



# Manage Folders

Help Documentation

## Managing Email Folders

On first glance, SmarterMail users will notice that their mailbox has five special-purpose, permanent folders that can't be removed or renamed:

- **Inbox** - All incoming messages automatically go to your Inbox folder. You can read your mail in the Inbox, then delete it, move it to another folder, or leave it in the Inbox. Note: If you have set up content filtering for your mailbox, incoming messages may bypass your Inbox per your content filtering settings.

- **Deleted Items** - When you delete messages, they're moved to the Deleted Items folder.

Messages in the Deleted Items folder can be deleted at any time without warning (depending on the settings set by your system administrator), so don't delete messages if you think you'll want them later. Note: This is the default action taken when a message is deleted. Depending on your account settings, the delete action may be different. For more information, see [Deleting Email Messages](#) .

- **Drafts** - This folder holds messages that you've composed but haven't sent yet. A message saved in your Drafts folder stays there until you either send it or delete it.

- **Junk Email** - Messages SmarterMail believes to be junk mail bypass your inbox and go to the Junk Email folder. You should periodically check this folder to ensure that valid messages were not accidentally delivered to the Junk Email folder. When valid email is delivered to the Junk Email folder, select the message and click the Actions menu in the content pane toolbar. Then click Mark and select Not Spam .

- **Sent Items** - All outgoing messages are automatically saved to your Sent Items folder, making it easy to review or resend a message if necessary. Note: This folder only displays if it has been enabled in account settings. In addition, messages sent from a third-party client such as Outlook Express will not be saved in the Sent Items folder.

In addition, there are three special-purpose views that can't be removed or renamed:

- **Follow-ups** - When you mark a message for follow-up, the message appears in the follow-ups view for easy access. For more information, see [Marking Email for Follow-up](#) . Note: If you unmark a message for follow-up, it will no longer appear in the follow-ups view.

- **Linked to Tasks** - When you link a new task to a message, the message appears in the linked to tasks view for easy access. For more information, see [Linking to Email Tasks](#) .

- **All Attachments** - Any incoming or outgoing messages with files attached to them will appear in the all attachments view for easy access.

## Creating Email Folders

To make your email easy to manage, SmarterMail lets users create as many personal mail folders as they want. Personal folders help users organize incoming and outgoing messages in ways that make sense to the individual user.

To create a new folder, click **Actions** in the navigation pane toolbar and select **New Folder** . This will open a new folder window. In the **Parent** field, select the appropriate directory to save the folder to. In the **Folder** field, type the name of the new folder. Folder names can include letters, numbers, and the hyphen (-), space ( ), and underline ( \_ ) characters only. Note: Using a backslash character (\) when naming a new folder will create a sub-folder. For example: Family\mom. Then click **Save** .

To make your SmarterMail folders available from a third-party email client such as Microsoft Outlook, you will need to create a mail account with IMPA set as your incoming mail server type. If you use POP mail, you only have access to your SmarterMail inbox, not any personal mail folders you created to organize messages.

## Moving Messages to Another Folder

Moving messages between folders in SmarterMail is easy. You can either drag and drop messages from one folder to another or move them using the **Actions** menu.

To move messages using the **Actions** menu, first open the folder containing the message(s) you want to move. Then select the desired message(s) and click the **Actions** menu in the content pane toolbar. Click **Move** and select the name of the destination folder. The message(s) will automatically move into the folder you selected.

## Renaming and Deleting Folders

You can change the name of a personal mail folder anytime or delete it completely when you no longer need it.

To rename a folder, select the appropriate folder in the navigation pane. Click **Actions** in the navigation pane toolbar and select **Rename Folder** . In the **New Folder Name** field, type the name of the new field. You can also change the directory that the folder is saved to by selecting another directory in the **Parent** field. Then click **Save** .

To delete a folder, select the appropriate folder in the navigation pane. Click **Actions** in the navigation pane toolbar and select **Delete Folder** . Then click **OK** to delete the folder and all of its contents.