

Organizing Email Messages Using Folders

ZWC provides the following methods for organize email messages. You can use these along with the Search feature to quickly locate and retrieve messages.

- **Folders.** You can create folders to organize your messages, and you can move email between folders. Use of folders is covered in this chapter.
- **Filters.** In the **Preferences > Mail Filters** tab, you can create rules for classifying inbound email according to items in the subject line, sender, recipient, or other characteristics. Filters are covered in Chapter 5.
- **Tags.** You can use tags as labels on email messages and then use the Search feature to show all email with a certain tag. Tags are covered in Chapter 4.

Mail System Folders Overview

The mail system folders are **Inbox**, **Sent**, **Drafts**, **Junk**, and **Trash**. You cannot move, rename, or delete these folders. System folders are always displayed at the top of your folder list, followed by any folders you create.

Refer to the following table for more information on the ZWC mail system folders.

Folder Name	Description
Inbox	New email arrives in the Inbox . Your Inbox is displayed by default after you log in.
Sent	A copy of each message you send is saved in the Sent folder.
Drafts	Messages you have composed but have not sent can be saved in the Drafts folder. Messages are automatically saved to the Drafts folder as you compose. If you navigate away from an unsent message, you will be asked if you want to save the message as a draft.



Folder Name	Description
Junk	<p>Most filtering of unsolicited automated email (also known as spam or junk mail) is handled by a spam filter before those email messages reach your Inbox. Email that might possibly be junk mail, but isn't certain to be junk, may be placed in your Junk folder.</p> <p>You can review these messages and either move them or delete them. If you don't delete them, they will be purged after a period of time, as specified by your administrator.</p>
Trash	<p>Deleted items are placed in the Trash folder and remain there until you manually empty the trash or until the folder is purged automatically. Email is purged from this folder after a specified period of time, as specified by your administrator.</p>



If your email account was migrated from another email system, such as Microsoft® Outlook®, you may see extra folders that represent folders from the previous email system.

Sharing Your Mail Folders

You can share any of your mail folders, including the Inbox folder and sub-folders. You can share with internal users who can be given complete manager access to the folder or only the ability to view the folder.

When internal users share a mail folder, a copy of the shared folder is put in the Grantee's Folder list on the Overview pane. When the folder is selected, the content displays in the Content pane. You do not need to log on to the Grantor's mailbox.

Scenarios for sharing a mail folder

- Your sales department wants one central mailbox for all email messages requesting information about your product, and everyone in sales should be able to view email messages immediately when they come in. You can give everyone in the department permission to view the mail folder and they can copy the messages to

their mailbox, or you can give them permission to manage the mail folder and they can reply on behalf of this address.

- A manager is often out of the office and does not have time to respond to her email messages. When the manager delegates access to her Inbox mail folder, her assistant (grantee) can manage the content of her mail, respond to messages on her behalf, create folders to organize message in that mail folder, and delete messages.
- Instead of sending email messages to dozens of addresses every time you have an announcement, you can identify one of your folders as a public folder that contains the email announcements. You can create shared access to only specific email addresses and set a password that must be entered to view the content, or you can make it a public URL for anyone who has the URL can view the content.

To learn how to share your mail folders, see Chapter 15, Sharing Your Account Items.

Moving Email Messages

You can transfer email messages or entire conversations from one folder to another using one of two methods:

- Drag and drop the item to the desired folder in the left-hand Overview pane.



- Select the item(s), right-click, and select . The Move Message dialog appears.



- Select a destination folder, and click **OK**.

If you are moving a few messages within a conversation, the conversation appears in both places. The Conversation Detail View window shows the new location of the message that was moved.

Sorting Messages in the Content Pane

Any pane containing email messages, such as your Inbox, can be sorted by the **From**, **Subject**, and **Received** columns. Sortable columns are highlighted as you pass your mouse cursor over them.

To sort by a particular column, click the column title. The column shows an arrow indicating whether the sort is in ascending order (up arrow) or descending order (down arrow).

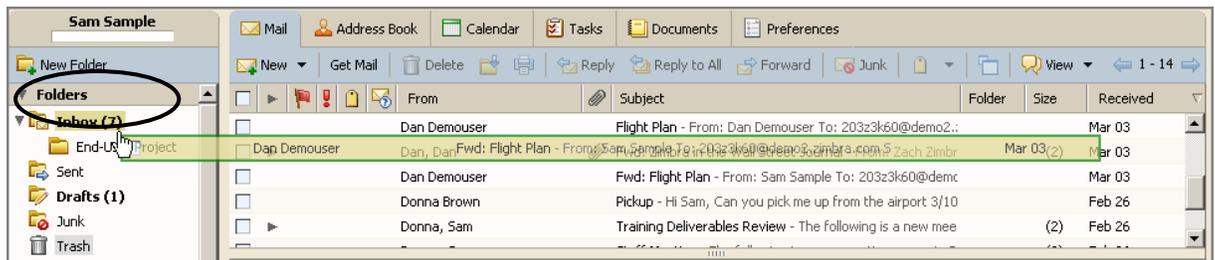
You can only sort by one column at a time.

Deleting a Message: The Trash Folder

When you delete a message, it is moved to the Trash folder.

To recover a deleted message:

- Drag and drop the message from the Trash folder into another folder.



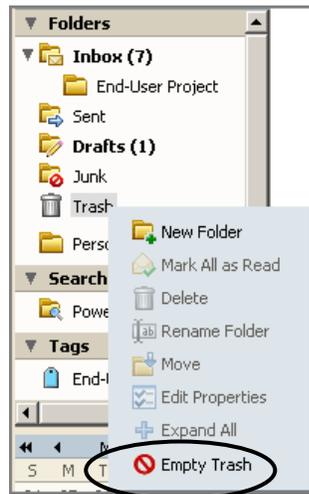
In the example above, the message from Dan Demouser is being dragged from the Trash folder into the Inbox folder (highlighted in Folder pane).

Purging an Email Message from the Trash Folder

You can purge messages in Trash, which means the messages are permanently deleted and cannot be recovered.

To purge or delete messages from Trash:

- Right-click on the **Trash** folder and select **Empty Trash**. All messages are permanently deleted.



Automatic Purge

Your administrator sets the policies for your site regarding how long messages remain in your folders before automatic purge occurs.

Managing Junk Email & Spam: The Junk Folder

Most filtering of unsolicited automated email (also known as **spam** or **junk mail**) is handled by a spam filter before those email messages reach your Inbox.

Email that might possibly be junk mail, but is not certain to be junk, is placed in your **Junk** folder. You can review these messages and either move them out of the Junk folder or delete them. If you don't move or delete the messages, they are purged after a number of days as specified by your administrator.

Spam

If you find that you are receiving a large number of unwanted email messages, often referred to as spam, contact your administrator. Reporting email as spam helps your email administrator to fine-tune any spam filtering that may be in use at your site.

Marking an Email as Junk

To mark an email as junk:

1. Select the message in your Inbox.
2. Click  on the toolbar.



The email is moved to your Junk folder.

Sometimes messages may be put in the Junk folder that are not really junk mail. Drag those messages to another folder.

To empty the Junk folder:

1. Right-clicking the Junk folder and select **Empty Junk**.



The contents of the Junk folder are automatically purged after an administration-configured number of days. Contact your administrator to find out how often your messages are purged.