

# Mail and Address Book Management

How you manage your mail depends in part on how it is being delivered to your Inbox. The following definitions of IMAP and POP will help you better understand where your mail resides and where various folders are located.

## IMAP vs. POP

**POP** (Post Office Protocol) downloads all your mail to your local computer, removing it from the server. POP is primarily designed for people who check their mail from one computer only. It can work just fine to POP your mail at work, and then use webmail at home, where you will only see your new messages.

**IMAP** (Internet Mail Access Protocol) is a way of viewing the mail that is on the server. If you don't delete it, it stays on the server. IMAP is great when you want to be able to see the same thing from multiple locations. You can set up IMAP at home and at work, and then check your email remotely with webmail, pine, or any other IMAP client, and see the same thing in all places, including any folders stored on the server.

## Managing Mail

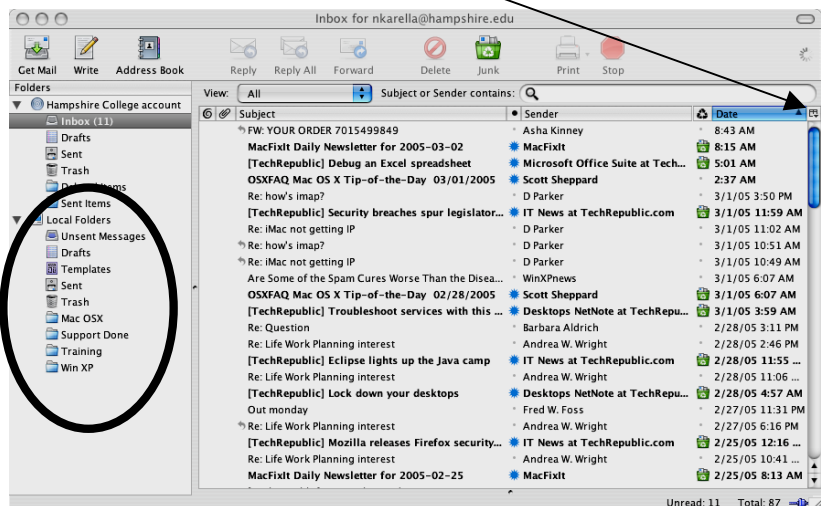
While IMAP is helpful in a ubiquitous computing world, it also creates an additional burden on the e-mail server, and consequently entails some additional responsibility on the part of users for managing saved mail volume. With a 75MB mail quota on your Inbox, it is imperative that you move messages out of your Inbox and into either a separate folder on the server, or a Local Folder on your computer. The messages on your local computer will no longer be accessible on another computer or through Webmail.

If you go over quota, the quickest way to identify the messages that are most important to delete or move is to Sort your Inbox by Size. If the Size column is not displayed, click on the icon to the far right of the column headings, and select it. Then click on the Size column to sort your messages from largest to smallest.

**To create local folders:** Right Click (Windows) or control Click (Mac OS X) on the Main “Local Folders” icon in the left window pane. This will bring up a menu with “New Folder” at the top. Select this and type the name for the new folder and click OK.

**To move messages to your local folders:** Click and drag the message to the local folder where you want it stored.

You can also create folders on the Helios server and view them from Webmail or Thunderbird, only if your mail is setup as IMAP. Either create the folder from within Webmail and “Subscribe” to it in Thunderbird, or create it right in Thunderbird.

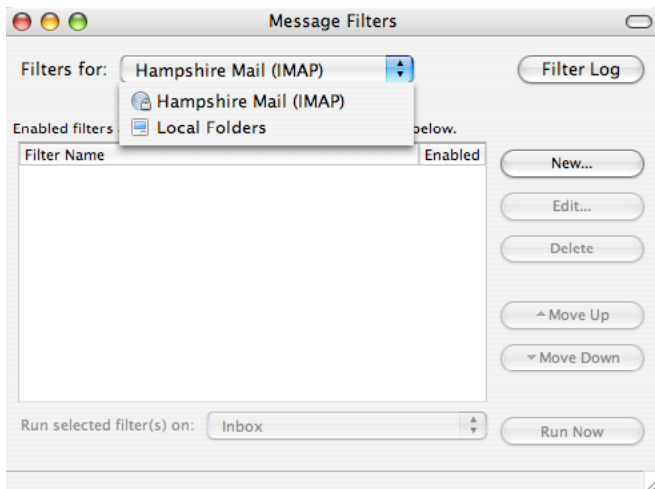


**To create a server folder:** In Thunderbird, Right Click (PC) or control Click (Mac OSX) on the “Hampshire Mail” server icon in the left window pane. This will bring up a menu with “New Folder” at the top. Select this and type the name for the new folder and click OK.

### Create Mail Filters

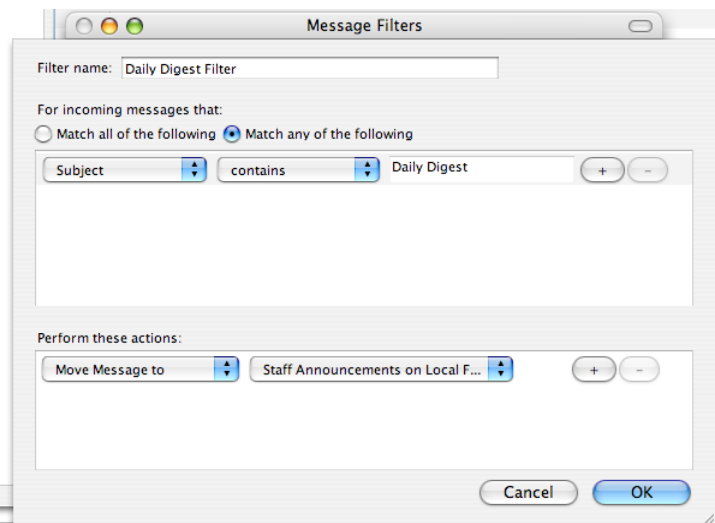
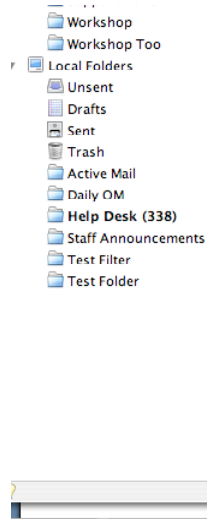
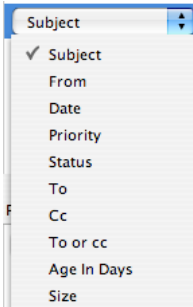
Mail Filters automatically move messages out of your Inbox and into a folder you created for specific types of mail. For instance, you might create a folder for messages coming from a specific person or discussion list. Here’s how:

1. Create a Local Folder to which you will instruct Thunderbird to move specific messages.
2. Select “Message Filters...” from the Tools menu.
3. Make sure you choose the correct mail folder from the dropdown menu. If your e-mail is setup as IMAP, it is important to select the IMAP account option.



4. Click on the “New...” button.

5. Fill in the filter options. Note that you can filter on:




6. Click OK.
7. To immediately Run the filter, highlight it in the list, and click the “Run Now” button.

## Junk Mail/Spam Controls

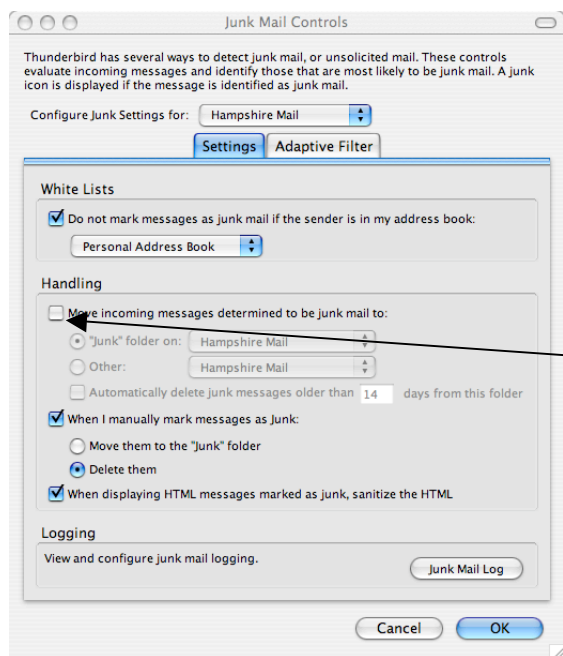
Junk Mail Controls are a useful feature of Thunderbird that provides additional protection beyond the Spam Filter (Spam Assassin) on the Helios server. (<http://intranet.Hampshire.edu/spam>)

In your Inbox message list, you will see a column just to the right of “Sender” that is identified by a recycle bin icon. This indicates whether or not Thunderbird thinks the message is junk or spam. If you click on that column beside a message that you think is junk, the message at right will appear.

Mail automatically detects incoming messages that appear to be junk mail (also known as spam). Messages that Mail thinks are junk will display a junk icon . At first, you must train Mail to identify junk mail by using the Junk toolbar button to mark messages as junk or not junk. Once Mail is correctly identifying junk mail, you can use the Junk Mail Controls to automatically move incoming junk mail to the Junk folder. For more information, click Help.



OK



To turn off these adaptive filters, or adjust the settings, open the Junk Mail Control panel by clicking on the “Tools – Junk Mail Controls” menu.

On the settings tab, it is okay to check off “When I manually mark messages as Junk: Delete them.” This will train Thunderbird to recognize what you consider to be junk.

Do not check “Move incoming messages determined to be junk mail to:” until after a training period of at least two weeks. The first time Thunderbird checks for junk mail, it will mark much legitimate e-mail as junk, including all your Hampshire College Announcements. Mark these as “Not Junk”.

Now, it is important for you to train Thunderbird. Make sure you mark any new messages as junk if they are. They will immediately go to the Trash. If a message is already marked as Junk, but it is NOT, it is important to highlight the message and click on the “Not Junk” icon.

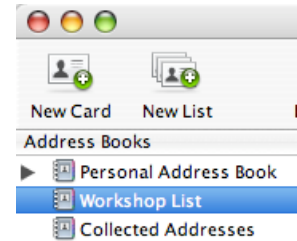
To get rid of the messages that Thunderbird has marked as Junk, go to the Tools menu and select, “Delete mail marked as Junk in folder”. This way Thunderbird remembers that it correctly marked the message as Junk.

Once Thunderbird consistently does not mark legitimate e-mail as Junk, it is okay to go back into the Junk Mail Controls and check “Move incoming messages determined to be junk mail to:”

## Using the Address Book and Lists

Thunderbird comes with two Address Books for you to use.

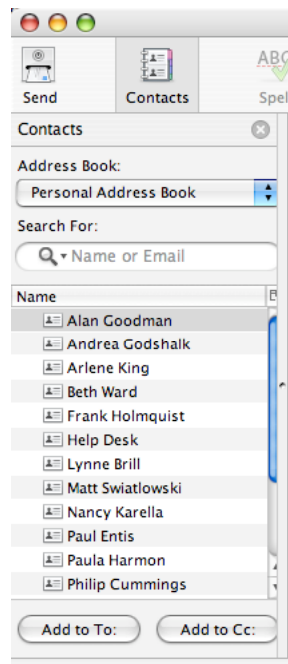
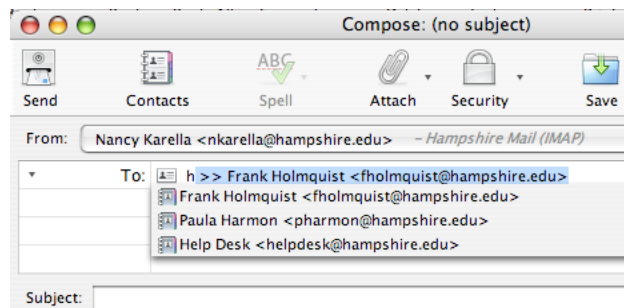
1. **Personal Address Book**—This is where you can formally enter Address Book cards that contain not only the e-mail address, but the contact’s first and last name, display name, as well as organization, addresses, phone numbers, etc.
2. **Collected Addresses**—Depending on how Thunderbird was setup for you, this may be where Thunderbird stores the e-mail address of everyone to whom you have sent mail.



If you imported an Address Book from Eudora or other e-mail client, you will also see an additional Address Book listed here.

The easiest way to take advantage of the Address Book is to simply begin typing a person’s name or e-mail address in the To: line. Thunderbird will display a list of recipients whose address begins with that letter or letters.

If you prefer, click on the Contacts icon and your Address Book list will appear.



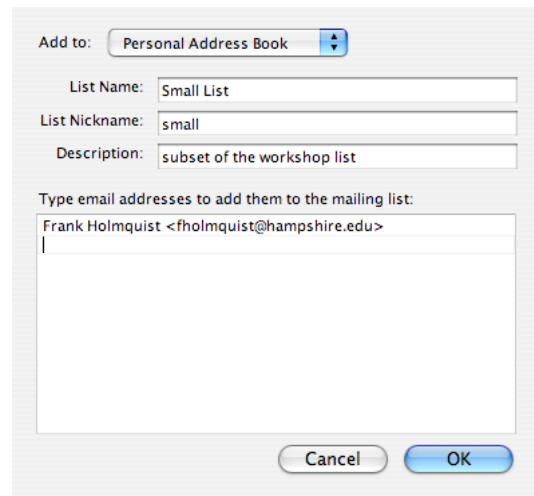
Select the name or names you want to include in the mailing, and then click on the “Add to To:” or “Add to Cc:”. This list is sorted by “Name,” so if you have not included that, or if the entries in that field are inconsistent, the list will not appear alphabetically.

## Creating, Exporting and Importing Lists

Creating a list is easy. Just click on the “New List” icon and begin entering the data.

If you have a lot of names to enter, you can just close the List without entering the names. Then, click on your Personal or Collected Address Book. With the names displayed in the right hand windowpane, begin selecting the names and dragging them into the list in the left hand windowpane.

A quick selection trick is to Ctrl-Click (PC) or Command-Click (Mac) to select multiple names that are not adjacent.

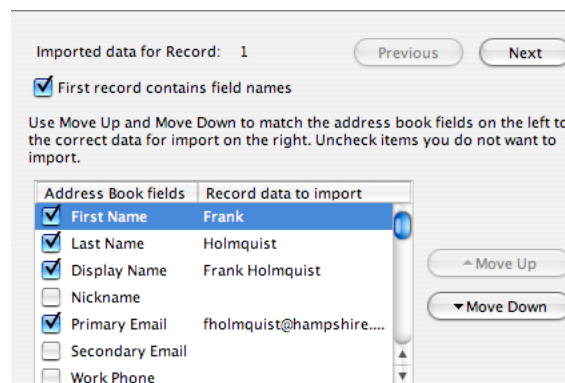


If you want to share this list with someone else in your office, you can now **Export** it.

1. Click on the List you want to share.
2. Click on the Tools menu and select “Export”.
3. Save the file with a helpful name as either a Comma Separated (.csv) or a Tab Delimited (.tab, .txt) file.
4. Send this file to your colleague as an attachment and tell them to Save it to their desktop.

Now the recipient of your list can **Import** it into Thunderbird as an Address Book.

1. The recipient will go into the Address Book in Thunderbird, click on the Tools menu and select “Import.”
2. Click next to accept the default option to import an “Address Book”.
3. Select “Text File” from the list and click Next.
4. Locate the file on the desktop and click “Open.”
5. Thunderbird will display a list with the first person’s record in it. If the Fields do not line up with the data, use the Move Up and Move Down buttons to make them line up.



Address Book fields	Record data to import
<input checked="" type="checkbox"/> First Name	Frank
<input checked="" type="checkbox"/> Last Name	Holmquist
<input checked="" type="checkbox"/> Display Name	Frank Holmquist
<input type="checkbox"/> Nickname	
<input checked="" type="checkbox"/> Primary Email	fholmquist@hampshire....
<input type="checkbox"/> Secondary Email	
<input type="checkbox"/> Work Phone	

6. Click OK, then Finish. The list now appears as one of your Address Books.
7. Create a new list and do not add any names to it. Click OK.
8. Click on the new Address Book that was just imported.
9. Highlight all the names in the right hand windowpane and drag them into your list. Now it is ready to be used for mailing to the group list.