Mathematics Department's New Email Service

The department's new email service employs the widely-used IMAP email protocol to allow you to read and organize your email. You may use the Math web-based email service, *http://webmail.math.vt.edu*, and/or email software on your Mac, such as *Apple Mail* or *Thunderbird*.

The IMAP protocol stores your email on a department server computer that daily saves your email and files to backup tapes. The server does not have an infinite supply of disk storage, so you will need to periodically delete email you no longer need or transfer it to your Mac for archival.[1]

Apple Mail and *Thunderbird* store email on your Mac in formats that are not interchangeable between them. It is important that you use *only one* email application on your Mac to avoid scattering the email you save on your Mac. You may use the webmail service in conjunction with your Mac email application.

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[1] When deleting and/or archiving your email, you must comply with Virginia Tech's policy number 2000, http://www.policies.vt.edu/2000.pdf, *Management of University Records.*

Setting up an email account in Thunderbird

When you first start Thunderbird, the Account Wizard should automatically run to setup a new account. Select "**Email account**" and click the **Continue** button.

Enter your full name and email address. The department's new email service uses Virginia Tech PIDs for everyone's email addresses, *pid@math.vt.edu***.**

You may be one of a small number of users who have historically used their original Math server username rather than a Virginia Tech PID in their email address. Your revised email address is now *pid@math.vt.edu.* Your previous email address, *mathuser@math.vt.edu*, will remain active indefinitely, delivering to *pid@math.vt.edu.*

Click on the **Continue** button.

Select **IMAP** for the type of server. The Incoming Server name is **imap.math.vt.edu**. The Outgoing Server name is **smtp.math.vt.edu**. Click on the **Continue** button.

Server Information

Select the type of incoming server you are using.

    ○ POP ◉ IMAP

Enter the name of your incoming server (for example, "mail.example.net").

Incoming Server: `imap.math.vt.edu`

Enter the name of your outgoing server (SMTP) (for example, "smtp.example.net").

Outgoing Server: `smtp.math.vt.edu`

[Cancel]   (Go Back) (Continue)

Make sure both the Incoming User Name and Outgoing User Name are set to your *VT PID*.
Click on the **Continue** button.

User Names

Enter the incoming user name given to you by your email provider
(for example, "jsmith").

Incoming User Name: breilly

Enter the outgoing user name given to you by your email provider
(this is typically the same as your incoming user name).

Outgoing User Name: breilly

Cancel   Go Back   Continue

By default, the Account Name is set to your email address. You may change it to any text description such as "VT Math". Click on the **Continue** button.

Account Name

Enter the name by which you would like to refer to this account (for example, "Work Account", "Home Account" or "News Account").
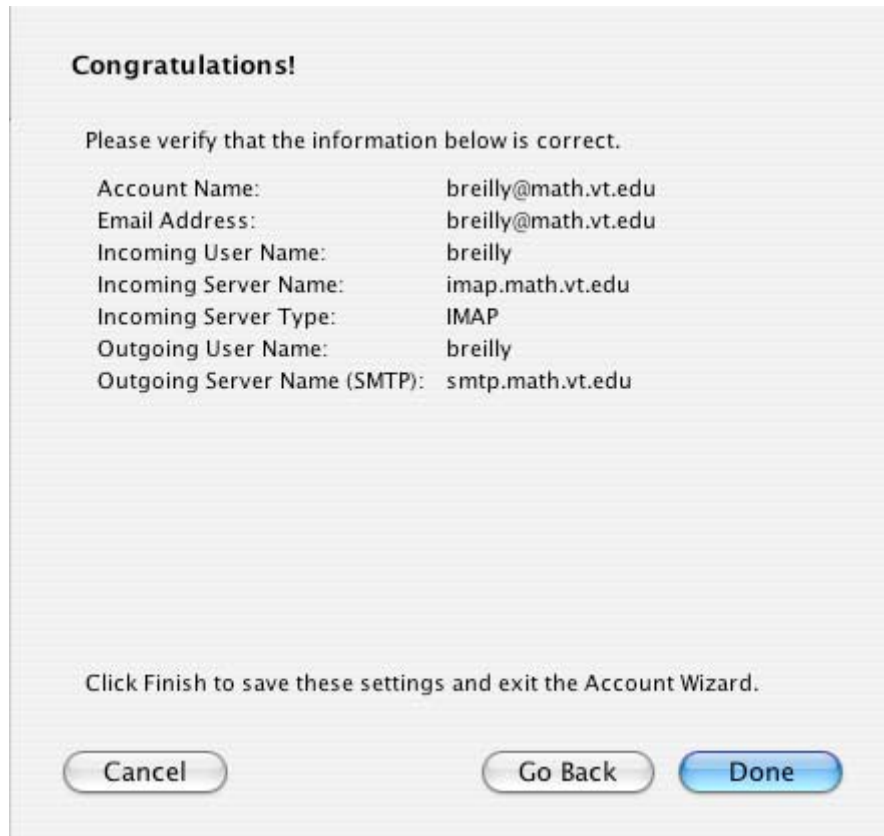
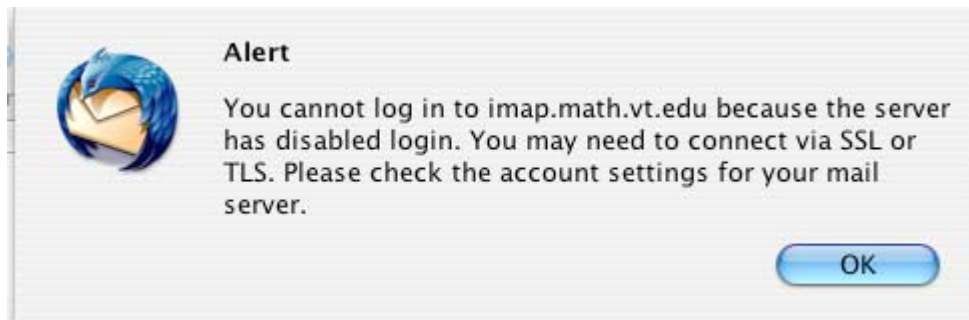Account Name: breilly@math.vt.edu
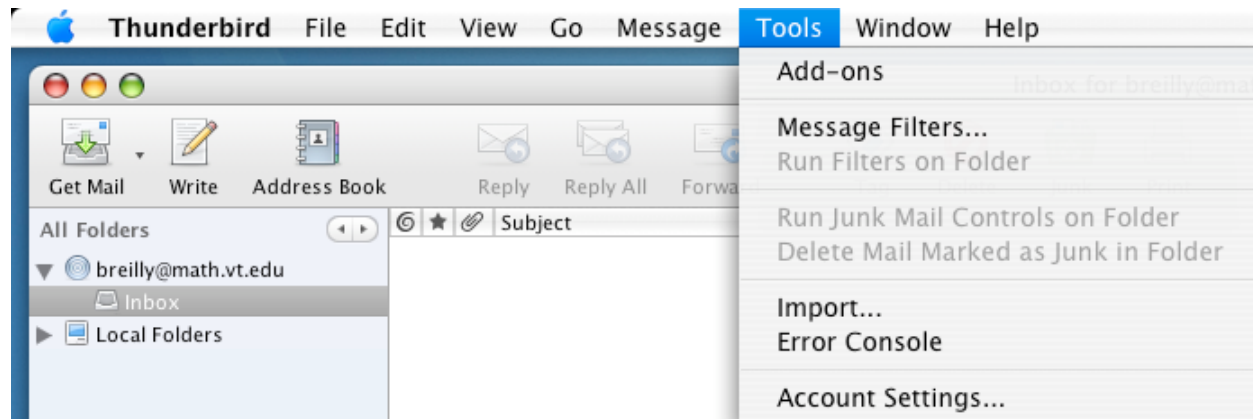
Cancel   Go Back   Continue

Verify the information you entered is correct. Then click the **Done** button.

It is normal to get an Alert window saying you cannot login at this point. Click the **OK** button.

You must set additional parameters for your account. Select **Account Settings** on the **Tools** menu.


In the account settings window, select **Server Settings** on the left side. On the right side, select **TLS** under the Security Settings.
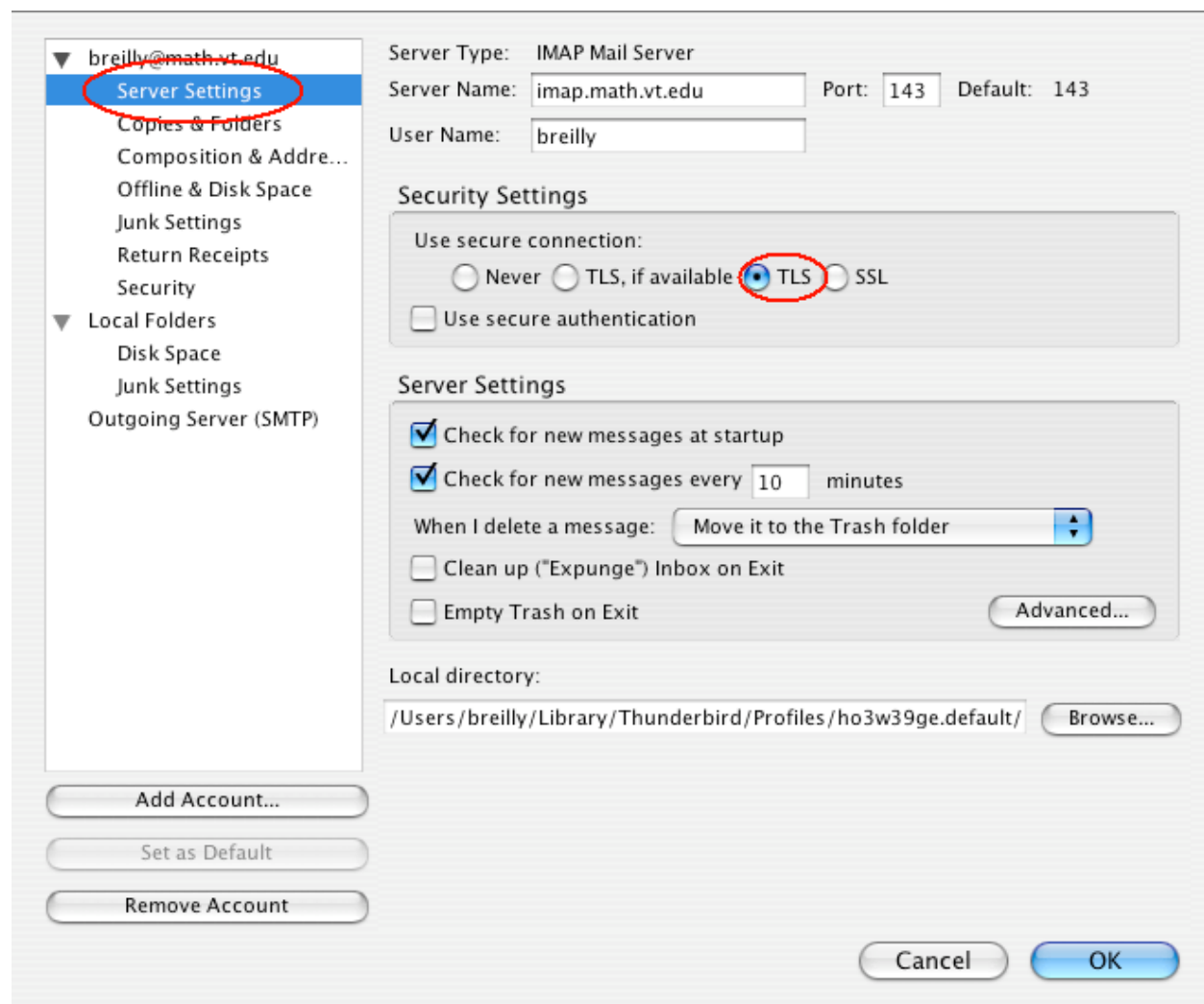
Thunderbird uses a *local* directory (folder) on your Mac's hard drive to store your email settings and locally stored email. It chooses an obscure directory name as a way of protecting you from

inadvertently modifying or deleting critical files. When you backup your files, be sure to include */Users/**pid**/Library/Thunderbird*.

In the Account Settings window, select **Outgoing Server (SMTP)** on the left side. Click the **Edit** button on the right side.
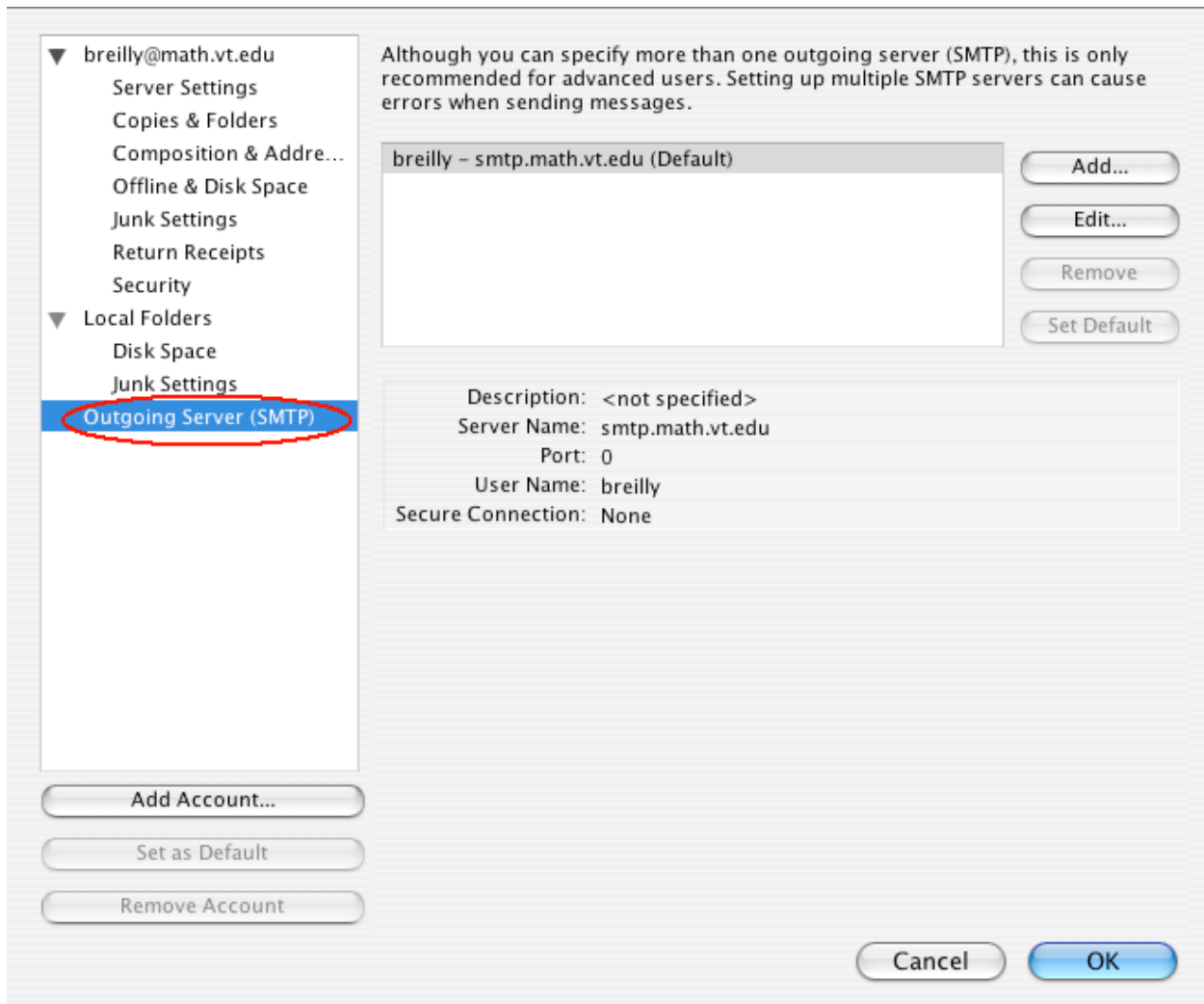
The SMTP Server window contains two sections, **Settings** and **Security and Authentication**. In **Settings**, you may set the description to "VT Math". Do not change **Server Name** or **Port**. In **Security and Authentication**, you *must* enable (check) **Use name and password**, and select **TLS** for **Use secure connection**.

Click the **OK** button, then quit Thunderbird.

When you start Thunderbird now, it should automatically check your email. A certificate warning window may appear, indicating your Mac may not have current information regarding Virginia Tech's Certificate Authority.
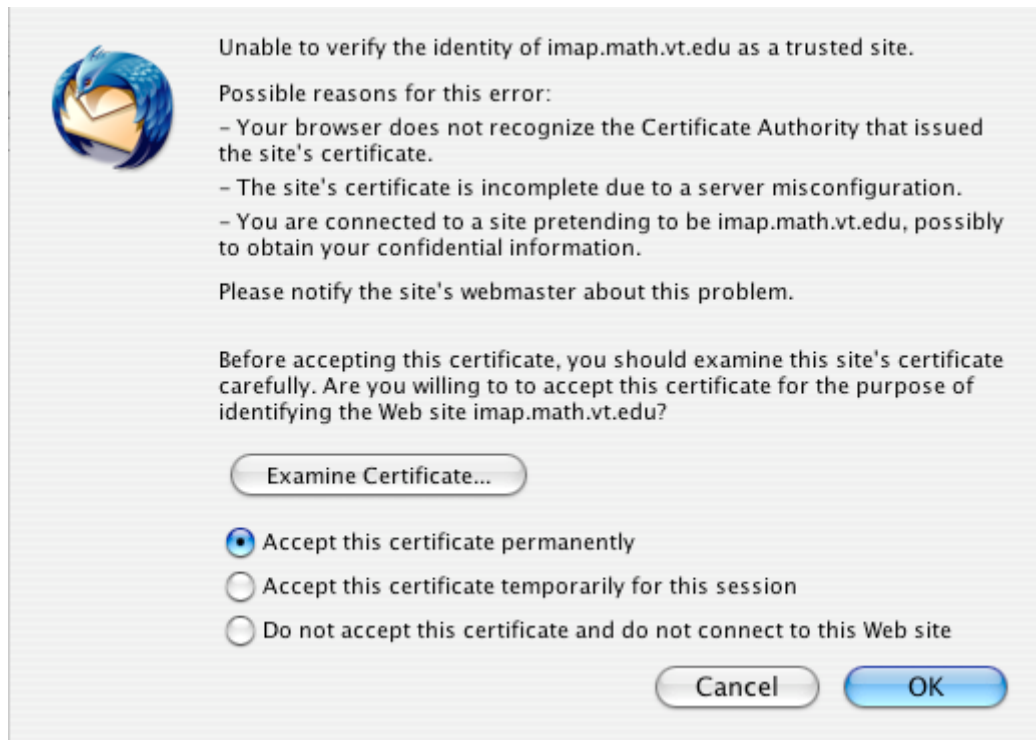
Do not click the **OK** button.

Do not permanently accept the certificate. For a *permanent* solution, contact Math's technology support staff[2]. For an *interim* solution, first click on the **Examine Certificate…** button to display the certificate.

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[2] manager@math.vt.edu, 540-231-7224 or 540-357-1190 (for a crisis)

Verify that the certificate information highlighted below matches the corresponding information in the certificate Thunderbird displayed.

General | Details

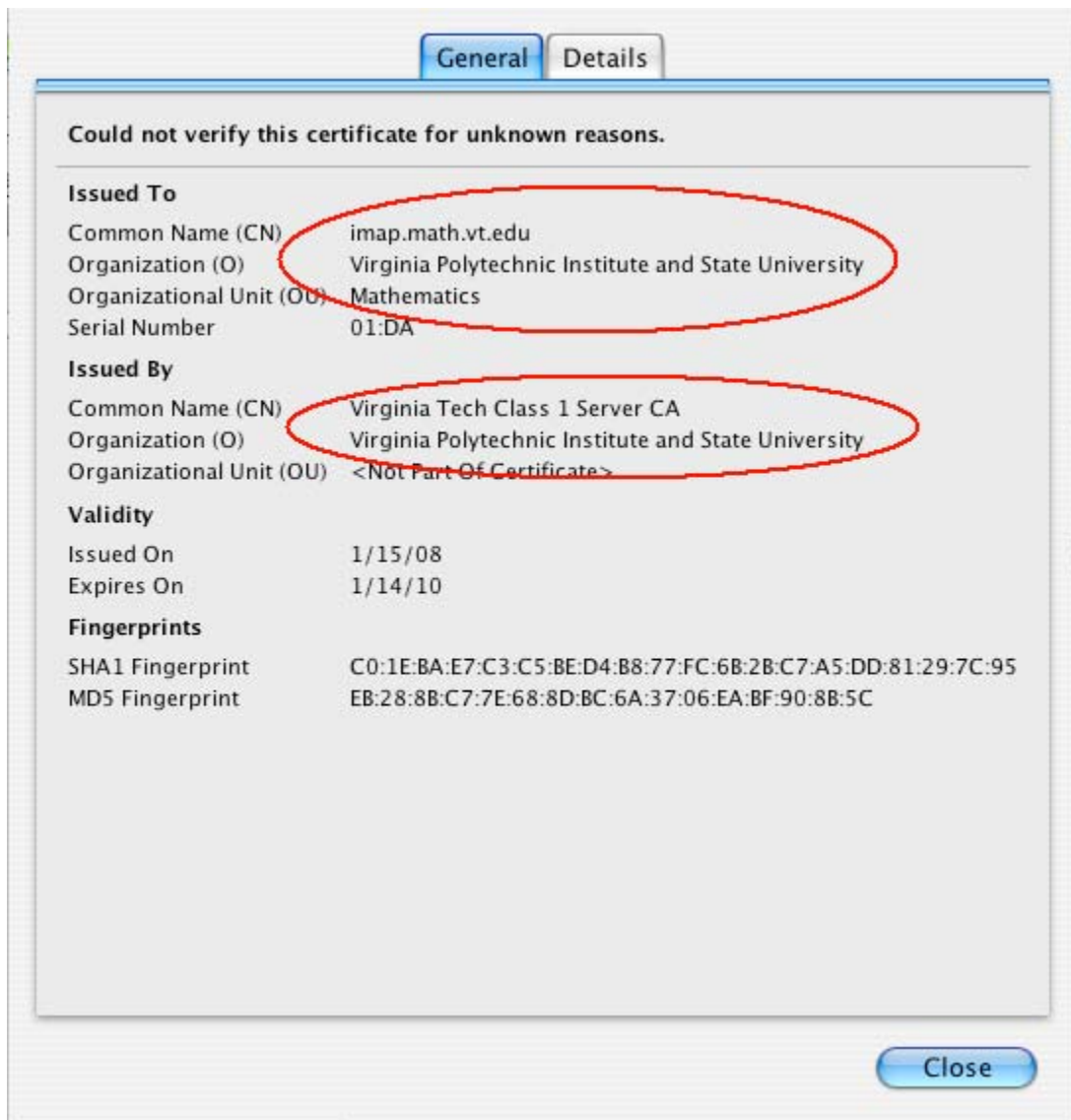**Could not verify this certificate for unknown reasons.**

Issued To

Common Name (CN)	imap.math.vt.edu
Organization (O)	Virginia Polytechnic Institute and State University
Organizational Unit (OU)	Mathematics
Serial Number	01:DA

Issued By

Common Name (CN)	Virginia Tech Class 1 Server CA
Organization (O)	Virginia Polytechnic Institute and State University
Organizational Unit (OU)	<Not Part Of Certificate>

Validity

Issued On	1/15/08
Expires On	1/14/10

Fingerprints

SHA1 Fingerprint	C0:1E:BA:E7:C3:C5:BE:D4:B8:77:FC:6B:2B:C7:A5:DD:81:29:7C:95
MD5 Fingerprint	EB:28:8B:C7:7E:68:8D:BC:6A:37:06:EA:BF:90:8B:5C

Close

When finished, click the **Close** button.

If the certificate information matched, click the button for "Accept this certificate temporarily for this session", then click the **OK** button.


Otherwise, click **Cancel** and contact the support staff. You will be unable to send email using the department's email service until this is resolved.

Subscribing to Mail Folders

The email service stores messages in mail folders on the server, placing new messages in your **Inbox** folder. You may use additional mail folders to organize your email on the server.

You must subscribe to a mail folder to gain access to its messages. By default, Thunderbird subscribes to your **Inbox**. To subscribe to additional mail folders on the server, click on the account name in the left folder view in Thunderbird. Under **Advanced Features** on the right side, click on "**Manage folder subscriptions**".
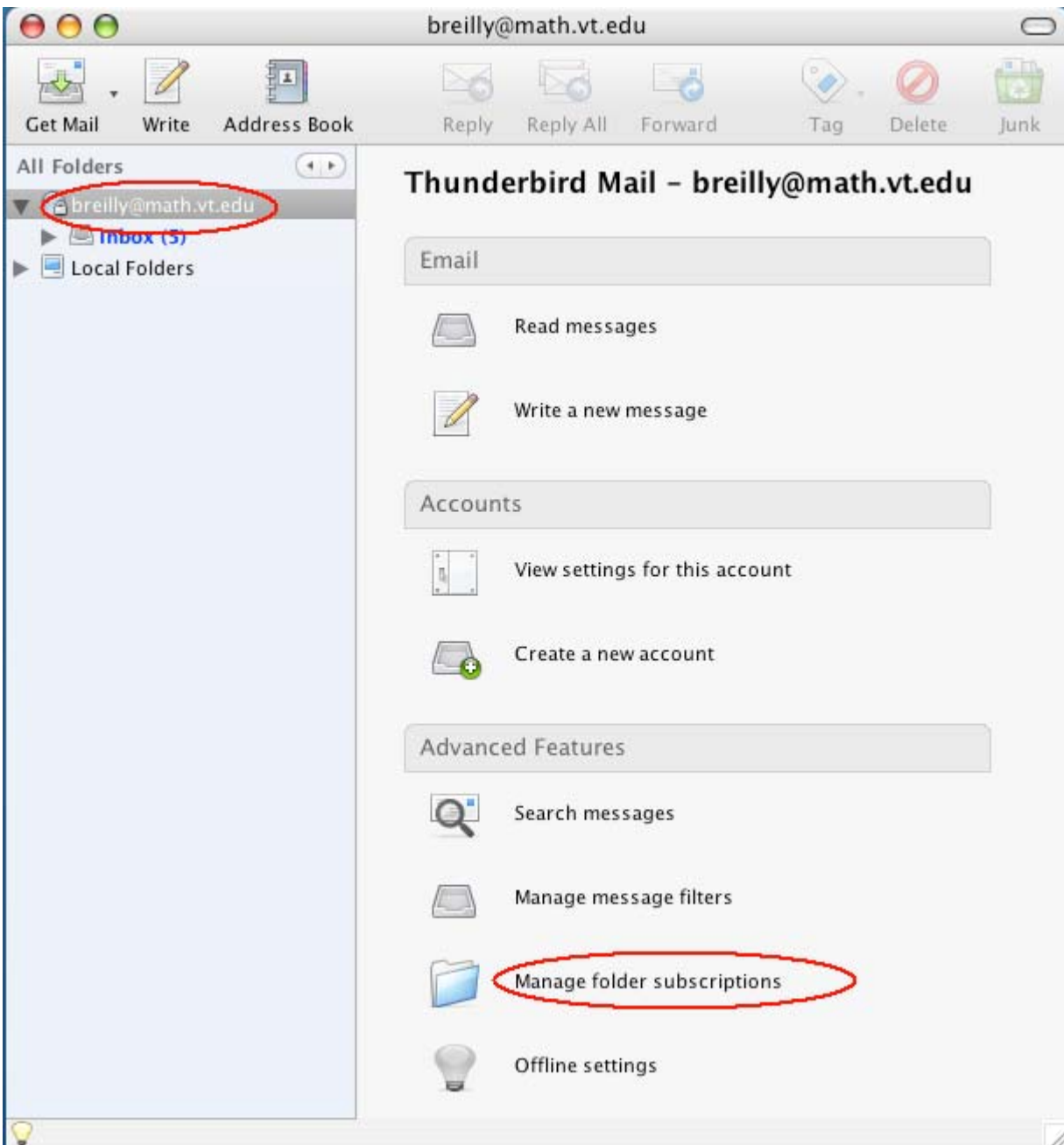
The subscription window lists available mail folders in the left column and indicates subscribed mail folders with a ✓checkmark in the right column. A • dot in the right column indicates that the folder is not subscribed. **INBOX** is an exception to this, as it is always subscribed.
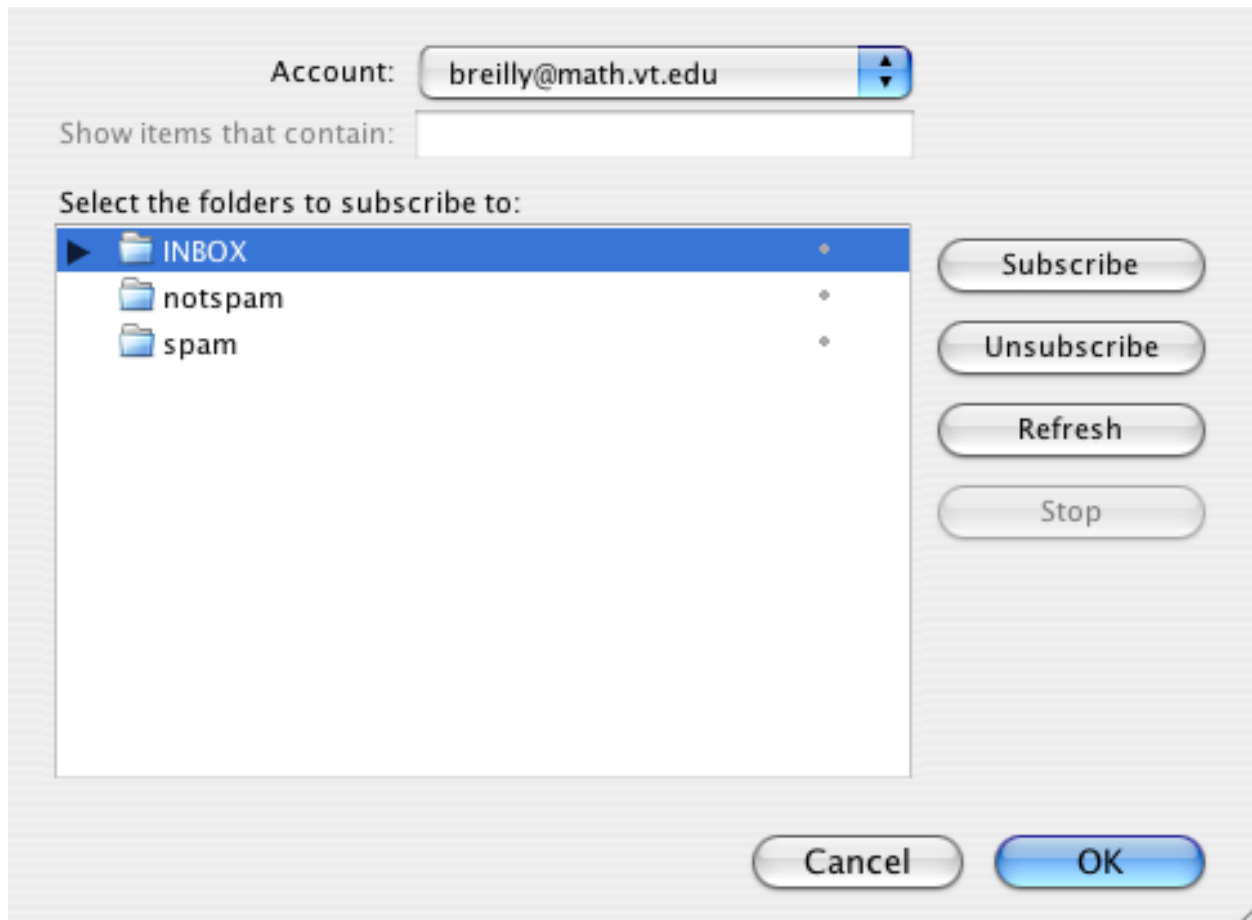
To display the following folders contained in **INBOX**, click on the adjacent ▸ triangle.

Drafts	Messages you are preparing to send, but are still unfinished.
Junk	[SPAM] and [NODELIVERY] messages, and other undesirable messages. The email service automatically deletes **Junk** messages older than 15 days.
Sent	Copies of email you have sent.
Trash	Messages you deleted. The email service automatically deletes **Trash** messages older than 30 days. You can set a Thunderbird preference to delete them when it exits.

You may update the email service's spam database using the **spam** and **notspam** folders. If you don't see them, contact the support staff.

notspam	Copy messages that are incorrectly tagged as [SPAM] to the **notspam** folder.
spam	Move or copy SPAM messages that are not tagged as [SPAM] to the **spam** folder.

Spam and **notspam** are drop-off folders in which you place messages, but cannot list or retrieve those messages. When you *move (drag)* a message from its current folder to a drop-off folder, you will no longer have a copy of that message. *Copying*[3] keeps the message in its current folder. The email service examines messages in **spam** and **nospam** every few hours to update its statistical database.

After selecting[4] the desired mail folders, click on the **Subscribe** button and the subsequent **OK** button. If you selected all mail folders, the subscription window will look as follows.
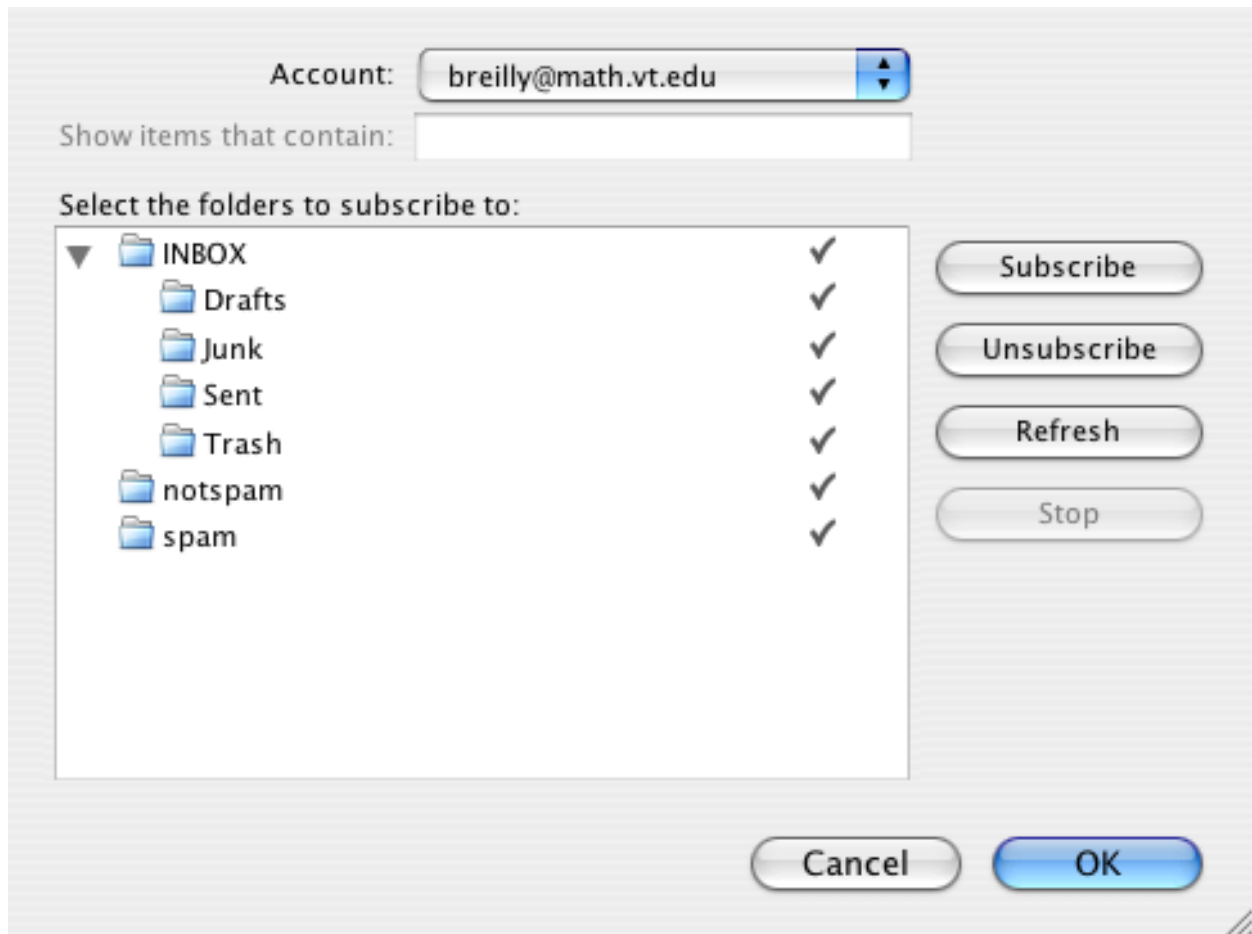
When you finish subscribing to mail folders, click the **OK** button to return to the main Thunderbird window. You may now send and receive email with the new email service.

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[3] Press the *command* key while dragging a message to a folder.
[4] Click the • dot in the right column for each desired folder. A ✓checkmark replaces the dot.