

# Email Messages All Gone

## Problem

"I'm an alum and also a former employee of the University, and when I login to my Gmail account, all my email messages are gone. Where did they go?"

## Solution

By University policy, when an employee's University employment ends, the Gmail inbox of the now-former employee remains the property of the University. If the former employee is also an alum, a new blank account is provided to the alum with the same email address.

Your former supervisor may request extended access on your behalf to your former employee Gmail inbox. Your former supervisor needs to make a formal request to Human Resource Service; generally an email will work. This request needs to be approved by both your former department and Human Resource Services and is usually handled on a case-by-case basis.

Extended access, if approved, is generally extended for a period of no more than seven (7) days.



### Google Account Policy

Please reference the [Google Account Policy](#) on the University's General Counsel website for more information.



### Still need help?

For additional assistance, contact the [IT Help Desk](#).

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