

I check mail in my office with Outlook Express, but at home, I check mail via webmail and my messages are gone. How can I see the same messages?

When you download mail to email clients such as Outlook, Outlook Express, etc, your mail is being wiped from the server as well; email clients are defaulted to remove messages from your server after download. Their logic is that if you're saving it onto your computer, you won't need it to sitting on the server taking up space. BOL generally gives you around 15MB of space for emails, it sounds like a lot, but it can actually get used up quite quickly if you have students submit papers to your email, or just getting junk mail daily can fill it up. If you should ever go over quota, then you can potentially lose any emails sent after you went over quota, which is why using Outlook Express to download your mail is recommended because you're actually saving your emails to your computer.

To download your mail to your Outlook or Outlook Express without deleting them from the server, go to Tools → Email accounts → click on the account you wish to save onto the server and click Properties or Change. Then go to the "Advanced" tab and look for a check box that reads "Leave copy of messages on server". Select this box. Click OK and Close and you're done!

The emails you download after selecting this option will start to show when you check your mail remotely (through webmail for example). To delete them permanently, you can remove them from the server or select the option within the same option you used to leave mail on the server. This way, when you delete messages from Outlook, it will sync with your webmail.

Here's a quick link: <http://email.about.com/od/outlookexpress/qt/et060703.htm>

Revision #3

Created 2006-04-28 11:10:01 UTC by Kong, Caroline

Updated 2006-04-28 11:17:34 UTC by Kong, Caroline