

Using Case Google Mail and Google Apps

Using Google in a Desktop Client or Mobile Device

This document describes the settings that must be set in Case Google Mail and changed in your client in order to use an IMAP or POP server for viewing email in a desktop or mobile client.

Improving IMAP Performance

This process document describes the settings that must be made in <http://webmail.case.edu> (<http://webmail.case.edu/>) to improve performance with IMAP mail clients such as Outlook or Thunderbird.

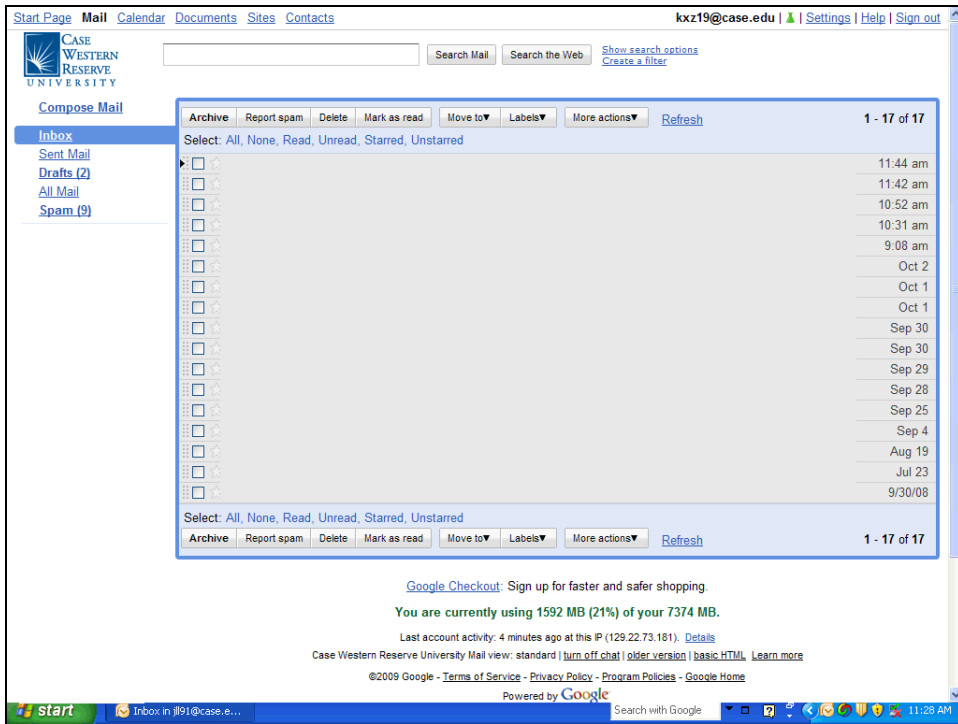
Google maintains a special grouping of mail messages that appear to IMAP mail clients as a folder called “All Mail”. This special folder contains every piece of mail the user has ever received and over time can grow to several tens (or hundreds!) of thousands of messages. Every time an IMAP mail client connects to the Google mail server it downloads the headers of all new and changed messages in every folder including the “All Mail” folder. When the mail client is connecting for the first time, it must download the header of every message including every message in the “All Mail” folder. When the volume of updates is very large, performance can suffer with symptoms ranging from long delays downloading new messages to long delays before seeing message lists when switching folders.


This procedure will allow you to make your “All Mail” folder invisible to your IMAP mail client. Since it will no longer need to download several thousands of message headers each time it connects, your IMAP mail client’s performance should improve. This procedure can be used to make any folder that you don’t use often invisible to your IMAP mail client – the folders will always be visible when using <http://webmail.case.edu>.

Procedure

Use this process to set up Google Mail to make your folders invisible to IMAP mail clients. While this process can be done at any time, we recommend making the ”All Mail” folder invisible BEFORE setting up your IMAP mail client to connect to Google for the first time.

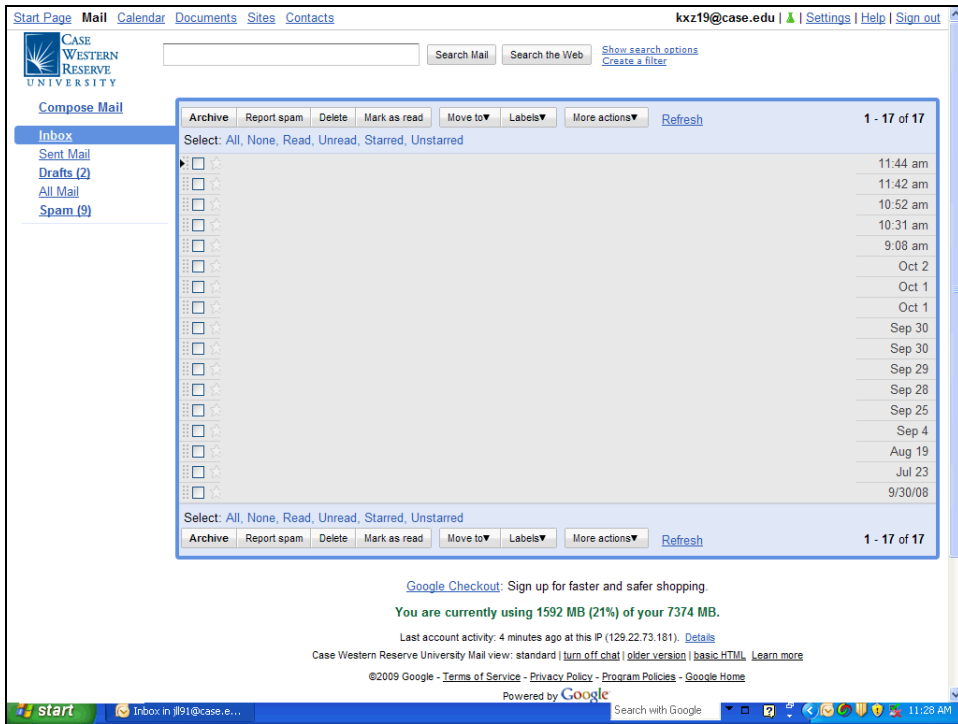
Step	Action
1.	Go to http://webmail.case.edu . Log in with your Case ID and your password.




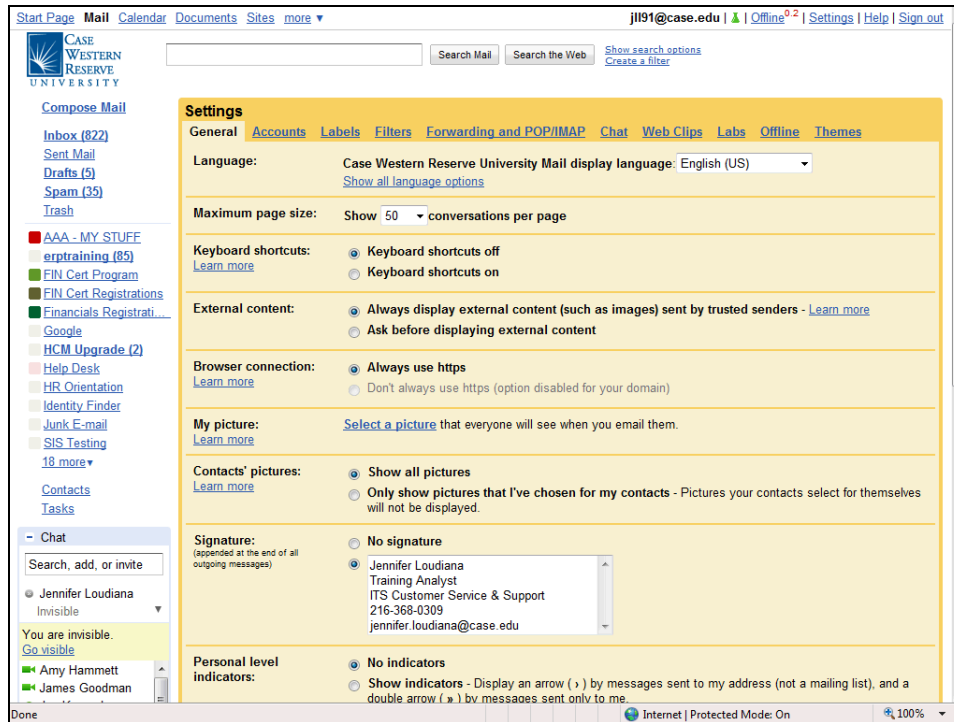
Step	Action
2.	<p>Once you have logged into your Google webmail account.</p> <p>Click on the green icon, Google Labs, on the top right.</p> 
3.	<p>If you did not see the Google Labs green icon, Click Settings.</p> <p>The Settings menu appears.</p> <p>Click the Labs link in the Settings menu.</p> <p>The Labs listing of gadgets will appear.</p>



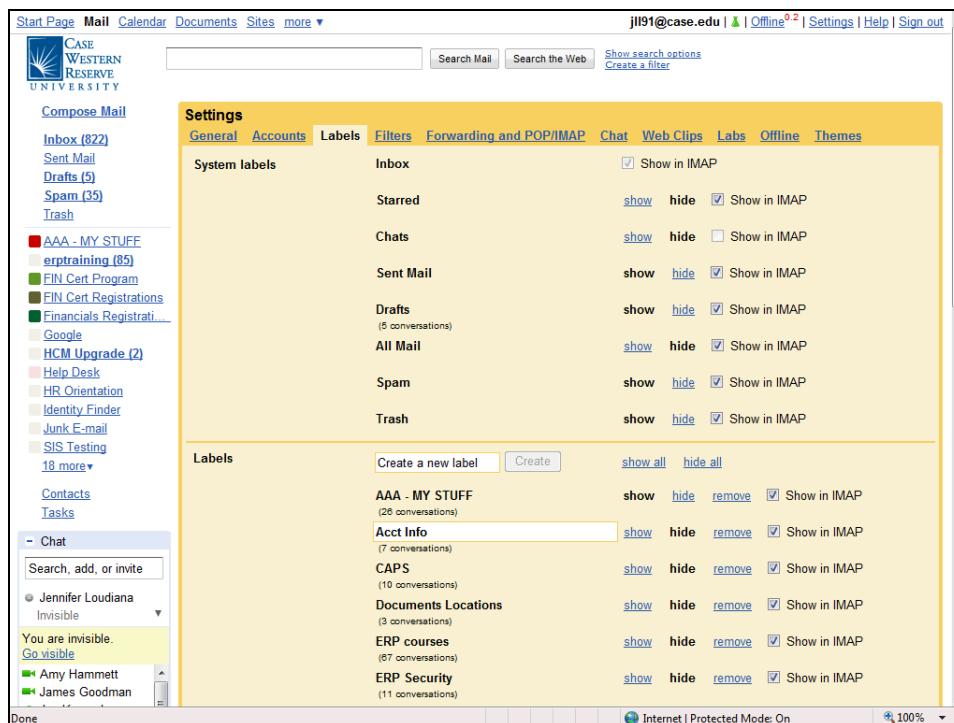
Step	Action
4.	Scroll down the Labs page until you find Advanced IMAP Controls . <div style="border: 1px solid black; padding: 2px; display: inline-block;">Advanced IMAP Controls</div>
5.	Select the Enable radio button. <div style="border: 1px solid black; padding: 2px; display: inline-block;"><input checked="" type="radio"/> Enable</div>
6.	Click Save Changes button. <div style="border: 1px solid black; padding: 2px; display: inline-block;">Save Changes</div>

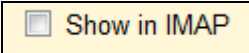



Step	Action
7.	Your Google Mail appears. Click on the Settings link. 



Step	Action
8.	The Settings page appears. Click on the Labels link. <div style="border: 1px solid black; padding: 2px; display: inline-block; margin-top: 5px;">Labels</div>



Step	Action
9.	The System Labels section appears. Find the All Mail label.
10.	In the All Mail label row, uncheck the Show in IMAP checkbox. 
11.	Return to your Inbox. Close and restart your IMAP mail client (if it is running). 
12.	This completes the process of Improving your Mail performance using IMAP. End of Procedure.