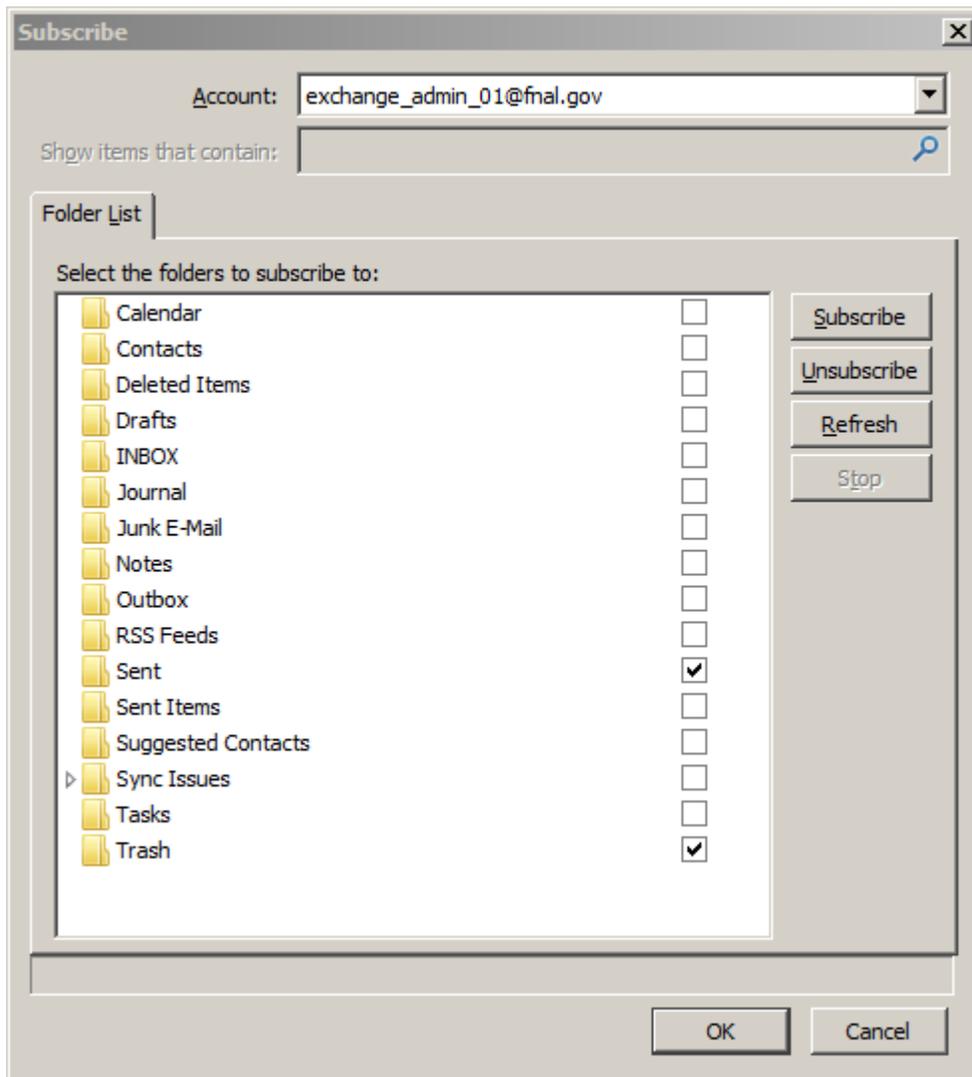


# 1 IMAP Folder Subscription

After mailbox migration, mail folders may be considered unsubscribed by mail clients that use the IMAP protocol. In this case, after you configure your mail client, you will not see any of your mail folders even after waiting for a minute for the folder list to be downloaded. These instructions should help make your folders visible. Note that different clients and even different versions of clients may have different means to accomplish this same task.

## 1.1 Thunderbird: How to Subscribe to IMAP Folders

- Open the “Thunderbird” application. Highlight the appropriate IMAP account name in the left column.
- Right click (Linux or Windows) or Control click (Mac) the account name and select “**Subscribe...**” from the pop-up menu. A “Subscribe” form will open as shown below, though it may take a minute to fully populate with folders.



- Note: If you are also using a MAPI configuration for this account or have configured a mobile phone for this account, then you may see folders in this list which are not useful for Thunderbird IMAP operation, such as “Junk E-Mail”, “Sent Items”, “Deleted Items”, and “RSS Feeds” (Outlook MAPI, some used by iPhone IMAP) shown above. While it is not harmful to subscribe to these folders in Thunderbird as far as we know, it may be prudent to leave these unsubscribed as they are not used by Thunderbird. Feel free to subscribe to all other folders YOU have created.
- Check all the folders you wish to subscribe to. You must open each folder that contains sub-folders to subscribe to the sub-folders as well. You can either click on the checkbox to subscribe to a folder, or highlight the folder and select “Subscribe”.
- When you are done, click “OK” to save the changes and exit the Subscribe window.
- Exit and restart Thunderbird. You should now see all the subscribed folders. It may take a minute or two for large folders to be downloaded for the first time.

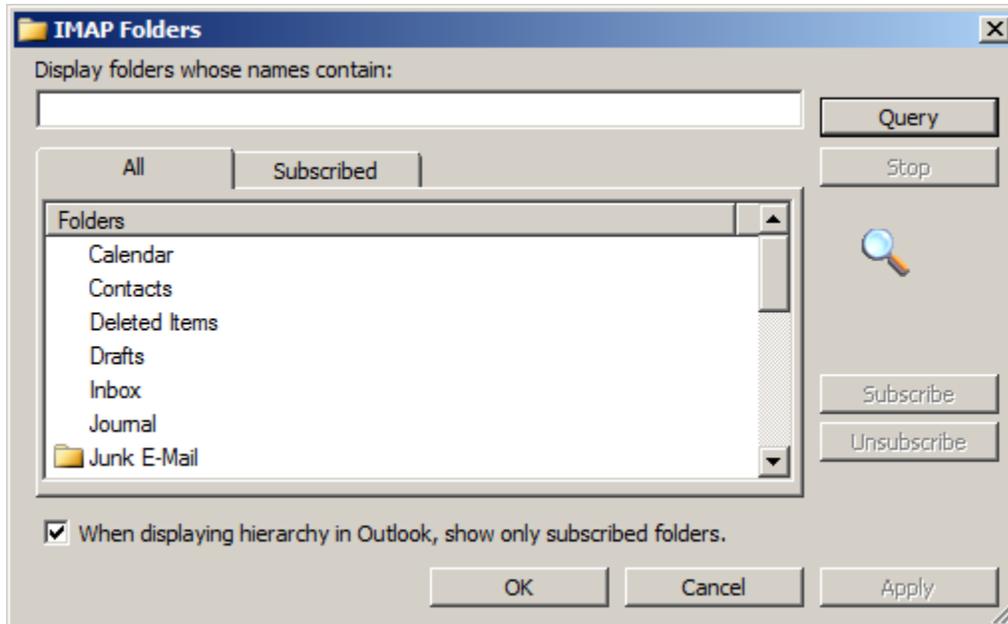
## 1.2 Mac Mail: How to Subscribe to IMAP Folders

Mac Mail handles IMAP folder subscription differently. While there is nominally a means to manage IMAP folder subscriptions (right-click accounts Inbox; Get Account Info; Subscription List tab), it does not appear to be usable. If you cannot see your mail folders in Mac Mail after proper configuration (which allows you to see the Inbox at least), then we suggest you try:

- Open Mail. Highlight the affected mailbox under the Mailboxes list in the left column, under Inbox.
- Right-click to bring up a pop-up menu. **Select “Synchronize “your account name””. This is not really a subscription action, but will attempt to get Mail to read the folders list from the server.**
- Now, quit Mail and restart it.
- If your folders are still not showing, go to the View menu and select “Show Mailboxes” and click on the right-pointing triangle to the left of your account heading to reveal your IMAP folders.

### 1.3 Outlook: How to Subscribe to IMAP Folders

- In Outlook, in the Navigation pane, click on the Inbox for the IMAP account.
- On the Tools menu that pops up, select “IMAP Folders”. This brings up the “IMAP Folders” subscription tool.



- Click “Query” to download a list of IMAP folders.
- Select the folder you would like to subscribe to and click “Subscribe”.
- When you are done, click “OK”.

The newly subscribed folders will now appear in the folder list for your email account.