

# Thunderbird Account Settings Changes

**Software:** Thunderbird v.4 or higher

**Platform:** Mac/PC

## Overview

Lewis & Clark College is transitioning to an email system powered by Google. The new system will continue to work with our supported desktop client, Thunderbird, but you will need to update your current Thunderbird settings. This helpsheet assumes you are using Thunderbird version 4 or higher. If you are using an older version of Thunderbird, **STOP** and contact the Help Desk (503-768-7225) for assistance upgrading to the current version.

These account settings will work with most other IMAP or POP clients. A link to Google's help for other desktop email clients (Outlook, Apple Mail, etc.) is at the end of this helpsheet.

## Connect to Your Lclark Google Account

If you have multiple LC accounts in Thunderbird, repeat these steps for each account.

1. Launch Thunderbird and select **Tools > Account Settings**.
2. Click on the account you wish to update. In Account Settings (fig. 1) go to the Outgoing Server (SMTP) menu at the bottom of the screen and select **Use Default Server** from the pull down menu.
3. Next, click on Server Settings underneath the account name. If your server type is POP, **STOP** and call the IT Help Desk for assistance.
4. Update the following in Server Settings:
  - Set Server Name to **imap.gmail.com**
  - Add **@lclark.edu** to your User Name
  - Verify connection security is set to **SSL/TLS**
4. Click the **Advanced** button. Make sure the IMAP server directory box is empty and click **OK** (fig. 3). (Older LC accounts may have "mail" set as the IMAP directory. This will not work as expected with Google.)

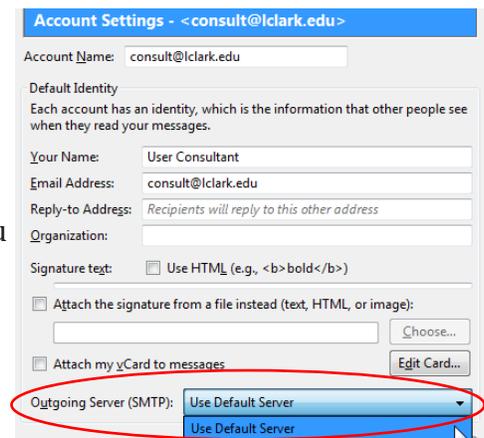


figure 1

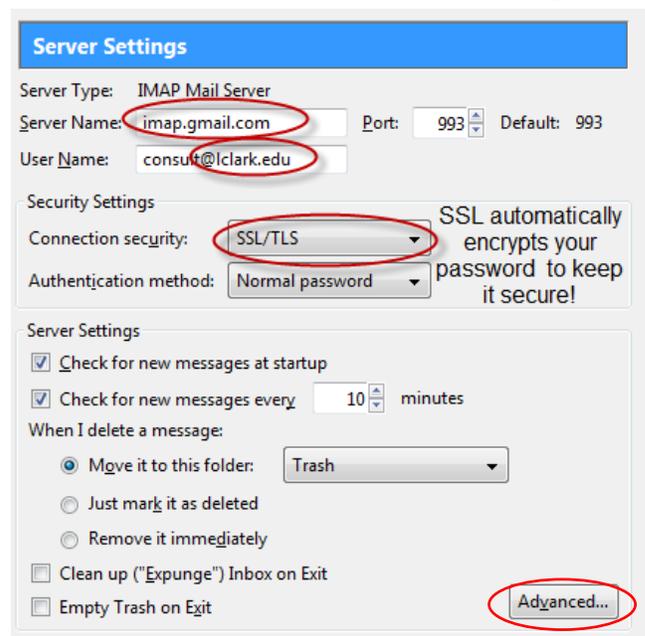


figure 2

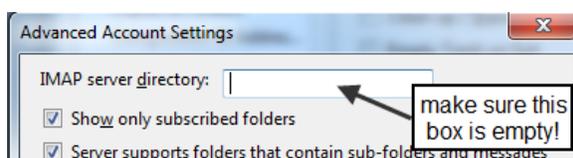


figure 3

- Back in the main Account Settings window, scroll to the bottom of the account list and click **Outgoing Server** (fig. 4).

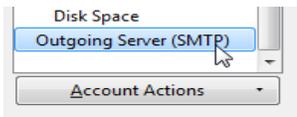


figure 4

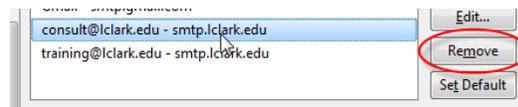


figure 5

- In the outgoing server list, select any servers with smtp.lclark.edu in the name and click **Remove** (fig. 5).

- Click **Add** to enter information for the LCmail outgoing mail server.

- Enter the following (fig. 6):

- Set Description to **LCmail SMTP**
- Set server name to **smtp.gmail.com**
- Set connection security to **STARTTLS**
- Set authentication method to **Normal password**
- Set user name to your complete email address. For example, consult@lclark.edu.

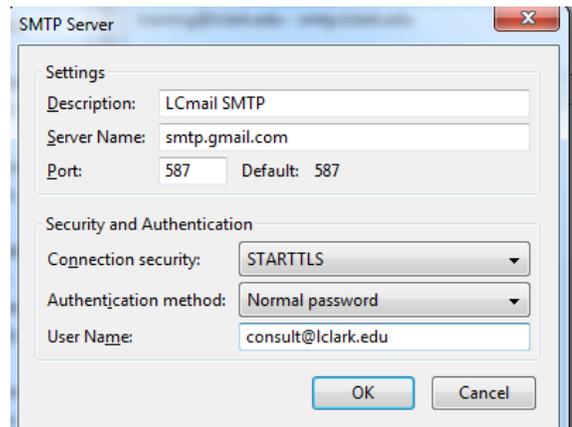


figure 6

- Click **OK** to return to Account Settings. Now, select the LCmail SMTP server you just added, and click the Set Default button. (fig. 7)



figure 7

- Click **OK** again to save changes and return to Thunderbird. Finally, quit and restart Thunderbird. You should be prompted to login to youremailaddress@imap.gmail.com. Send yourself a test message to make sure your account is working.

## Gmail folders in Thunderbird

When you connect to your Lewis & Clark Google email account, you'll notice a new [Gmail] folder. The [Gmail] subfolders represent the special labels Google uses to process email: All Mail, Drafts, Sent Mail, Spam, Starred and Trash. If you don't see these folders, see Step 4 in the prior section.



To hide these folders in Thunderbird, change your label settings in lclark.edu on the web (see a link to step-by-step instructions at the end of this helpsheet).

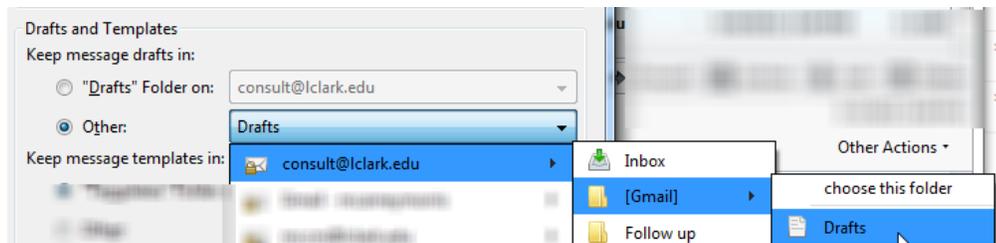
- [Gmail]/All Mail** - all of your messages in Gmail, including sent and archived messages.
- [Gmail]/Drafts** is where drafts created in the web interface are saved. Set this folder as your Draft folder in Thunderbird to see the same Drafts in both versions.
- [Gmail]/Sent Mail** contains messages sent using the web interface or the Google outgoing mail server. See instructions below to set this folder as the sent mail folder in Thunderbird, so that all your sent messages appear in the same folder.
- [Gmail]/Spam** contains messages identified as spam by Gmail. Messages you move here will be reported to Gmail as spam. Messages in this folder will be automatically deleted after 30 days.

- **[Gmail]/Starred** contains messages you star in the web interface. Messages you flag in Thunderbird will be added to this folder.
- **[Gmail]/Trash** contains messages in the Trash folder in the web interface. Messages moved here will be automatically deleted after 30 days.

## Update Preferences in Thunderbird

As described above, Google has certain default labels the web version **always** uses for Sent Mail, Drafts, and Trash. To minimize confusion, we recommend you configure Thunderbird to use these same “folders” rather than the default folders.

1. From the Tools menu, select Account Settings and highlight the account for your Google lclark account.
2. Click on **Copies & Folders**. Check the following:
  - To improve performance, uncheck this option. Google automatically saves and labels all messages sent using smtp.gmail.com as Sent Mail. If outgoing messages are not being saved, double check to make sure you configured outgoing mail settings correctly.
  - Message Archives - Other > your L&C google email account > [Gmail] > All Mail
  - Drafts Other > your L&C google email account > [Gmail] > Drafts



3. On the **Junk Settings** tab make sure Enable adaptive junk mail controls is NOT checked.
4. Click OK to save and close your account settings.

## General Tips & Tricks for Thunderbird and other Desktop Clients

### Saving Messages

- If you use smtp.gmail.com, Do NOT save sent messages on the server. If your client is sending mail through Gmail’s SMTP server, your sent messages will be automatically copied to the [Gmail]/Sent Mail folder.
- DO save draft messages on the server. If you want your drafts in your mail client to sync correctly with Gmail’s web interface, set your client to save drafts to the [Gmail]/Drafts folder.
- Do NOT save deleted messages on the server. If you use Google’s default IMAP settings, messages deleted from an IMAP folder (except for those in [Gmail]/Spam or [Gmail]/Trash) only have that label removed and still exist in All Mail.
- Be cautious when you save deleted messages to your [Gmail]/Trash folder because this will delete a message in all folders.
- Do NOT save deleted messages to your [Gmail]/All Mail folder as some clients will try to empty this folder and ultimately fail. This can lead to delayed mail access or excessive battery consumption on a mobile device.

**Junk mail and spam:** Gmail's spam filters also work in your IMAP client, and Google recommends turning off any additional anti-spam or junk mail filters within your desktop software. Your software's filter will attempt to download and classify all of your existing messages, which may slow down your client until the process is complete.

**Nested Folders:** If you create folders within folders in your client, Gmail will treat these as separate labels. Gmail indicates which folder is a nested folder by adding a '/' before the corresponding label in the web interface.

**Reserved Folders:** If you attempt to create a folder name that conflicts with a reserved folder name such as 'Chats' the folders will display with an '[IMAP]' prefix ('[Imap]/Chats').

**Generally speaking, the first action in your Desktop client appears as the following action in Gmail:**

- Open a message > Mark a message as read
- Flag a message > Apply a star to the message
- Move a message to a folder > Apply a label to the message
- Create a folder > Create a label
- Move a message to [Gmail]/Spam > Report a message as spam
- Delete a message from [Gmail]/Spam or [Gmail]/Trash > Delete the message permanently

## Further Information

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General IMAP Configuration Instructions for other desktop programs (Apple Mail, Outlook, etc.): <https://support.google.com/mail/bin/answer.py?hl=en&answer=75726&topic=1668961&ctx=topic>

Label Settings: <http://support.google.com/mail/bin/answer.py?hl=en&answer=118708&topic=1669016&ctx=topic>

Google Sync for Outlook and Mobile Devices: <http://support.google.com/a/bin/topic.py?hl=en&topic=23333&rd=1>