



# Mail Folders

Help Documentation

## Mail Folders

Utilizing folders in SmarterMail is the general method of storing messages that are both sent and received, either from within the web interface or, if you set it up properly, from your email client. Several folders have specific purposes, and you can also add other folders to store specific categories of mail. Common folders include Inbox, Drafts, Sent Items, Deleted Items, and Junk E-Mail. Some folders will be automatically created when you perform certain actions, like the Sent Items folder after sending the first new message from a new email account. For more information about the specific purposes of the folders, see below .

To add or edit your email folders simply choose My Folders from the Settings menu.

### My Folders

**New Folder** - Clicking this button allows you to add a new folder to the system. More information about this process can be found below.

**Folder Auto-Clean** - Click this button to edit your auto-clean settings. Users can now auto-clean their inbox if enabled by the System Administrator. For more information about auto-clean, please refer to the help topic My Folder Auto-Clean .

**Go To Folder** - Click on a folder name to see the messages contained in the folder. This has the same effect as clicking on a folder name in the sidebar.

**Items** - Shows the total number of messages contained in the folder.

**Size** - Shows the total size (in kilobytes) of all messages contained in the folder.

**Rename** - Use this link to rename a folder. It is unavailable on folders that have specific purposes, like Inbox or Deleted Items.

**Sharing (Enterprise Edition Only)** - This will take you to the sharing interface so that you can share the folder with specified users on your domain. More information can be found in the topic Sharing Your Own Resources .

**Delete** - Clicking on the delete link will permanently delete a folder and all messages contained within it. Note that you cannot delete the Inbox.

### Adding a Folder

**Folder Name** - Enter the name of the new folder. Using a backslash character '\' when naming a new folder(e.g. Family\mom) will create a sub-folder, which can be useful if you wish to sub-categorize

your email. Only lower ASCII characters are supported in the folder name due to limitations with certain protocols.

Note: In order for the folders you create to become available from within your email client (e.g. Microsoft Outlook) you will need to create a mail account with IMAP set as your incoming mail server type. If you use POP mail, you only have access to your mail account Inbox, not any folders that are created for storing mail. IMAP accounts are different than POP because they are directly connected to the server from the time you open an interface until the time the connection is closed. For this reason, deleted messages are crossed out until they are "purged" from the folder. This is different from a POP account where when the messages are deleted, they are gone from the folder or erased.

## Special Folders

**Drafts** - When you are composing a message, you have the option to "Save as Draft." Choosing this option will save the email in this folder. Later, you can click on the email in the drafts folder to edit or send it.

**Deleted Items** - You can set up your account to save deleted items in this folder from My Settings. If you choose this option, ensure that you frequently clean out the messages in the folder to keep your disk space usage to a minimum.

**Inbox** - Incoming mail will usually come to this folder unless you have specific content filters that redirect the email to another folder. Users that connect to their email via POP3 will only be able to download messages from this folder.

**Junk E-Mail** - Email that is likely to be spam may get sent to this folder, depending on your spam filters. You should review this folder regularly to ensure that no valid email is contained in it, and "Unmark as spam" any message that gets put here when it should not.

**Sent Items** - Any emails you send from the webmail will get placed in this folder if you have enabled the option in My Settings. Note that email sent from an email client, like Outlook Express, will not get saved in this folder.