

Using IMAP with GOL Webmail

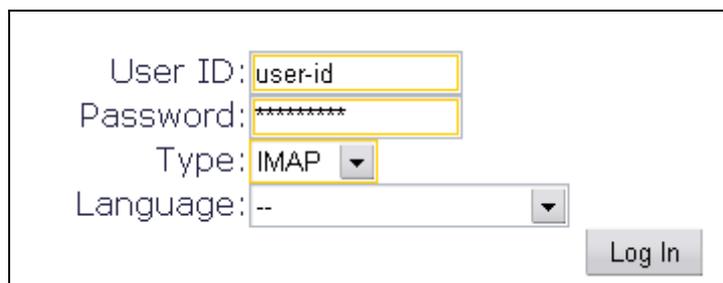
Overview

This is a basic usage guide for customers using the IMAP version of GOL Webmail. If you are looking for information on Webmail features and usage in general, please see the standard “Webmail Manual” available from the Webmail log-in screen.

Contents

1. Logging In
2. Viewing the Folder List
3. Creating a New Folder
 - a. Creating a new Subfolder
4. Renaming Folders
5. Moving Mail between Folders
6. Deleting Folders

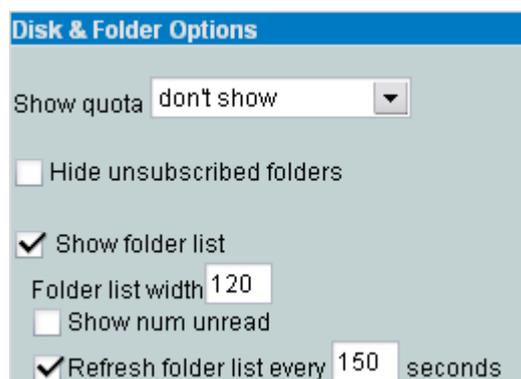
1. Logging In



1. Make sure you are online.
2. Open your preferred web browser (Internet Explorer, FireFox, Opera, Safari etc.) and type in to the address bar **http://www.gol.com**. If you would like to use the SSL (secure) version of Webmail, use **https://** in the URL.
3. At the **Log-in Screen**, type your GOL User ID, Password and then choose **IMAP** from the **Type** menu as shown above.
4. Finally, click the **Log-in** button at the bottom.

2. Viewing the Folder List

The first thing you will want to do with the IMAP version of Webmail is display the **Folder List** on the left side of the screen. This will allow you to easily see your folder structure and move between folders more quickly.



1. Click “Options” from Navigation Bar at the top.
 2. Scroll down to “Disk & Folder Options”
 3. Check the “Show folder list” box.
 4. Adjust your Folder list width if so desired
 5. Click the “Apply” button at the bottom to save your changes.
- ▶ As of the writing of this guide, the “Show quota” feature is not functioning so for the time being, there is no reason to change from “don’t show”.

You should now see the **Folder List** appear in the form of a sidebar on the left of your screen. If you have already created IMAP folders through other means, they will appear here, otherwise, you will see only your **Inbox** listed.

+ -	Subject	From	Date	Size		
<input type="checkbox"/>	test	Your Name[+]	Mon 2:14pm	1 KB		
<input type="checkbox"/>	test	Your Name[+]	Fri 2:20pm	1 KB		
<input type="checkbox"/>	test mail.	Your Name[+]	Fri 1:58pm	1 KB		
<input type="checkbox"/>	test	FUSION GOL Tech. Support[+]	Fri 1:51pm	1 KB		

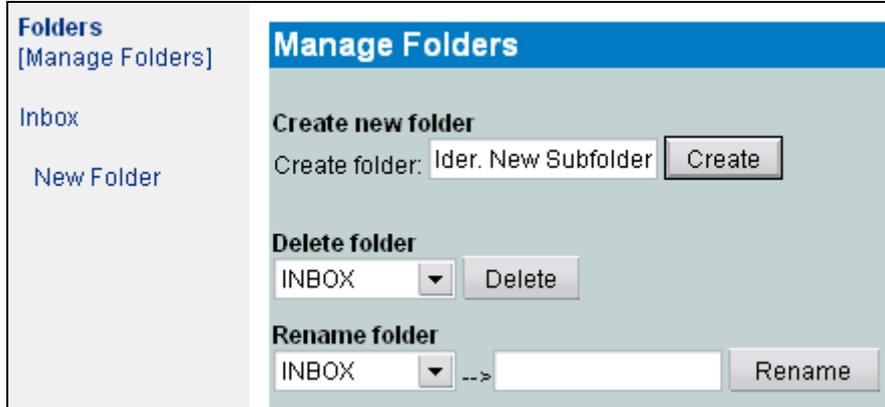
3. Creating a New Folder

1. Click the **Manage Folders** link near the top of the **Folder List**.
2. When the **Manage Folders** screen (shown below) appears, type in the name of your new folder in the space provided to the right of **Create Folder**, and then click the **Create** button.

3. You should immediately see your new folder in the **Folder List** (as shown below), indicating that the folder has been successfully created.

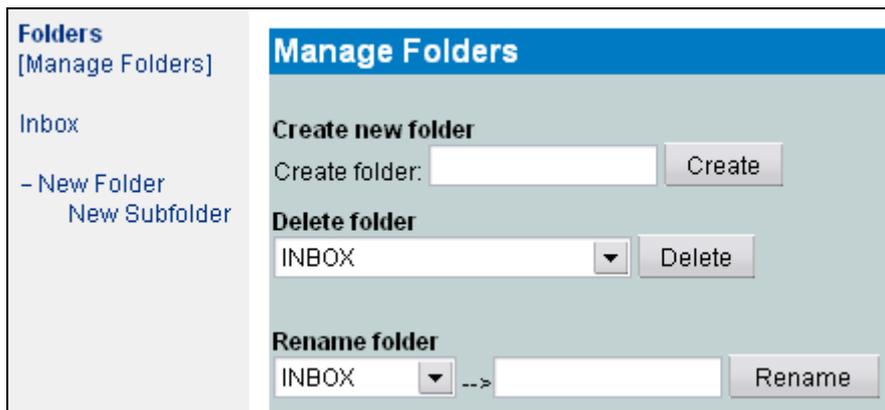
a. Creating a Subfolder

The procedure for creating a subfolder (a folder within a folder), is exactly the same as creating a new top level folder but with one small deviation --- You must use a period (.) between the folder levels. We have already created a top level folder called **New Folder**. If we want to create a subfolder called **New Subfolder** we have to name the new folder "**New Folder.New Subfolder**" and then click the **Create** button.



The screenshot shows the 'Manage Folders' interface. On the left, a sidebar lists 'Folders [Manage Folders]', 'Inbox', and 'New Folder'. The main area has a blue header 'Manage Folders'. Under 'Create new folder', the 'Create folder:' label is followed by a text input field containing 'New Subfolder' and a 'Create' button. Below this, the 'Delete folder' section shows a dropdown menu with 'INBOX' selected and a 'Delete' button. The 'Rename folder' section shows a dropdown menu with 'INBOX' selected, followed by a right-pointing arrow and an empty text input field, and a 'Rename' button.

Notice that there is NO SPACE neither before nor after the period in the folder name. If the process was carried out correctly, you should now see the new subfolder in your **Folder List** as shown below.



The screenshot shows the 'Manage Folders' interface after creating a subfolder. The sidebar now lists 'Folders [Manage Folders]', 'Inbox', '- New Folder', and 'New Subfolder'. The main area is the same as in the previous screenshot, but the 'Create folder:' input field is now empty, and the 'Delete folder' dropdown menu is still set to 'INBOX'.

* **PLEASE DO NOT** create any subfolders in your **Inbox**. The potential for problems is extremely high.

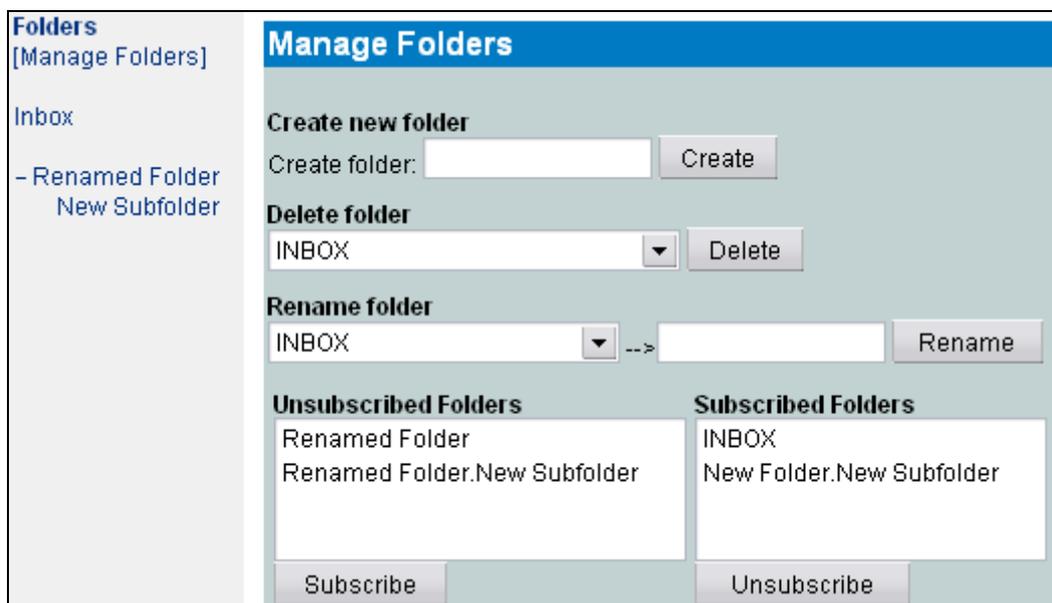
3. Renaming Folders

There are plenty of reasons why you might want to rename an existing folder and luckily, it's a very easy thing to do.



The screenshot shows the 'Manage Folders' interface. On the left sidebar, under 'Folders [Manage Folders]', there is an 'Inbox' folder and options for '- New Folder' and 'New Subfolder'. The main area has a blue header 'Manage Folders'. Below the header, there are three sections: 'Create new folder' with a text input and a 'Create' button; 'Delete folder' with a dropdown menu showing 'INBOX' and a 'Delete' button; and 'Rename folder' with a dropdown menu showing 'New Folder', a text input containing 'Renamed Folder', and a 'Rename' button.

1. From the **Manage Folders** module, choose the folder you need to rename from the dropdown menu under **Rename Folder**.
 2. Type the new name (in this case “Renamed Folder” into the text box to the right).
 3. Click the **Rename** button to see the effects.
- **Inbox** is static and cannot be renamed.



The screenshot shows the 'Manage Folders' interface after renaming. The sidebar now shows '- Renamed Folder' and 'New Subfolder' under 'Inbox'. The main area has the same 'Create new folder', 'Delete folder', and 'Rename folder' sections. The 'Rename folder' section now shows 'INBOX' in the dropdown and an empty text input. Below these sections are two columns: 'Unsubscribed Folders' and 'Subscribed Folders'. The 'Unsubscribed Folders' column lists 'Renamed Folder' and 'Renamed Folder.New Subfolder'. The 'Subscribed Folders' column lists 'INBOX' and 'New Folder.New Subfolder'. At the bottom, there are 'Subscribe' and 'Unsubscribe' buttons.

Hang on! What just happened here??!! While the **Folder List** sidebar looks as you would expect it too, something strange has happened in your list of **Subscribed Folders** and **Unsubscribed Folders**.

This is kind of an important point so let's make sure everyone understands. Think of **Subscribed Folders** as the folders that will be visible if you look at your IMAP account with a different piece of mail software such as Thunderbird or Outlook Express.. **Unsubscribed Folders**, you will not see. Webmail shows you in the **Folder List** an accurate representation of what is *really* there (regardless of whether or not the folder is subscribed or not).

Ok fine.. but why do we only see 3 folders (**Inbox**, **Renamed Folder**, and **New SubFolder**) in the **Folder List** but 4 folders (in total) in the **Subscribed** and **Unsubscribed** listings?

Well, remember when we renamed “**New Folder**” to “**Renamed Folder**”? In order to maintain the Folder/Subfolder structure that was already in place, Webmail created a renamed copy of “**New Folder.New Subfolder**” and called it “**Renamed Folder.New subfolder**” which we can see in the **Unsubscribed** list. Since we didn’t explicitly request any action to be taken in regards to the already existing “**New Folder.New Subfolder**”, it remains as it was as far as subscription is concerned.

To clean things up so that everything falls into place where it should be, you will want to first subscribe to both “**Renamed Folder**” and “**Renamed Folder.Renamed Subfolder**” and then you will want to Unsubscribe to “**New Folder.New Subfolder**”. After doing this, all 3 *real* folders should appear in your **Subscribed** list as shown below.

Manage Folders

Create new folder
Create folder:

Delete folder
INBOX

Rename folder
INBOX

Unsubscribed Folders **Subscribed Folders**

4. Moving Mail between Folders

After you have created a few folders, you will probably want to start moving a few pieces of mail from your **Inbox** around.

1. Place a check next to the mail (or mails) you want to move.

Inbox [Check New][Delete All]

Showing 4 of 4

Mark as

+ -	Subject	From	Date	Size	
<input type="checkbox"/>	test	Your Name[+]	Mon 2:14pm	1 KB	
<input type="checkbox"/>	test	Your Name[+]	2/18	1 KB	
<input type="checkbox"/>	test mail.	Your Name[+]	2/18	1 KB	
<input checked="" type="checkbox"/>	test	FUSION GOL Tech. Support[+]	2/18	1 KB	

Mark as

2. Select the destination folder or subfolder from the dropdown menu near the **Move** button on your toolbar (at the bottom of your message listing by default but can be changed from **Options**).
3. Click the **Move** button to initiate mail transfer.

* The above procedure is applicable anytime you need to move mail from any folder to any other folder. **Inbox** is used as an example situation only.

5. Deleting a Folder

Deleting a folder is even easier than creating or renaming one.



1. From the Manage Folders module, choose the folder you need to delete from the dropdown menus under **Delete Folder**.
2. Click the **Delete** button and it's gone!

* If the folder you delete contains any subfolders, the visual representation of that structure remains on the **Folder List** but do not be misled by this. When you click the **Delete** button, that folder and it's contents are gone forever but it's ghost remains until all subfolders are deleted or moved to different locations.