

Subject: Re: How can I recover my blocked website?

From: Edward Yuanhao Chen - To: Jimdo Support - Cc: - Date: Oct/31/2019 at 09:13

Hello,

I confirm that I am the owner of the website <https://edwardchen.jimdo.com>. I really need the website to be recovered soon, so I look forward to your reply!

Best,

Edward

On Oct/30/2019 at 21:43:50, Jimdo Support (support@jimdo.com) wrote:



##- Please type your reply above this line -##



Benjamin (Jimdo)

Oct 30, 2:43 PM CET

Hi there,

Thanks for your message.

I see that you're inquiring about the website

<https://edwardchen.jimdo.com>.

I'd be happy to look into this for you, but first I need to verify the ownership of your account.

Please write to us directly from the email address you used to register your Jimdo site and let us know which site you're referring to.

This will help us to protect your privacy in line with our data protection and privacy policies.

I look forward to hearing from you!

Best wishes,

Benjamin

Jimdo Support



Chenyuanhao020214

Oct 28, 2:31 PM CET

I suppose the problem is probably due to a mistake in the website head, so it's OK if you could help clear the head to solve this problem.

More questions? Find answers in our Support Center at <https://help.jimdo.com/hc/en-us>

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Managing Director: Matthias Henze
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Registration # HRB 101417
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[ER6K9X-ZDYV]

Subject: Seeking to recover my Jimdo website (<https://edwardchen.jimdo.com/>)

From: Edward Yuanhao Chen - To: Jimdo Support - Cc: - Date: Nov/6/2019 at 15:48, Attachments: Jimdo.pdf

Hello Jimdo support team,

I found out that my Jimdo website (<https://edwardchen.jimdo.com/>) has been blocked since Oct 28. I have sent an email to request the recovery of it, and another to confirm my ownership of the website by Oct 31.

But it seems that the problem still hasn't been properly addressed, so please contact me soon for any solutions to this issue, and I would certainly appreciate your team's effort.

At the very least, retrieving all my site data or upgrading my account would be viable options.

Best,
Edward



##- Please type your reply above this line -##

Hi, and thanks for your message!

We received your request and we'll get back to you as soon as possible during our business hours (Mon-Fri, 9am-6pm CET).

In the meantime, you might also check out our Jimdo Support Center (<https://help.jimdo.com/hc/en-us>), where you can find all sorts of info about how Jimdo works. The answer to your question might be there, too!

All the best from Hamburg,
Your Jimdo Team

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[6L24XY-8K3G]



##- Please type your reply above this line -##

Hi, and thanks for your message!

We received your request and we'll get back to you as soon as possible during our business hours (Mon-Fri, 9am-6pm CET).

In the meantime, you might find an answer to your question in the following Jimdo Creator Help Center articles:

Do any of these articles answer your question?



How do I create a backup of my Jimdo Creator website?

Content on your website, which you've deleted, can't be restored. Just to be safe, we create copies of all Jimdo... [Read more](#)

✓ Yes, close my request

[View article](#)



Is my Jimdo Creator website already online?

To make things as easy as possible for you, we put your Jimdo Creator website online as soon as you've created it.... [Read more](#)

✓ Yes, close my request

[View article](#)



How do I reset my password?

Forgot your password? No problem - you can create a new one in just a few steps. Resetting the password for your... [Read more](#)

✓ Yes, close my request

[View article](#)



##- Please type your reply above this line -##

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[6L24XY-8K3G]



How do I create a backup of my Jimdo Creator website?

Content on your website, which you've deleted, can't be restored. Just to be safe, we create copies of all Jimdo Creator websites daily, and place them on a separate server. We do this so that, if there's ever an error in our system, we can restore all Jimdo Creator websites. But don't worry—so far, this has never happened.

Our backups don't allow us, however, to restore individual elements, pages or specific websites from users—for example if a guestbook is deleted by accident, or if other content on your website is deleted or changed. At Jimdo, there is also no option for creating a backup of your website yourself.

Specifics for Windows users

Windows users have the possibility of creating a backup of their website using the program [HTTrack](#). This program saves a complete copy of the given URL on the computer.

This doesn't mean you can upload this backup directly to your Jimdo Creator website, but you will get an original picture of your website, and you can use this to manually restore deleted content if needed.

Does this article answer your question?

☒ Yes, close my request

☐ No

All the best from Hamburg
Your Jimdo Team

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