

## Managing your mail while on holiday

If you are going on holiday and want to have access to your Email while away, you will likely be using the Scorch webmail tool unless you are taking your laptop with you.

If you are turning off your Primary mail collecting PC at home for the duration of your holiday then all of your mail will be held on our mail server pending your return and you can view this email using the Scorch webmail feature on our website as long as you have your email username and password. No changes are required in this scenario.

If however your PC at home is being left on or intermittently used by a family member or house sitter, unless you make an adjustment in your mail handling program on that PC, your mail will be downloaded to your home PC. This will occur each time it is activated, which under normal circumstances will remove the mail from being visible on the 'Webmail' feature of our website.

This is relatively simple to overcome by making a small settings change in your Outlook/Express mail handler;

The image shows a screenshot of Outlook Express with several windows open. On the left, a vertical list of numbered steps (1-7) with green arrows pointing down, each in a box with a line pointing to a specific part of the screenshot. Step 1 points to the 'Tools' menu. Step 2 points to the 'Accounts...' option in the Tools menu. Step 3 points to the 'pop3.scorch.co.nz' account in the Internet Accounts window. Step 4 points to the 'Properties' button for that account. Step 5 points to the 'Advanced' tab in the Properties dialog. Step 6 points to the 'Leave a copy of messages on server' checkbox. Step 7 points to the 'Remove from server after' spin box.

- 1 Click on 'Tools'
- 2 Click on 'Accounts'
- 3 Click on your 'Scorch Account'
- 4 Click on 'Properties'
- 5 Click on the 'Advanced' tab
- 6 Place tick in the box marked 'Leave a copy of message on server'
- 7 Optional: If you place a tick here and set a figure in the 'days' box email will not endlessly accumulate. Click 'Ok' when done

When you return home you can simply undo the settings in set 6 & 7 to put your mail back to normal (recommended).

**Note:** If you set a large number of days in the 'Remove from server after X days' box in step 7 and operate your mail handler like this permanently then you can experience long processing times for mail collection as it is verifying you have a copy of each mail each time and if you delete mail it can be pulled back in again unless you tick the 'Remove from server when deleted from deleted items'. This can also lead to larger data usage with more effective traffic moving on your connection.