

Introduction to Apple Mail with IMAP



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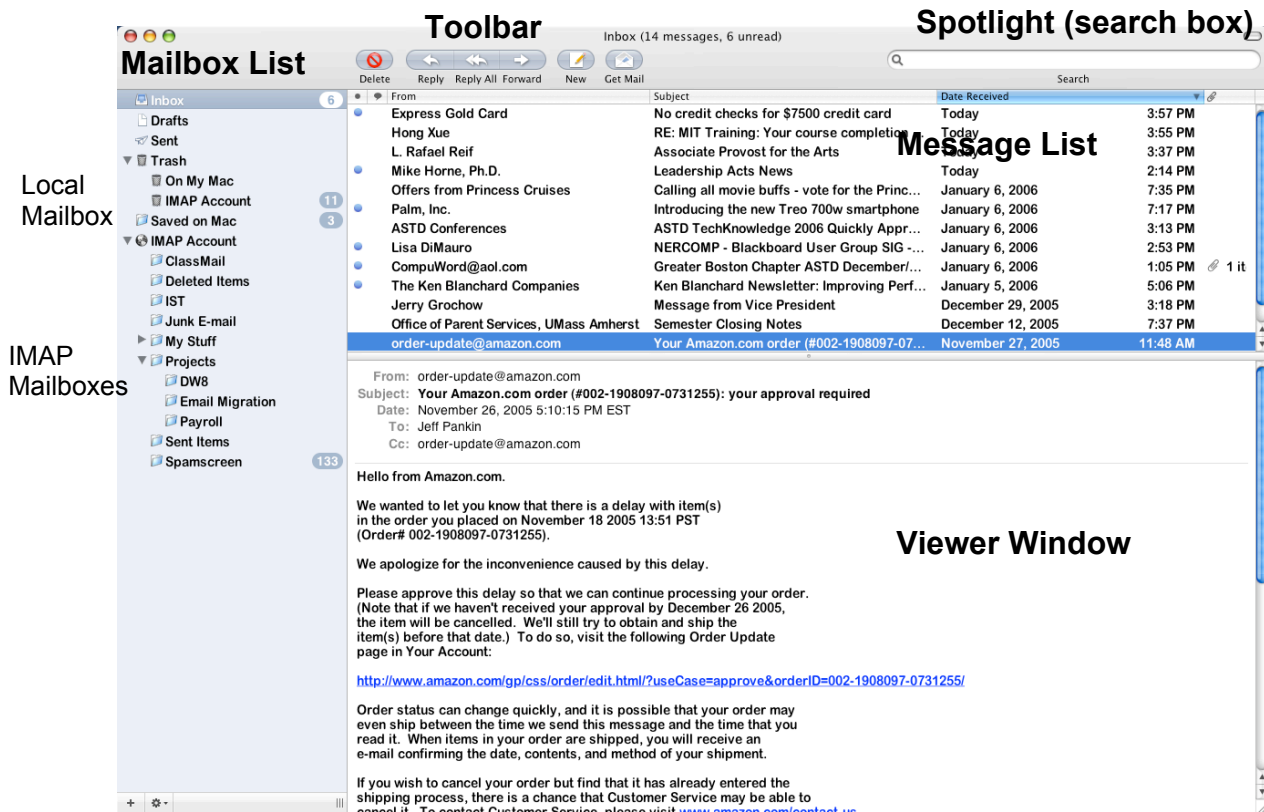
Massachusetts Institute of Technology

Getting Started

This Quick Start class assumes that:

1. Apple Mail is configured for use at MIT. If you need help with configuration please see Apple Mail 2.0 for Mac OS X 10.4: Configure for IMAP, SMTP, and LDAP (MIT Directory) <http://itinfo.mit.edu/article.php?id=7899>
2. If you are migrating from another email program such as Eudora it is assumed that process has already taken place. For information about migrating see Email Migration at MIT <http://web.mit.edu/ist/topics/email/migration.html>
3. You are familiar with the features of at least one email program.


The Apple Mail Window





The Basics: Read and Send Email

Reading Email Messages

After Apple Mail shows your messages, or after you click the Get Mail button on the toolbar, you can read messages either in a message window or in the Viewer Window.

1. Click the Inbox  icon in the **Mailbox List** on the left panel. This will show the mail in your inbox or press **COMMAND-1**.
2. To view a message in the **Viewer Window**, click the message in the message list.
3. To view the message in a separate window, double-click the message in the message list.

Reply to a Message

1. With the message open in the viewer window or in a separate window click Reply, Reply All, or Forward on the toolbar , or press **COMMAND-R**, **COMMAND-SHIFT-R**, or **COMMAND-SHIFT-F** respectively.
2. A new reply window will open into which you can type your reply.
3. Type your message, and then click the Send  button on the toolbar or press **COMMAND-SHIFT-D**.

Reading Messages Stored in a Mailbox

1. Click to select the mailbox name in the Mailbox list. Messages from that mailbox will be displayed. Use the scroll bar to see more messages.
2. Select the message to view it in the Viewer Window or double-click to view in a separate window.

Reading Attachments


Attachments will appear as icons at the end of your messages. Double-click the file attachment icon to open the file.

Saving Attachments

1. Once you've opened an attachment you can save from within the application.
2. To save the attachment from within Mail, click the Save button in the message header to open the Save As dialog box.

Sending Email Messages

1. On the toolbar, click the New button or press **COMMAND-N**.
2. In the To: or Cc: boxes, type the e-mail address of each recipient, separating addresses with a comma.

3. To use the Bcc: or Reply-To: field, click the Customize Header pop-up menu in the lower-left corner of the address area. Choose Bcc: or Reply-To: to use for the current email. Choose Customize to add default fields to every new message header, then click OK in the lower-right corner of the header.
4. Type a message title in the Subject field.
5. Type your message, and then click the Send button  on the toolbar or press **COMMAND-SHIFT-D**.
6. To save a draft of your message to work on later, click the Save As Draft button on the toolbar. This saves a copy in the Drafts mailbox **on the mail server**. You can safely close the message and come back to it later.


Inserting Email Addresses

1. Apple Mail will automatically complete an address it recognizes from your Address Book or from the MIT on-line directory. LDAP must be configured to look up names in the MIT Directory.
2. Type enough letters of a person's name or email address and a pop-up list of names will appear. Choose the name you want.

*Note: You can also choose **Address Panel** from the Windows menu to show a list of addresses from your Address book.*

3. The name appears as a tile which may be dragged to a different address field. Hold the mouse over the right end of the tile and an arrow appears. The arrow opens a pop-up menu with additional choices.

Sending Attachments

1. Click the Attach  button on the toolbar or press **COMMAND-SHIFT-A**, and then find the file or files you wish to attach.
2. Select the file or files, and then click Choose File. The file or files will appear as icons in the body of your message.

Check the Spelling of Messages

1. In a new message or reply message window, click Spelling on the Edit menu, then select Spelling... from the pop-up menu or press **COMMAND-:** (colon). This begins the spell check process.
2. To customize the way your spelling checker works, click Spelling on the Edit menu, select the Spelling option and then select Check Spelling and choose your option from the pop-up menu.

Creating and Using Signatures

1. Choose Preferences from the Mail menu, then click Signatures.
2. Select the account for which you wish to create a signature (if applicable). Typically this will be IMAP Account.
3. Click the Add (+) button and enter a name for the signature, then close the window.

4. Remove any default text and enter your signature text.
5. The default signature will be used automatically on every outgoing mail message. To choose a different signature or no signature on a message click the pop-up menu next to the word Signature on the right-hand side of the header.

Organizing Messages: IMAP and Local Mailboxes

What is IMAP?

IMAP (Internet Message Access Protocol) is a client-server approach to email in which email is kept on MIT's central mail server. When you work with email, Apple Mail connects to the post office server to access your email. Since your email stays on the server, you can easily access it from different computers at different locations, using any IMAP email client (e.g., Webmail).

You create mailboxes in Apple Mail, like in Eudora, to store groups of email messages. These mailboxes may be created to store mail messages on MIT's central email server, or locally on your computer. Knowing where your mail is located is critical to working successfully with IMAP.

View Mailboxes and Messages

1. In the mailbox list click a mailbox name. You will see a list of the messages in that mailbox displayed in the Messages list.
2. To display sub-folders in the Mailboxes List, click the triangle to the left a mailbox. All the sub-folders appear beneath their main mailbox.
3. To see messages in your inbox, click the Inbox icon in the mailbox list.

Create a New Mailbox

1. On the Mailbox menu, click on New Mailbox.
2. Open the pop-up menu next to Location and choose **On My Mac** or **IMAP Account**.
3. Type a name for the new mailbox.
4. Click OK.

Note: To create a mailbox folder within another mailbox, select the mailbox into which you want to create the new folder before Step 1.

Move or Copy a Message to a Mailbox


1. Select the message and choose Move To from the Message menu.
2. Choose a destination from the pop-up menu that appears.
3. You can also move messages by dragging them from the message list to a mailbox or from one mailbox to another. You can copy a message by holding the Option key and dragging the message to a different mailbox.

Remove a Mailbox


1. Click the mailbox in the Mailbox list.
2. On the Mailbox menu, choose Delete then click the Delete button.

Note: You cannot delete or rename the Inbox, Drafts, Sent, Trash, , or IMAP Account mailbox.

Deleting IMAP Email Messages

Apple Mail deletes IMAP mail in two stages. When you select a message and click on the Delete  button, the message is “marked” for deletion. It may be moved to your Trash mailbox or may remain visible in your inbox depending on your Preferences. You may still undelete the message until it is “purged” i.e., permanently deleted.

Delete a Message

1. In the message list, select the message.
2. On the toolbar, click the Delete  button. This marks the message you want to delete. You may hide/show messages marked for deletion by pressing **COMMAND-L**.
3. On the Mailbox menu, click Erase Deleted Messages and choose In All Accounts, On My Mac, or IMAP Account. **Once you choose to Erase Deleted Messages, they cannot be recovered.**
4. To undelete a message that is marked for deletion select the message and move it to the Inbox or some other mailbox.

Preferences for the Trash Mailbox

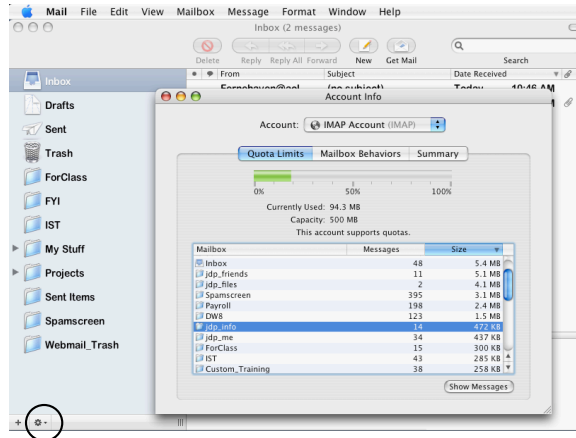
From the Mail menu choose Preferences. Click the Accounts icon and select IMAP Account. Then choose the Mailbox Behaviors tab.

Option	Checked	Unchecked
Move deleted messages to the Trash mailbox	Moves messages marked for deletion to the Trash mailbox.	Keeps messages marked for deletion in the Inbox message list but they are dimmed.
Store deleted messages on the server	Moves messages to Trash mailbox on your IMAP Account. These count against your quota of storage space.	Moves messages to Trash On My Mac, i.e., they are stored locally.
Permanently erase messages when: (will erase messages automatically)	<ul style="list-style-type: none">• when Quitting Mail – when you close the email program• after an interval – one day, one week, or one month• never – *if they are stored in your IMAP Account they count against your storage quota	

IMAP Quotas

MIT allots each individual 500 megabytes of storage on the central mail server. You will be warned when you approach 90% of your limit. To learn more about IMAP quotas see **Managing Your Email Quota** at <http://web.mit.edu/ist/topics/email/manage.html>. You can check your IMAP quota via the web at <https://nic.mit.edu/postoffice/quota>. This requires certificates.

You can also check your Email quota through Apple Mail. At the bottom of the Mailbox list there is an icon with a star and a down triangle (see circled item in picture).



Clicking the icon will pop-up a menu. Choose Get Info to show the window above which shows how much of your quota you have used.

You should be able to stay within that limit by regularly checking your current free space and by downloading older mail or mail with large attachments from the server to your local computer. Remember to Erase Deleted Messages.

It is also advisable to empty your Spamscreen mailbox often as this mailbox collects messages for you. See **Spam Screening at MIT** at <http://web.mit.edu/ist/services/email/nospam/index.html>.

Back-up your IMAP Email

All IMAP mailboxes stored on the MIT mail servers are backed up regularly in case of catastrophic server failure. IS&T **does not** provide a service for restoring email that you delete from the server intentionally or by accident. Mail lost due to server/system failure will be restored. Mail lost through user error/deletion will not.

To back up your IMAP email, you must copy your email from your Inbox or other IMAP mailbox to a local mailbox. Once it is on your local machine, the mail will be backed up as part of your regular backup routine, e.g., through TSM. You may also wish to copy the downloaded mail onto a CD or other external storage media.

To learn more about backing up email see Backing up Your Email at <http://web.mit.edu/ist/topics/email/backup.html>.

Working Offline

With Apple Mail it is possible to work offline if you are away from a direct connection to the internet. Before you **Go Offline** you can download mail from the server to your local computer. This allows you to read and respond to mail when you are offline. When you choose to work online again, messages you marked for deletion are removed, messages in your Outbox are sent, and all other actions taken offline are completed..

Preparing to work offline requires two steps – the first is to **Synchronize** the messages on your local computer with those on the server. The second is to choose to **Go Offline**, which simply breaks the connection from Apple Mail to the server. There is not necessarily a physical disconnection unless you are disconnecting a laptop to take to an location unconnected to the internet.

To specify what you want to download

To manually synchronize an account:


Choose Synchronize [account name] from the Mailbox menu. If you have more than one account, choose Mailbox, Synchronize All Accounts or Mailbox, Synchronize [account name]. Mail copies the contents of all messages to your computer. Depending on how many messages you have, and the speed of your connection, this may take several minutes.

To be more specific about which messages and attachments you want to keep on your computer, select the account in the Accounts pane of Mail Preferences, click Advanced, and choose an option from the “Keep copies of messages for offline viewing” pop-up menu.

When you go offline, you're disconnected from the server, and any changes you make to messages are made to the local copies of the messages. When you go back online, any changes you made offline are copied to the server.

Searching for Text and Messages

To Find a Message

1. Type a word or phrase to search for in the Spotlight (search)  box.
2. On the bottom of the Toolbar click the buttons for where you'd like to search.
 - the Entire Message, the From line, To line, or Subject line
 - from All Mailboxes or just the Current Mailbox
3. To return to your mailboxes clear the Spotlight search box.
4. To find text in a message press **COMMAND-F** and enter the search text. Then press **COMMAND-G** to find the next instance of the word or phrase.

The Address Book and the On-Line Directory



The Address Book provides a place to store contact information for use in managing email addresses for Apple Mail messages, but may also be used as a general contact manager for home and work addresses, phone and fax numbers and personal information such as birthdays or anniversaries. Names and email addresses in the Address Book are automatically available to the Mail program.

Add an Address to a Message or Reply

1. If an address is in your **Address Book** or if LDAP is configured in your Mail program you only need to type the first few letters of the name or email address. A list of names beginning with the letters you type will appear. Choose the desired name or address from the list by double clicking.
2. You may also see all the email addresses from your Address Book in a panel directly in the Mail program by clicking on the Address button or by choosing **Address Panel** in the Window menu. Double click an address and it's placed in the To: field. You may also select a name and click the Cc: button in the panel to place the address in the Cc: field.

Add a Name to Your Address Book From a Message

In a message you are viewing or replying to, choose Add Sender to Address book from the Message menu or press **COMMAND-Y**. The name and email address are entered into your Address book.

Add a Name from the Online Directory

An easy way to add more complete information is to look up a person in the online directory and automatically transfer their information to the Address Book. To do this, Apple Mail must be configured for LDAP (Lightweight Directory Access Protocol). See Help and Information to get more details on configuring LDAP.

1. In the Address Book, click Directories and select MIT LDAP.
2. In the Spotlight (search) box, begin to type the name or e-mail address of the person you want to find.
3. From the names displayed, select the correct person and drag the name to All under the Group column. Basic information is added to the Address Book and will be available in Mail.
4. To edit an address card select the name from the All list and click the Edit button on the bottom middle of the card window.

Creating Groups

With a group you can collect several email address and use the group name to address all members in an email message.

1. In the Address Book click the plus symbol at the bottom of the Group column.
2. Type a name for the new group.
3. Click on the All icon in the Group column.
4. Drag names from the name column to the Group name you just created. Names may appear in multiple groups.

In a new email message simply use the group name in the To: field to send the message to all members of the group.

Customize Mail

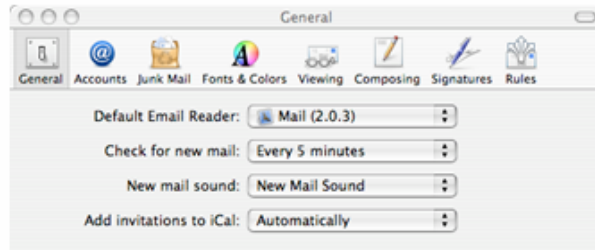
Customize Your Layout

The **View** menu gives you many options for customizing how your screen looks. Commands under this menu allow you to:

1. Columns – decide what information you want displayed in your messages list
2. Sort By – decide which column to sort by (you can also click the column head in the list)
3. Organize by Thread – group messages and their responses in a group
4. Hide Mailboxes
5. Hide Deleted Messages (if you have chosen NOT to send them the Trash mailbox)
6. Hide and Customize the Toolbar
7. Use Small Mailbox Icons – if you have lots of mailboxes

Changing the Preferences in Mail

You can configure many of the options for Mail by selecting Preferences in the Mail menu. Below are some suggestions.



General

Mail Check Frequency - Mail will check for new messages periodically. Change the frequency in the popup menu next to "Check for new mail". The options are in intervals of five minutes, as well as Check Manually. **Do not** select the "Check Every Minute" option, as this will only cause undue load on the e-mail servers.

Downloads (aka Attachments) -- By default, Mail stores the documents attached to any messages you receive in an obscure folder on your computer. If you would prefer to have attachments located in a more findable spot, change the folder selection next to "Downloads Folder". Choose "Other..." and when prompted, select a location.

Mail Sounds - There is a small chime that plays when you receive a new message. You can change that sound in the popup menu or choose None to avoid being disturbed while working.

Accounts

This is where you will make choices about the **Mailbox Behaviors** especially the Trash as explained earlier.

Composing

Message Format – Rich Text will allow you to format your text like in a word processor. But your recipients must be able to read Rich Text with their email program.

Addressing – make sure Automatically complete addresses is selected

Spell Check - Change the option next to the "Check spelling" popup menu. By default it is set to never. You can configure Mail to check your spelling as you type or when you click send.

Signatures

This is where you will create your signatures. See instructions above.

Rules

This is where you can create rules (Filters in Eudora) to move incoming mail directly to folders bypassing the Inbox. See the next section.

Using Rules to Automatically Move Messages

Mail lets you apply Rules to messages and direct those messages to mailboxes other than your primary Inbox. You can also change the color of the message, play a certain sound, or automatically delete the message. You might wish to take advantage of this function to gather traffic from a certain mailing list into one mailbox, for example.

Note: If you had filters in Eudora, those filters were converted to Rules in Mail, but they were deactivated (the box next to the rule name is not checked). Follow the steps for setting up a new Rule and evaluate those converted Rules to see if you can use those instead of configuring an all new Rule.

1. From the Mail menu, select Preferences, then click on Rules.
2. Click the **Add Rule** button to create a new Rule.
3. Give the Rule a name (which might be the mailing list name, the sender's name, a project name, etc).
4. Select the criteria for the messages (whether by sender, recipient, subject name, etc).
5. Configure the desired actions (move to mailbox, play sound, delete).
6. Click the **OK** button.

Note: Mail will prompt you to apply the rules to open mailboxes. Be careful! If you choose Yes, you may find that older messages were migrated to the new location.

Creating a Smart Mailbox

A Smart Mailbox displays a set of email messages, stored in other mailboxes, that match specific criteria you have defined. For example, you might create a Smart Mailbox that searches all your mailboxes for messages from a specific sender and displays them without having to physically move the messages between mailboxes.

You can create Smart Mailboxes that search for matching messages in a single mailbox, a group of mailboxes, or all mailboxes. Smart Mailboxes automatically update the list of messages to include new messages that match the criteria you defined. When you make a change to a message viewed through a Smart Mailbox, such as marking the message as read or unread, or moving or deleting the message, the change is reflected in the mailbox where the message is actually stored.

1. Choose Mailbox then New Smart Mailbox.
2. Use the pop-up menus and text fields to define the search criteria for the mailbox. If necessary, click the Add (+) button to expand the search criteria.
3. You can also create a Smart Mailbox by using the search field in the top-right corner of the viewer window and then clicking the Save button below the search field.
4. To change the search criteria or to rename a Smart Mailbox, choose Mailbox > Edit Smart Mailbox. To delete a Smart Mailbox, select the mailbox and choose Mailbox > Delete.

Using Apple Mail Keyboard Shortcuts

Action	Shortcut
Create new compose window	Command-N
Get new mail	Command-Shift-N
Open new viewer window	Command-Option-N
Open Activity Viewer	Command-0 (zero)
Open Page Setup dialog	Command-Shift-P
Add senders to Address Book	Command-Y
Apply rules to selection	Command-Option-L
Use selection for Find	Command-E
Find text in a single message body	Command-F
Find previous	Command-Shift-G
Find next	Command-G
Minimize window	Command-M
Display a pop-up menu with commands for creating, sending, and retrieving mail	Press and hold the Mail icon in the Dock
Switch between different display settings in the toolbar	Hold down the Command key and click the toolbar button in the upper-right corner
Working with mailboxes	
Open In mailbox	Command-1
Open Out mailbox	Command-2
Open Drafts mailbox	Command-3
Open Sent mailbox	Command-4
Open Trash mailbox	Command-5
Open Junk mailbox	Command-6
Show/hide mailboxes	Command-Shift-M
Select the search field	Command-Option-F
Erase junk mail	Command-Option-J
Move to the last mailbox you moved or copied a message to	Command-Option-T

Display a pop-up menu that lets you quickly perform several actions on the item you click	Control-click a message or mailbox
Sending messages	
Add Bcc header	Command-Option-B
Add Reply-To header	Command-Option-R
Show/hide long headers	Command-Shift-H
Attach file to message	Command-Shift-A
Append selected messages to a new message	Command-Option-I
Paste as quotation	Command-Shift-V
Increase quote level	Command-' (single quote)
Decrease quote level	Command-Option-' (single quote)
Save as draft	Command-S
Send message	Command-Shift-D
Redirect message	Command-Shift-E
Forward message	Command-Shift-F
Prevent the next message from being automatically selected (and marked as read)	Hold down the Option key when deleting a message
Receiving messages	
Select all highlighted messages	Command-Shift-K
Mark as junk mail	Command-Shift-J
Mark as flagged/unflagged	Command-Shift-L
Mark as read/unread	Command-Shift-U
Reply with iChat	Command-Shift-I
Reply to sender	Command-R
Reply to all	Command-Shift-R
Bounce to sender	Command-Shift-B
Show/hide deleted messages	Command-L
Show raw source/original content	Command-Option-U
Compact/empty deleted messages	Command-K
Show plain text alternative	Command-Option-P

Show previous alternative (in multipart message)	Command-[
Show next alternative (in multipart message)	Command-]
Jump to selected text in message	Command-J
Copy message to a different mailbox	Hold down the Option key when dragging a message to a different mailbox.
Working with fonts, formatting, and spelling	
Show Font panel	Command-T
Convert message to rich/plain text	Command-Shift-T
Make font larger	Command++ (plus)
Make font smaller	Command-- (minus)
Show Colors panel	Command-Shift-C
Align left	Command-{
Align center	Command-
Align right	Command-}
Check spelling of email message	Command-: (colon)
Flag misspelling of selected word	Command-; (semi-colon)
Copy style	Command-Option-C
Paste style	Command-Option-V
Collapse the thread containing the selected message (when organized by thread)	Left Arrow key
Expand the currently selected thread (when organized by thread)	Right Arrow key
Move to next message in thread	Down Arrow key
Move to previous message in thread	Up Arrow key

Help and Information

For general help with Apple Mail, see Mail Help in the Apple Mail Help menu.

For complete information about migrating from another mail client, see Email Migration at MIT.
<http://web.mit.edu/ist/topics/email/migration.html>

For complete information about using Mail at MIT, see Apple Mail at
<http://itinfo.mit.edu/product.php?name=applemail&platform=Macintosh>

For help with configuring Mail for use at MIT including LDAP, see Apple Mail 2.0 for Mac OS X 10.4: Configure for IMAP, SMTP, and LDAP (MIT Directory) <http://itinfo.mit.edu/article.php?id=7899>

For more on IMAP, see Guide to IMAP at MIT.
<http://web.mit.edu/ist/topics/email/imap.html>

For more information on backup procedures, see Backing up Your Email
<http://web.mit.edu/ist/topics/email/backup.html>.

For general information about using email at MIT, see Email at MIT.
<http://web.mit.edu/ist/topics/email/index.html>

For help with email or other computer questions, contact the Computing Helpdesk.
computing-help@mit.edu 617-253-1101