

LEAVE A COPY ON SERVER



Generally, when your Email Client connects to our server using the POP method, it will collect (Download) any new emails you have, removing all instances of that mail from the Hosting Australia mail server. This will work fine if you are only using a single device, but some people have IMAP devices, that operate by viewing mail that is actually located on our server. If you are using IMAP on any of your devices, you need a slightly different configuration on your POP email accounts.

If you are having issues with emails not displaying on your IMAP enabled smartphone, or you find your account is going over quota...follow the below steps to either enabled the “leave a copy on the server” or adjust the time mails are left.

1. Click on Account Settings. Depending on which version of outlook you have, this may be under **TOOLS** from the horizontal toolbar, or under the Orange File button, then click on the button that says **ACCOUNT SETTINGS**.
2. Click on MORE SETTINGS, see below image.

A screenshot of the 'Change Account' dialog box in Outlook, specifically the 'Internet E-mail Settings' tab. The dialog box is titled 'Change Account' and has a close button in the top right corner. Below the title bar, there is a sub-header 'Internet E-mail Settings' and a note: 'Each of these settings are required to get your e-mail account working.' The settings are organized into four sections: 'User Information' with fields for 'Your Name' (My Name) and 'E-mail Address' (My Email); 'Server Information' with a dropdown for 'Account Type' (POP3), and text boxes for 'Incoming mail server' (mail.mydomain.com.au) and 'Outgoing mail server (SMTP)' (mail.mydomain.com.au); 'Logon Information' with fields for 'User Name' (My Email) and 'Password' (My Password), a checked checkbox for 'Remember password', and an unchecked checkbox for 'Require logon using Secure Password Authentication (SPA)'; and 'Test Account Settings' with a 'Test Account Settings ...' button and a checked checkbox for 'Test Account Settings by clicking the Next button'. A yellow highlight is placed over a 'More Settings ...' button in the bottom right area. At the bottom of the dialog box are three buttons: '< Back', 'Next >', and 'Cancel'.

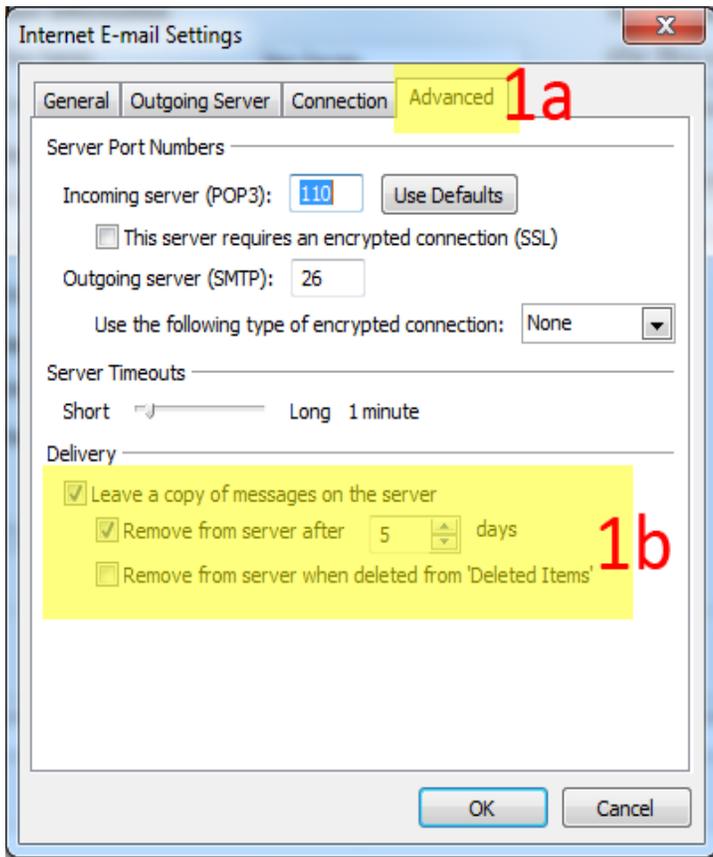
3. Once the “More Settings” screen pops up...

a) Click on the **Advanced Tab**, see below 1a

b) In the “Delivery” section, you will see various options.

If you are having issues with your mail box becoming full : either disable the “Leave a copy of messages on server” or adjust the time period to be something shorter.

If you are not seeing emails on IMAP/Smartphone devices : Please tick the box to leave a copy on server, and set the time period to be around 5 days. The option to remove from server after you have deleted from trash is option.



4. Click on OK, NEXT and FINISH.