# FAQs on using SkyConnect Email Application

### Can we attach user information (Name and Mobile number etc) as signature automatically for all users?

No this is technically not feasible. Normally, when we compose a fresh mail or reply or forward an email, we expect the signature to be right below our message. This is why signatures are implemented in the email clients and they come up as soon as you start drafting your email. It is not possible to insert a signature in the middle of a message during the flow.

### Can we use an alternate port for IMAP, POP and Chat instead of the standard ports specified by you?

Mithi SkyConnect is a shared environment, where multiple customers deploy and provide mail and collaboration services to their users. Since the port changes are done at the server level, we cannot allow this on our cloud service.

### If an employee leaves the organization and the manager needs the access to his e-mail, how can he do that?

There are essentially two types of mail access by end users and thus two basic ways to get at his mail after he leaves.

1. **Via POP** in which the user will download mail from the server on to his client, and then he is free to work with his mail the way he likes. The mail will be typically be stored in a PST file (for MS Outlook) or an mbox structure for Thunderbird, or the local format of any other chosen email client. In this scenario, there is normally no mail left on the server.

   After an employee leaves, the only option you have is to access the employee's PC and save the local mail files (PST file, mbox or whatever format). These can then be imported into another user's desktop client so that user can get access to these mail.

   The limitation with this approach is that, it is quite likely that you may not get much/all mail from the user's PC, since it depends on the actions taken by user to manage his mail. Also we have observed that when

employees leave, they delete all their mail and go. Lets not forget the operational difficulties for the administrator in this approach.

2. **Via IMAP**, in which the user will connect via MS Outlook, Thunderbird of any other client which supports IMAP. In this scenario, the mail resides on the server and the client only caches a copy to the local PC. This cached copy is also stored in a PST (MS Outlook), mbox (Thunderbird) or whatever local store format depending on the chosen client.

   After an employee leaves, you can get complete access to the mailbox from the server itself. The mail can then be copied to another active user's mailbox in another folder.

   However, this approach suffers the same limitation as the one described above for POP. The content of the mailbox depends on how the employee left it.

**SkyConnect's Personal Archival** is the only way to get a complete handle on an employee's unaltered mailbox state. Using this approach, we configure personal archival for all employees so that a copy of every mail sent and received by the employees is deposited into the corresponding personal archive account of that employee and that account is read only. The mail in these archive accounts are retained for the specified duration (typically a year or more). If an employee leaves, no matter what is the state of his live mailbox at that point, you can get complete access to every mail sent/received via the employee's archive account.
You now have the option to provide complete access to the employee's archive account to another active user or else copy all the mail from the archive account to a personal folder of active user's mailbox.

## What is the difference between IMAP and POP type of email accounts?

| IMAP | POP |
| --- | --- |
| The IMAP protocol, by default, allows the user to keep all messages on the server. | The POP protocol, by default, is set to download all the messages from the mail server onto your computer. |
| It constantly synchronizes the email program with the server and displays what messages are currently present. | All the actions performed reading, moving, deleting, etc.) will be on one's computer. |
| All the actions performed on the messages (reading, moving, deleting, etc.) will be done directly on the server. | Because, everything is kept on the user's computer, the user will not be able to access the account from any other device (computer/mobile) other than the computer where the messages have been downloaded. |
| Because everything is kept on the server the user will be able to access the email from any device (computer/mobile) connected to the internet. | There is an option to setup the pop protocol to save the copy of the messages on the server after downloading them on the computer. |

| You recommend IMAP if... | You may choose POP if... |
| --- | --- |
| You check your email with different computers or devices. | You check your email exclusively with one computer. |

| You recommend IMAP if... | You may choose POP if... |
| --- | --- |
| You use Web Mail in addition to an email program such as Apple Mail or Outlook. | You perform your own email backups. |
| You want the peace of mind of having your email backed up. | You must use an email program that does not work with IMAP. |
| | You prefer not to keep an eye on mailbox storage limits. |
| | You have used POP before and are satisfied with its functionality. |