



Department of Computing Services Information Technology Systems Division

## ***Mail Enabled Public Folders (MEPF)***

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**Mail enabled public folders (MEPF)** allow for incoming and outgoing e-mails to a “generic account”. MEPF’s allow multiple users to access these accounts, create, forward, and reply to mail messages.

This folder acts as a central depository for all email. Any requested user can have access to the folder. An advantage of MEPF’s is that e-mail received in a MEPF is separate from your personal mailbox. You can set up an auto-reply on a MEPF to send e-mails to anyone sending to this account, or persons in your department can be given the appropriate permissions to send on behalf of this account.

MEPF’S are also highly effective for a class assignment repository. For example, rather than having your students e-mail their assignments to your personal mailbox. A MEPF can be set up for your class where students can e-mail their assignments.

Stored on Exchange servers, MEPFs are created by ITSD administrators who grant the appropriate access permissions to people in your department as requested. These access permissions determine who can view, create, and modify items in the folders.

### **Procedures for requesting a Mail-enabled Public Folder**

For a new MEPF, please e-mail your request to the Technology Assistance Center ([tac@uncw.edu](mailto:tac@uncw.edu)). You will need to provide the following for each MEPF requested:

- Folder Location: e.g. outlook:\\Public Folders\\All Public Folders\\ITSD
- Folder Name:
- Folder Email address:
- Folder Contact:
- Folder Users: Include name ,UNCW e-mail address and desired permissions (see below)

### **List of Permissions**

*Editor* - Create, read, modify, and delete all items and files

*Author* - Create and read items and files, and modify and delete items and files you create

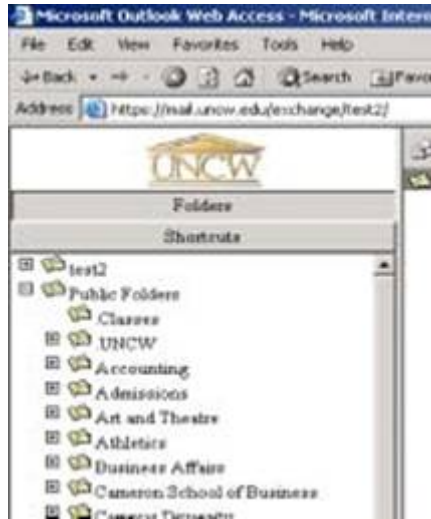
*Reviewer* - Read items and files only

*Send on Behalf of* – Send messages on behalf of MEPF

## Locating your Mail-enabled Public Folder

To open a public folder:

- 1 To display your folders, on the **Outlook Bar**, click the **Folders** tab.
- 2 Beside **Public Folders**, click the addition sign [+] to expand the display of your organization's public folders. Click a [+] beside a folder to view additional folders nested within. When a folder has been expanded, the [+] becomes a [-].
- 3 To open the public folder, click it. The posted messages contained in that public folder will be displayed in the main Outlook Web Access window.



## Sending from the Mail-Enabled Public Folder

To reply to a message in the mail-enabled public folder, a user simply selects the message as usual, then clicks Reply on the toolbar. If you want users to reply with their own email address, that's all there is to it.

However, if you requested Send on Behalf of permissions, you must choose the From Field to display the From box on the message. If using Outlook as your email editor, click on down arrow next to Options, then click on From. The From box now appears above the To box in your email message.

You can either click **From** and pick the MEPF name from the Global Address List, or type the MEPF name in the **From** box and let Outlook's automatic name-resolution function resolve the name. After setting the **From** address, you can complete the message and send it as usual.

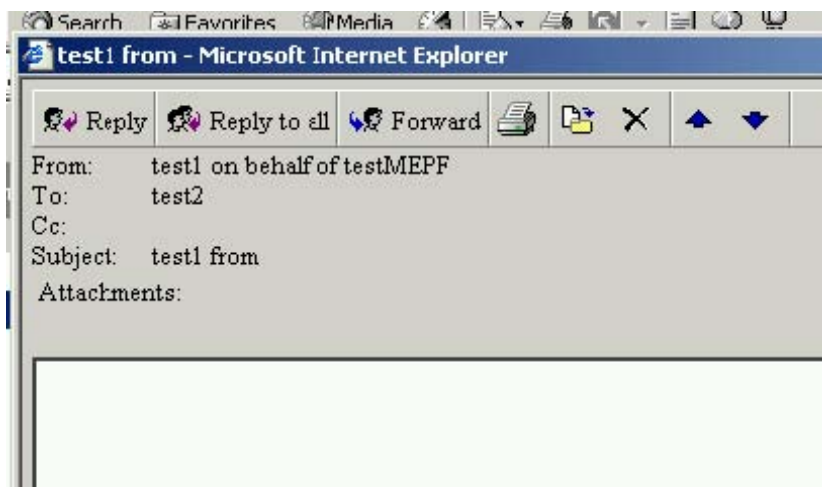
If you used the *Send on Behalf of* technique, by entering **testMEPF** in the **From** field, recipients will get a message from your name (test1) *on behalf of* testMEPF. (See the

example below.) If you do not use the **From** field, recipients will get a message with your name in the **From:** box.

Please note that only Outlook client users have the **From** field available. OWA does not have this feature in the current release. If you used the *Send on Behalf of* technique, by entering **testMEPF** in the **From** field, recipients will get a message from your name (test1) *on behalf of testMEPF*. (See the example below.)

If you do not use the **From** field, recipients will get a message with your name in the **From:** box. Please note that only Outlook client users have the **From** field available. OWA does not have this feature in the current release. Student workers or grad assistants who do not use Outlook *can* use OWA for 'send on behalf of permissions'. However, a draft email must be set up in Outlook first.

From within Outlook; create a blank message, add the From: field, select the name of your mepf from the Global Address List and save the message to the Drafts folder. Once the draft is created, it can be save to the MEPF; where the student or grad assistant can make a copy of the draft email for use as a template. From within OWA, first make a copy of the email template in your Drafts folder; open that copy and then fill in the rest of the email and send it. You will not see the From: information in the email message from within OWA; but the recipients will see the information regarding to 'send on behalf of'. **Please be sure to make a copy of the Draft email first and use that copy as your template.** If the original Draft email is used, then it will be sent and will not be available for the next student to use.



## **Important Info Regarding Mail-Enabled Public Folders**

Mail enabled public folders have a 10000 KB (10MB) size limitation. A warning will be issued when the folder reaches 8500 KB and sending will be prohibited at 9550 KB. It is the responsibility of the mail-enabled public folder contact to maintain the appropriate size of the folder.

## **Receiving Spam in your Mail-Enabled Public Folder**

ITSD has implemented tools to limit the amount of spam coming into our email system. However, SPAM, or junk mail, is increasing and becoming more bothersome by the day and cannot be blocked 100%. If you are dealing with more and more spam being delivered to your mail-enabled public folder, please contact the Technology Assistance Center ([tac@uncw.edu](mailto:tac@uncw.edu)) or 962-4357 and request to have SPAM filters applied to your MEPF. Select one of the following options:

- Spam Rejection - Aggressive Level
- Spam Rejection – Conservative Level
- Spam Rejection – Normal Level
- Spam Tagging – Aggressive Level
- Spam Tagging – Conservative Level
- Spam Tagging – Normal Level