

MANAGING

YOUR MAIL

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# MANAGING YOUR MAIL

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Regardless of whether you utilize the POP (Post Office Protocol) or IMAP (Internet Message Access Protocol) currently supported by the Camail server you need to make a conscious effort to manage your mail volume.

## **Things to consider for POP mail users**

1. If you only access mail from one location you do not need to store mail on the server.
2. Configuring Eudora to not leave any mail on the server greatly relieves the burden of managing your mail storage.
3. If you leave for an extended period of time your mailbox may exceed capacity and mail will be returned from that point forward.

## **Things to consider for IMAP users**

1. You will have two sets of folders and/or mailboxes to use. One set will reside on your local computer and the IMAP folders and mailboxes will reside on the server.
2. You will need to get in the habit of cleaning out unneeded mail to ensure that you do not exceed the capacity of your mailbox quota.
3. If you create a mailbox or folder on one computer, you will need to resynchronize any other computer you access mail from.
4. When you delete a message it is only marked for deletion. To permanently delete messages they must be purged from the server.

## **How to choose which protocol**

It is fairly easy to determine which mail protocol is best for you. If you travel a great deal or access your mail from more than one computer IMAP may be best for you. You will, however, need to commit to managing your mail storage very diligently to ensure that you do not exceed your mail quota of 60 megabytes.

Other reasons to use IMAP include:

- You have an e-mail account that is accessed by several different people
- You use some sort of mobile device, such as a Palmpilot or Blackberry to access your mail
- You dial in from home using a modem

In other cases, the use of the POP mail protocol can be more convenient. Using POP mail, messages are generally moved from the mail server on to your local computer. This can be convenient if you normally use just one computer. When your mail is delivered in this manner you are free to manage it locally with little concern about your mailbox (on the server) exceeding 60 megabytes.

Other reasons to use POP include:

- You rarely travel or check mail from more than one computer
- You like to save all your mail and attachments
- You do not want to commit to managing your mailboxes
- You do not check any e-mail account other than your own

## Mail storage settings using POP

The POP mail protocol typically moves mail from the server to your computer. It is possible, however, to configure Eudora to leave mail on the server for some period of time. This would allow you to access mail from multiple locations but it can get confusing because you will sometimes see mail in one location that was deleted in another location. It can also get confusing to determine which mail has been read or not.

In general, if you want to leave mail on the server for whatever reason, you are better off reconfiguring Eudora to use the IMAP protocol.

The following is a review of the settings within Eudora that deal with mail storage.

1. Select **Tools, Options...** from the menu.
2. Click the **Incoming Mail** icon.



3. Verify that the **Server configuration** radio button is set for POP.



4. Click the **Leave mail on server** checkbox if you would like to have mail remain on the server. Please note that incoming and deleted mail will remain on the server.

*(If this is the case, give serious consideration to using IMAP.)*

5. Click the **Delete from server after** check box and then enter the number of days you would like the mail to remain on the server.

*(Bear in mind that the longer the mail remains on the server the more space it will take up and the greater the chance that you will exceed your mail quota.)*

6. Click the **Delete from server when emptied from Trash** checkbox to have mail automatically removed when you empty the Trash mailbox.

*(You can set Eudora to empty the Trash mailbox automatically when you exit the program by selecting the **Miscellaneous** icon from the Tools, Options menu and then clicking the **Empty Trash when exiting** check box.)*

7. Click the **OK** button.

## Determining the amount of mail on the server

If you store mail on the server, using either the IMAP or POP mail protocol, it is a good idea to periodically check on how much space your mail is taking up. Bear in mind that you have a maximum amount of 60 megabytes or storage before mail will be returned. Once your mailboxes and or folders reach a capacity of 50 megabytes you will receive one e-mail as a warning. At that point, the assumption is that you will make more space available for incoming mail.

## Logging in to the Account Management Server

Use the following process to access your account management options:

1. Open your browser.
2. Enter [www.camail.harvard.edu](http://www.camail.harvard.edu) as the address to go to.
3. Press **Enter**.
4. Click the **Change your password, vacation message, check quota** link.
5. You will see the following screen:



6. Enter your e-mail name. This will generally be the first letter of your first name followed by your last name.
7. Enter your password.
8. Click the **log in** button.

**Note:** You can enter your entire e-mail address but it is not required. Also, do not enter your e-mail name using the first name, underscore, last name convention.

## Viewing Your Account Storage and Message Usage

Camail accounts are established with a maximum capacity of 60 megabytes. While that is a great deal of storage for general messages, a large amount of attachments can exceed this limit fairly quickly. To keep an eye on how much space your e-mail account takes up, it is a good idea to view these statistics using the Account Management Server.

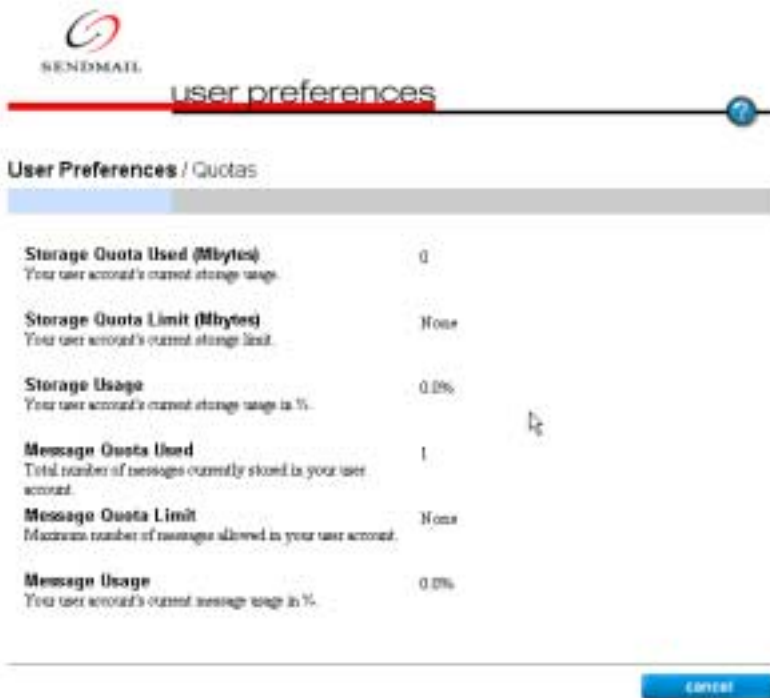
Please bear in mind that you will receive a warning e-mail when your total mail storage exceeds 50 megabytes. No other warning will be issued and mail will be returned when and if your mail storage exceeds 60 megabytes.

Use the following procedure to view the statistics of your e-mail account:

1. After logging in to the Account Management server.
2. Click the **View Account Storage and Message Usage** link



3. The following will be displayed:



4. **Storage Quota Used (Mbytes)** will list the total amount of space that all server folders and attachments are taking up. This is the number you are most concerned about. Once this reaches 50 you will receive a warning that you mailbox is approaching capacity. After that point, it is assumed that you will delete or archive messages and/or attachments to make your total quota smaller. If you do not do so and your total storage reaches 60, any incoming messages will be returned until you reduce the overall size of your mail storage.
5. **Storage Quota Limit (Mbytes)** will be set to 60.
6. **Storage Usage** will display the total overall storage as a percent.
7. **Message Quota Used** will display the total number of messages stored on the server. Bear in mind this will include messages *marked* for deletion that have not been *purged* from the server. See the document on “Managing Your Mail” for more information regarding this.
8. **Message Quota Limit** would list the total number of messages allowed in you account. Presently, the only limit is in overall mail account size.
9. **Message Usage** would list the total number of message in your account as a percent of the total allowed. Again, this is not used as there is no limit to the number of message you may have—only in the overall size of your account.

10. Click the **OK** button.

11. Click the **Log Out** link or make additional selections as desired.

### **Deleting Messages (POP)**

Deleting mail when using a POP mail account is generally very easy. As long as you are not storing mail on the server, all deleted messages are moved into the Trash folder. You can also configure Eudora to empty this folder when you exit the program. Instructions for setting this option are in this guide.

If you do choose to store mail on the server using the POP mail protocol the messages will remain even if you delete them. For example, if you routinely check e-mail from both the office and your home, messages you deleted at the office will appear again on the home computer. This is because you are storing mail on the server for a certain number of days. If you delete the message(s) again from home they will “appear” as being deleted. If, however, you were to purchase a new computer, all these deleted messages would appear again the first time you connect.

Once again, if you want to store mail on the server for whatever reason, IMAP is the better and more convenient mail protocol to use.

## Deleting Messages (IMAP)

When you delete a message stored on the IMAP server the message is merely marked for deletion the next time you “purge” messages. Truly deleting messages therefore becomes a two-step process. Messages are first deleted using the normal fashion and then they are “purged” from the server.

Use the following procedure to mark a message for deletion:

1. Open the IMAP mailbox or folder containing the message.
2. Select or open the message(s) you want to delete.  
*(You can do this by holding down the **Ctrl** key and clicking on individual messages or holding down the **Shift** key and clicking on a beginning and ending message with in a range. To select all messages in the folder press **Ctrl-A**.)*
3. From the Message menu, choose Delete. Or press the Delete key.

If you change your mind about deleting a message you can choose to “undelete” it. Use the following procedure to undelete one or more messages:

1. Open the IMAP mailbox or folder containing the message.
2. Select or open the message(s) you want to undelete.  
*(You can do this by holding down the **Ctrl** key and clicking on individual messages or holding down the **Shift** key and clicking on a beginning and ending message with in a range. To select all messages in the folder press **Ctrl-A**.)*
3. From the Message menu, choose UnDelete.

Once you have marked messages for deletion they must be purged from the server to permanently remove them. Use the following procedure to do this:

1. Select **Purge Messages** from the Message menu.

## Archiving IMAP Messages Locally

As you know, when you use IMAP you need to be more diligent about keeping your mailboxes at a reasonable size. In order to do this, you may find it necessary to store or “archive” some of your messages to a local mailbox. Please bear the following in mind when planning on how and when to archive messages locally:

1. It is a good idea to delete attachments you no longer need or save them in a local mailbox.
2. When you archive a message to a local folder it is then only available on that one computer.
3. When you archive messages, a copy is still left on the server but it is marked for deletion. The next time you purge messages they will be removed from the server.

Use the following procedure to archive one or more messages to a local folder:

1. If necessary, first create a new mailbox to store the messages.
2. Open the mailbox that holds the messages you want to archive to a local mailbox.  
*(You can do this by selecting the mailbox from the **Mailbox** menu or by displaying a list of mailboxes and double-clicking the appropriate one.)*
3. Select the message(s) you want to move.  
*(You can do this by holding down the **Ctrl** key and clicking on individual messages or holding down the **Shift** key and clicking on a beginning and ending message with in a range. To select all messages in the folder press **Ctrl-A**.)*
4. Select the appropriate mailbox from the **Transfer** menu. You can also simply drag the selected messages to the new mailbox if you are displaying the mailboxes at this time.

**Note:** The messages will be marked for deletion in their original mailbox and will be permanently removed the next time you purge messages.