emails are still missing:

- **Call:** 03-6421 6666
 - **Email:** servicedesk@iium.edu.my
 - **Walk-in:** ITD Building, Gombak Campus
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Prevent Future Issues

- ☐ **Avoid overusing filters/labels.**
- ☐ **Regularly clean up storage.**
- ☐ **Check "Spam" weekly.**

*Note: IIUM staff/students use **Google Workspace**, so some features may differ from personal Gmail.* ☐

Revision #1

Created Thu, Apr 10, 2025 11:44 AM by FAZILAH BT. BASARUDDIN

Updated Thu, Apr 10, 2025 11:45 AM by FAZILAH BT. BASARUDDIN