

# Quadrat Systems

Web and email hosting

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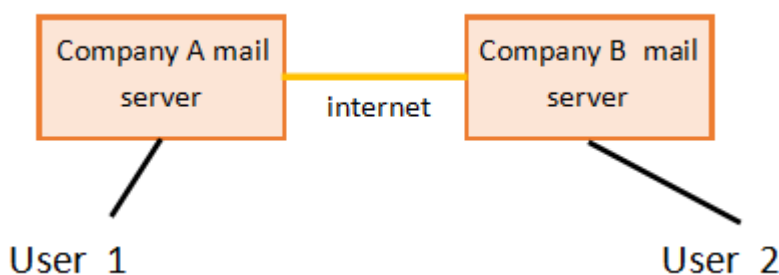
## Emails – POP3 or IMAP? The problems of accessing Emails from more than one device.

You need to understand how these protocols work if you handle or receive Emails on more than one device.

This document discusses the differences of web-accessed emails and device-based POP3 and IMAP services.:

### Web- accessed Email services

The simplest model is where Users connect to a mail server over the internet. When User 1, who is using Company A for Emails, sends an Email to User 2, it is the servers that send messages between them.



Your messages are stored on your Company's server, the ones you create are stored in "Sent items" once sent, the replies and other Emails sent to you are stored in "Inbox" on the server. You only require a browser (Edge, Safari, Chrome, Firefox, Opera, etc.) which you use to surf the internet, to be able to connect to your Email server.

Because there is only one place where your Emails are and it can be accessed anywhere you can connect to the internet, you can use multiple devices from anywhere in the world (with internet connection) to look at and compose Emails. Whatever you do on one device will be reflected on all devices.

If you have (had) an account with gmail.com, icloud.com, btinternet.com, yahoo.com, outlook.com, live.com, Hotmail.com etc. these work in this way. They are often called cloud-based Email services\*\* see addendum. NOTE "outlook.com" is the internet or cloud based Email system, "Outlook" is a local APP or Email client program running on your device. Do not get these mixed up!

If you have a Quadrat hosted Tove Valley / Abthorpe Broadband Association account such as Abthorpe.net, Wappenham.net, tovevalley.net, etc. you can operate your Emails in this way by using [TVB/Quadrat's WebMail](#) service.

In all server connected services, when connected, you have the option of downloading any Email, its attachments or both. You cannot draft (like, if you're off-line) your outgoing Email on your own device unless you create a document with your outgoing Email information in, then copy and paste it into the server's outgoing Email facility when connected.

If you have *multiple people accessing the same mailbox from multiple locations*, this service is a **must**. Make life simple - do not use POP3 or iMAP systems.

The down-side of this arrangement is that space for your Emails is limited by your service provider. Generally the allowance is massive but you do have to manage your emails and delete any unwanted messages religiously to avoid hitting the limit and having to spend emergency time clearing out messages before your service continues.

### Email client APPs or programs installed on your device(s).

Now let's expand the Email services available to include **Email client APPs or programs installed on your devices**. These APPs include Outlook, emClient, Thunderbird, Mailbird and others.

They work by taking your Emails off the server and storing them locally. They allow you to compose your outgoing email before sending, which, when you are connected, sends the email to your server and it in turn sends it on to the recipient's server.

This utilises a POP3 system.

**POP3's** only job is to download emails to your device(s) from the email server. POP3 only downloads emails that are in your server's inbox folder. That is, it will not download emails from your server's spam folder, your draft folder, your sent folder, your deleted emails, etc.

**If you only use one device to handle your Emails then this service is the one to choose – it is quicker than any other way of retrieving your messages. If you do use POP3, you must make sure you backup your devices because otherwise if you lose your messages due to a device failure or good old finger trouble, you have generally no way of retrieving them.**

**IMAP** allows you to view all your emails that are on the email server from multiple devices. Not only are the emails kept on the email server, but IMAP also copies your emails to all your devices. IMAP synchronises all your folders. Unlike POP3, IMAP synchronises your inbox folder, sent folder, deleted folder etc. So if you use several devices to look at and compose Emails, and you want to use an APP on your local devices, IMAP on all your devices should be your choice. It is dangerous to mix POP3 and IMAP between devices.

There are many settings in as many Email client programs which can be set or changed to provide a wide range of effects on multiple user / multiple device email systems and if running such a scenario, you must understand what each setting's effect will be to the other devices.

If you must have the facility of handling actual copies of messages on your local device, then we recommend all devices use IMAP – this way all devices will be synchronised with the Emails stored on the server. But beware – if you delete a message from your local device, it sends a message to the server to delete its copy of the message and the other devices will (eventually) have their copies destroyed.

Do not be tempted to use POP3 and the sometimes available settings in an Email client program to leave copies of the messages on the server and then try to manipulate settings between different devices to cope with the situation you desire.

If you use POP3 exclusively, all copies of your emails are on your device and you should take steps to backup this information to a cloud service.

If you use an on-line cloud service or IMAP exclusively, your service provider should be responsible for a continuing service. In the case of all Tove Valley Email accounts, a backup of the Email server including all Emails is taken every week and a backup of the latest 3 days emails is taken every day.

### **Storage limitations**

Quadrat normally allows 500Mbytes storage for email messages. Remember this includes any attachments as well as the body of the message. For those who use the server storage exclusively (web-accessed service of IMAP) Quadrat will up the storage without charge to 1Gbytes but beyond that there will be a charge.

### **Addendum:**

#### **(2021)**

If you have an outlook.com, live.com, Hotmail.com account (all serviced by Microsoft) consider changing your Email hosting because these allegedly have well known problems of service including missing mail, overly zealous junking and some authentication problems.

If you have yahoo.com change your Email hosting because of allegedly serious hacking of accounts.

If you have iCloud.com account, beware of phishing and make sure you have suitable security systems in place. It is not enough to rely on Apple's security in this instance.