

E-mail Archiving for Departing Students



Using Microsoft Outlook Express to Download Email from Tiger

OTS PUBLICATION: TM01 • REVISED 07-01-2006 • TRAINING@TOWSON.EDU • OFFICE OF TECHNOLOGY SERVICES

=Shortcut =Advice =Caution

The chief purpose of this document is to advise students who are leaving Towson University on how best to download their email messages from Tiger in a way that preserves their access to those messages. Notwithstanding that purpose, *any* Tiger account holder wishing to move old email messages to a local disk for long-term storage will find the procedures on Pages 2 and 3 suitable.

When you leave Towson University, you will lose your account on the student computer system Tiger—**but not right away**. For up to six months, you may continue to use your account to send and receive email messages, host web pages and store files. But after six months, you will no longer be able to log-in. Consequently, if you wish to retain your messages and files, you will need to either:

- forward them to another address (account) or
- move (download) them to your personal computer

Other OTS Training documents describe how to forward messages, send files as message attachments, and use the **WebDisk** component of Open Webmail to download files stored in an account. Just click *Self-Help Documents* at <http://www.towson.edu/otstraining>, then visit the Webmail section of the subsequent page.

This document covers new ground by describing how to download **email messages** stored on Tiger using email software installed on your personal computer.

Two popular and **free** examples of this email client software are Microsoft **Outlook Express** (www.tucows.com/preview/194179) and Mozilla **Thunderbird** (www.mozilla.com/thunderbird/).

If you use Microsoft's Internet Explorer web browser, Outlook Express (OE) is likely already installed on your system and available on your Start Menu. Consequently, this guide will focus on OE. Before you proceed, verify that OE is available on your computer or install OE using the link in the preceding paragraph.

Forward First

Once TU shuts-down your Tiger account, messages sent to **yourusername@towson.edu** will become undeliverable and bounce back to the sender. So before you archive your email messages and cut ties with your trusty old Tiger account, be sure to set-up automatic message forwarding to your *permanent* address. This will insure that you receive any messages sent to your TU address between the time you archive and the time TU shuts-down your account.

For quick access to the necessary web form, visit Student Computing Services at www.towson.edu/scs and click *Forward Your Email* under **ExpressCS**. Should you need them, instructions are available in the Webmail section of the OTS Self-Help Documents page. Just open the training website and click the *Self-Help Documents* link.

Let's Be Clear...

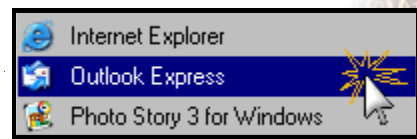
"What's my *Tiger* account? I thought all my messages were in Webmail."



The computer on which your email messages reside is called a mail server. Here at TU, the student mail server is named Tiger. *Open Webmail* is merely a *program* which allows you to send, receive and process messages stored within your account on Tiger.

What About My Web?

To efficiently download a large number of files, your entire Website for example, consider using FTP software such as **WsFTP** or the **UserDrive** utility in one of the campus computer labs. Instructions for both WsFTP and UserDrive are available under *Self-Help Documents* at www.towson.edu/otstraining.



Add a Tiger Mail Account to OE

1. Launch Outlook Express (OE) and select **Accounts...** from the **Tools** menu (Figure 1).
2. In the resulting dialog box, click the **Add** button in the upper right corner and select **Mail...** from the Add menu (Figure 2). OE will open its Internet Connection Wizard (Figure 3).
3. Enter a display name and click **Next**.
4. Enter your TowsonU email address and click **Next**.
5. Select **IMAP** as your server type.
6. In the box labeled Incoming mail server:, enter **tiger.towson.edu**.
7. In the box labeled Outgoing mail server:, enter **tiger.towson.edu** and click **Next** to proceed.

! These instructions assume that you will no longer be **sending** email messages through Tiger. If you anticipate wanting to forward messages after archiving them, in Step 8 enter the appropriate address for your permanent outgoing mail server. This will likely be available from your email service provider's (e.g., Comcast, Earthlink, etc.) website or customer service contact.

8. In the boxes labeled **Account name:** and **Password:**, enter your TowsonU username and password, then click **Next**. OE will confirm receipt of all necessary information.
9. Click **Finish** to return to the Internet Accounts dialog (Figure 4).
10. Click **Close** in the lower right corner, then respond **Yes** to the resulting download prompt (Figure 4). OE will display your Tiger email folders and other files within the Show/Hide IMAP Folders dialog (Figure 5).
11. Click the tab labeled **Visible** to view the list of folders that will be available to you in OE. Click **OK** to close the dialog and return to the main OE window (Figure 5).
12. In the Folders area on the left (Figure 6), you should now see your Tiger mail folders. Click on a folder to view its contents in the message index area.

! It is important to note that the messages you see are still located on Tiger—OE is providing a *window* through which you are viewing messages stored on the server. As we continue, you will copy these

Figure 1

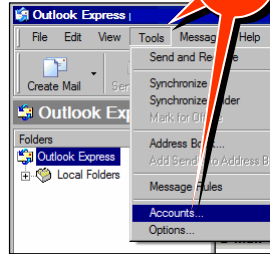


Figure 2

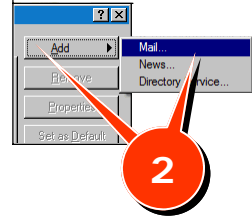


Figure 3

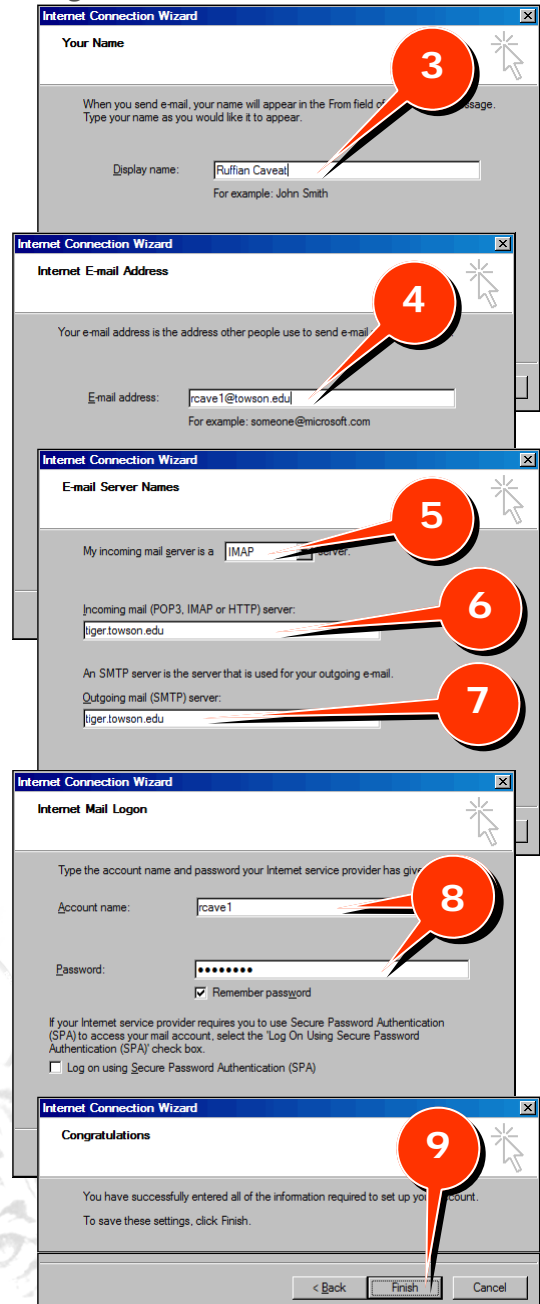
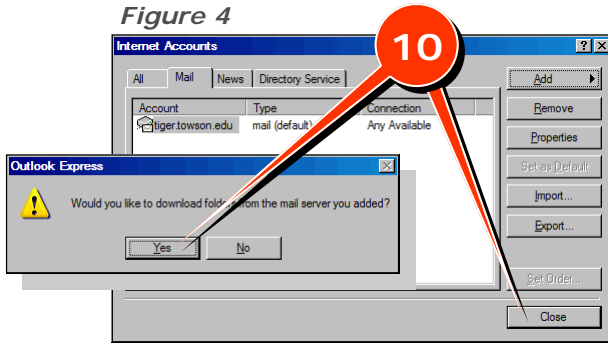


Figure 4



messages from Tiger to local mail folders on own computer.

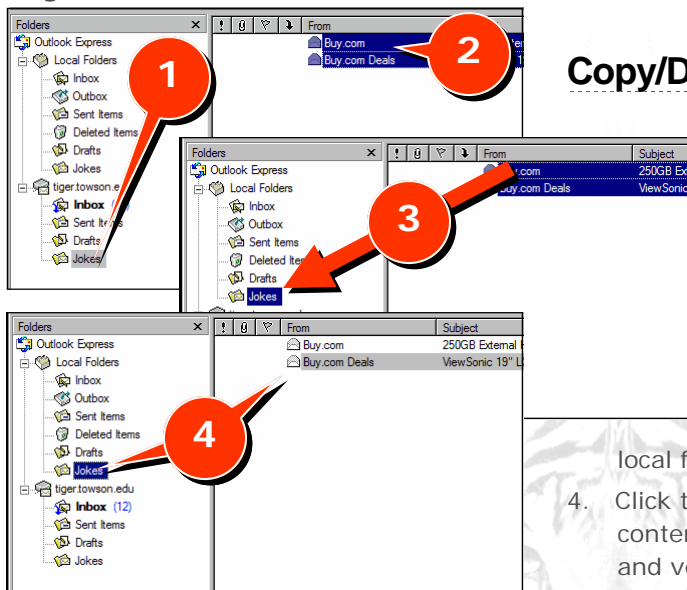
Prepare Your Local Folders

If you want to organize your messages locally just as you did on Tiger, create a local mail folder to correspond with *each* of your existing Tiger folders.

1. Right-click the **Local Folders** item in the OE Folders area (Figure 7) and select **New Folder...** from the pop-up menu.
2. OE will display the Create Folder dialog (Figure 8). In the **Folder name:** box, enter the name you wish to give the new folder and then click **OK**.

Repeat these steps until you have replicated your Tiger folders under Local Folders. Then for each folder, copy your messages as described below.

Figure 9



Copy/Download Your Messages

1. Click on a folder under tiger.towson.edu (Figure 9).
2. Click anywhere in the message index area to place the focus on that area. Then, from the **Copy** menu, click **Select all** (or use the Ctrl-A keyboard shortcut) to highlight all of the messages in the folder.
3. Click and drag the selected messages to the Folders area and drop it on the local folder of the same name.
4. Click the Local folder to view its contents in the message index area and verify the successful download of that folders' messages.

Figure 5

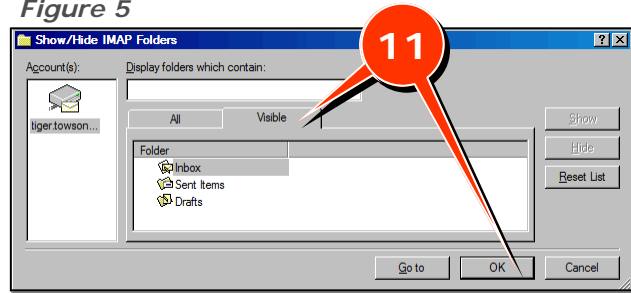


Figure 6

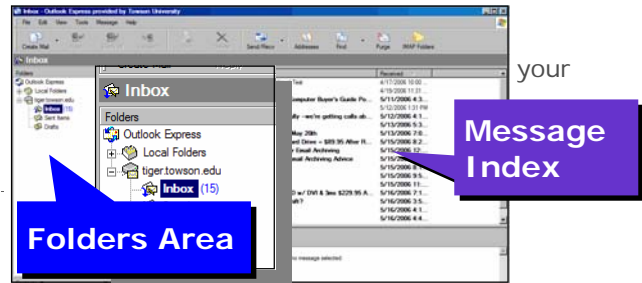


Figure 7

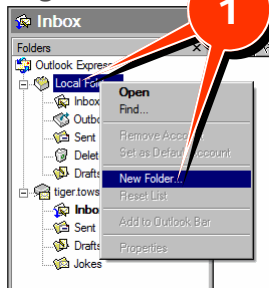
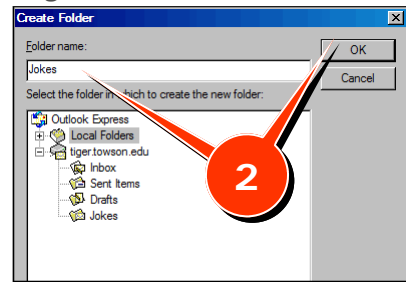


Figure 8



Once you have transferred the contents of each folder on Tiger to its complimentary local folder, you can read and process the messages on your own computer using Outlook Express and will no longer require access to Tiger.

Remove Tiger from Your List of Mail Accounts in OE

1. From the OE **Tools** menu, select **Accounts...** (Figure 1 on Page 2)
2. Select the **tiger.towson.edu** account and click **Remove** on the right side of the dialog (Figure 10). Confirm the removal when prompted; when you return to OE's main window, only your Local Folders will be displayed.

As previously noted, to forward messages from your local folders or to compose and send new messages from OE, you will need to add your *permanent* account to OE in the same way you added your Tiger account on Page 2. If you do not know how to identify your incoming and outgoing mail servers, consult your email service provider's (e.g., Comcast, Earthlink, etc.) website or customer service contact.

Best wishes for a successful and educational future!

Figure 10

