General

- POP3 (Standard Account) vs Hosted Exchange
- Message Rejected - Size Limit
- How to Identify Spam/Scam Emails
- Remove Auto-Complete entries - Outlook
- Enabling Cached Exchange Mode - Outlook
- Archive or back up your mailbox
- Fix the "Use Temporary Mailbox" Issue

POP3 (Standard Account) vs Hosted Exchange

POP accounts have a smaller quota, so only the most current emails are stored on the web server. Emails are all

downloaded by Mac Mail or Outlook, and stored on your computer.

Exchange Plans are a step up from POP email, enabling real-time access to your email, calendar and contacts, as

well as important files and information.

There are a number of improvements that Exchange accounts offer over basic POP accounts:

- Larger quotas for online storage.
- Support for synced multiple device access - see sent items on all devices and deleting from one device deletes from all.
- Automatic syncing of email, rather than on a schedule.
- When your computer fails you don't lose your emails, simply reconnect your email account and your email,
  contacts and calendars will automatically download.
- Full functionality of group scheduling and meeting requests.
- Share your calendar and email access with other team members.
- Schedule out-of-office replies

Keeping this in mind, if you have one of our Standard POP accounts, be sure to keep your computer backed up!

Message Rejected - Size Limit

BarWeb along with all other email providers have an email size limit, if you are attempting to send an email

this is usually caused by a large attachment on the email.

To stop a message being rejected with a Size Limit message please ensure that the message you are

How to Identify Spam/Scam Emails

If you are not sure, the email can be forwarded to isthisreal@barweb.com.au, a BarWeb technician will

inspect the email along with the email log to ensure the email is safe.

Phishing is an attempt to scam or deceive you into disclosing personal and financial information in an email or

online. A hoax email may look like it was sent from a reputable organisation, and may ask you to disclose personal

information via return email or by clicking a link. These emails often look genuine, copying a company's branding

and email layout, and using an address that's very similar to the real company's URL.

Hoax emails may:

- Be unaddressed, or addressed generically to Dear Customer
- Be badly written with broken sentences, spelling mistakes and grammatical errors
- Show a sender address that is very close to the real company's address
- Display a suspicious looking URL when you hover over links or buttons you're asked to click
- Contain an unexpected zip file or other attachment
- Ask for your credit card, account details or personal information
- Display account information that doesn't match your real details

Help protect personal information by following these steps:

- Never trust emails that ask for personal details
- Think twice before giving personal details online - instead, contact the sender using their publicly available contact details
- Visit trusted websites via their URL, rather than clicking a link in the email
- Only provide financial details on secure websites
- Carefully choose and change passwords regularly
- Read the privacy policies of websites and apps you use
- Upgrade your device's security software or apps
- Use a separate email account for subscribing to online services and groups
- Use a spam filter to help block unsolicited and hoax emails

If you receive a suspicious email:

- Don't click links or reply
- Don't provide any personal information
- Don't open any attachments
- If you click an email link which opens a website, don't enter any personal information
- You can report the incident to [ACCC SCAMwatch](#)
- Delete the email as soon as possible
- If you've already provided personal or banking details to a scammer, contact your bank or financial institution immediately (using their publicly available details, not the ones in the email you received) and monitor your bank statements for unauthorised transactions. If you've provided account information, change any passwords you may have disclosed for your account
- If you've already saved or clicked on an attachment, update your anti-virus software and run a complete scan of your computer. Repeat the anti-virus update/scan process again over the next few days. You may also wish to update any online passwords stored on your computer in case they've been accessed

Remove Auto-Complete entries - Outlook

1.

   Open **Outlook**

2.

   Start a **New** Email

3.

Type a few characters of the email address you wish to remove in the **To...** field

4.

Click the **"X"** next to the entry you wish to remove
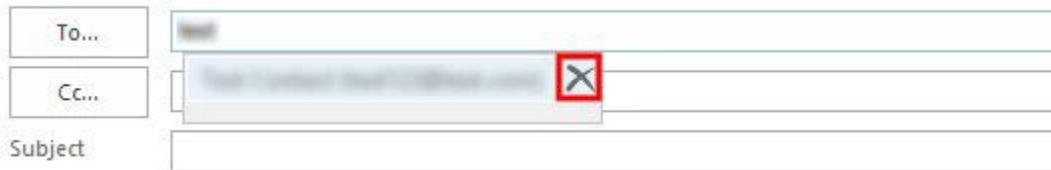
Enabling Cached Exchange Mode - Outlook

1.

   Click **File** -> **Account Settings** -> **Account Settings.**

2.

   Double click your account, then ensure the **Use Cached Exchange Mode** is checked.

Outlook 2010

Outlook 2013

Cached Exchange Mode is enabled by default in Outlook 2013.

Outlook 2016

Cached Exchange Mode is enabled by default in Outlook 2016

Email A
You

Email

New

Name
zcas

Selected

Books

lef...

Close

Exchange Account Settings

zcash@barweb.com.au

Offline Settings

☑ Use Cached Exchange Mode to download email to an Outlook data file

Download email for the past:

1 year

More Settings

Next

Archive or back up your mailbox

Use the Import and Export Wizard to back up (archive) your mailbox by exporting it to a file, and restore data by importing it from the file back to your mailbox.

The Import and Export Wizard

- Outlook has a tool you can use to back up and restore your mailbox called the **Import and Export Wizard**.
- To get to it, click the **FILE** tab > **Open & Export** > and **Import/Export**.
- You back up your mailbox by exporting it to a file on your computer, and then restore data by importing it from the file back to your mailbox. The type of file you export to is an Outlook Data File with a .pst file extension.
- If you decide you want to switch to manual archiving, you can turn off AutoArchive.
- Click the **FILE** tab > **Options** > **Advanced** > **AutoArchive Settings**. Then, uncheck **Run AutoArchive every** and click **OK**.

Fix the "Use Temporary Mailbox" Issue

> If you are being prompted with a message indicating "Your mailbox has been temporarily moved", with an option of "Use Temporary Mailbox", complete the following steps.

1. Click **Cancel** each time you receive the prompt, and close **Outlook**.
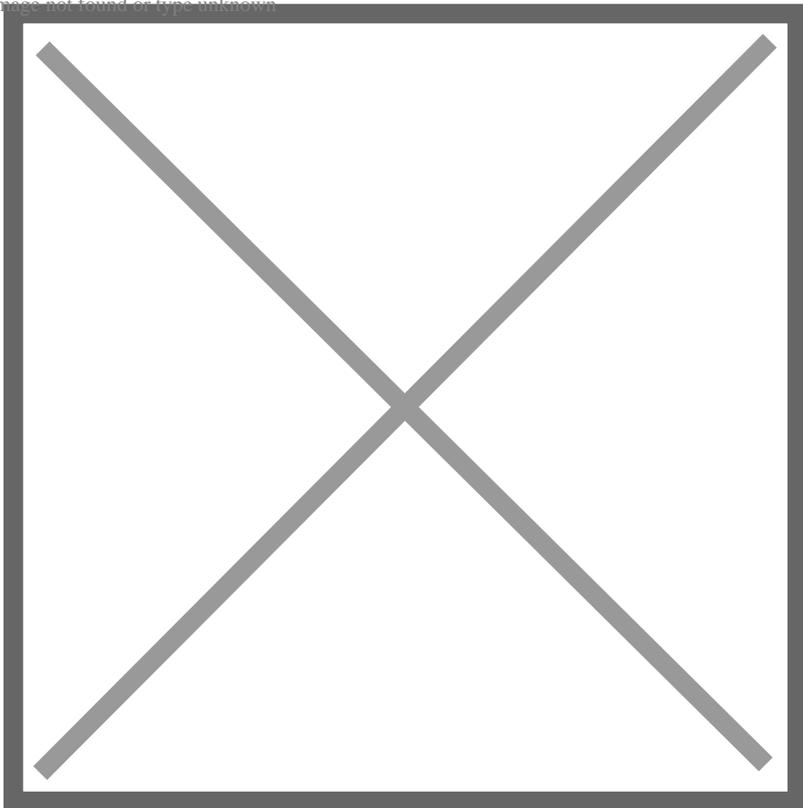
2. **Restart** your computer. If there is an option to "**Update and restart**", choose it to install your

pending updates.

Or
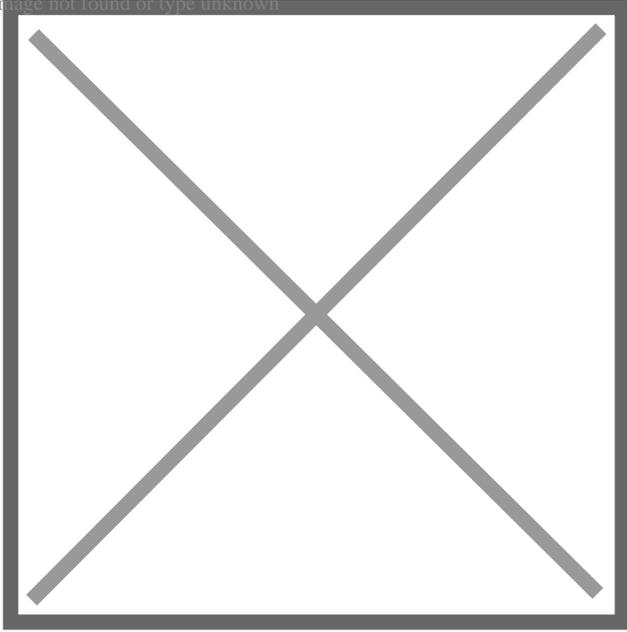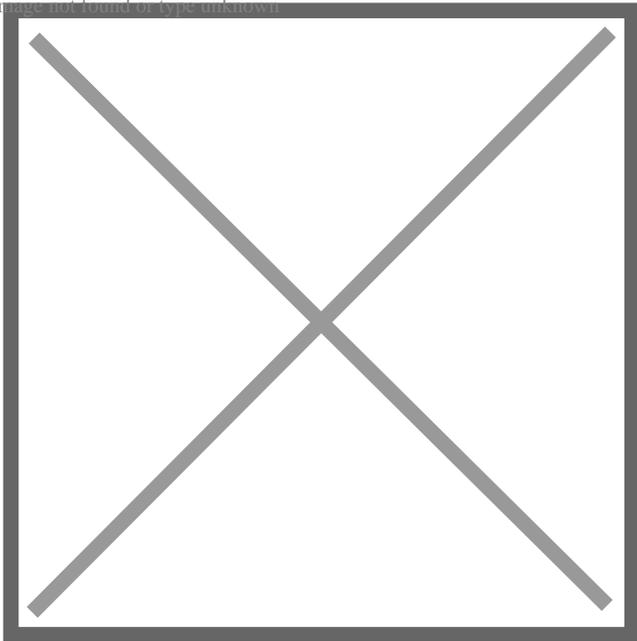
3. When your computer has restarted and you are logged back in, open the Control Panel. The **Control Panel** can be found by searching for it by clicking the magnifying glass in the taskbar and then typing "**Control Panel**".
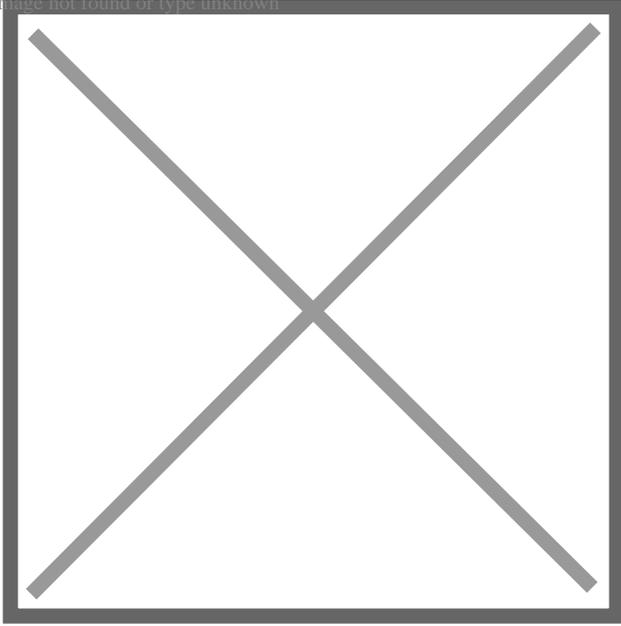
The Control Panel will open.

Image not found or type unknown
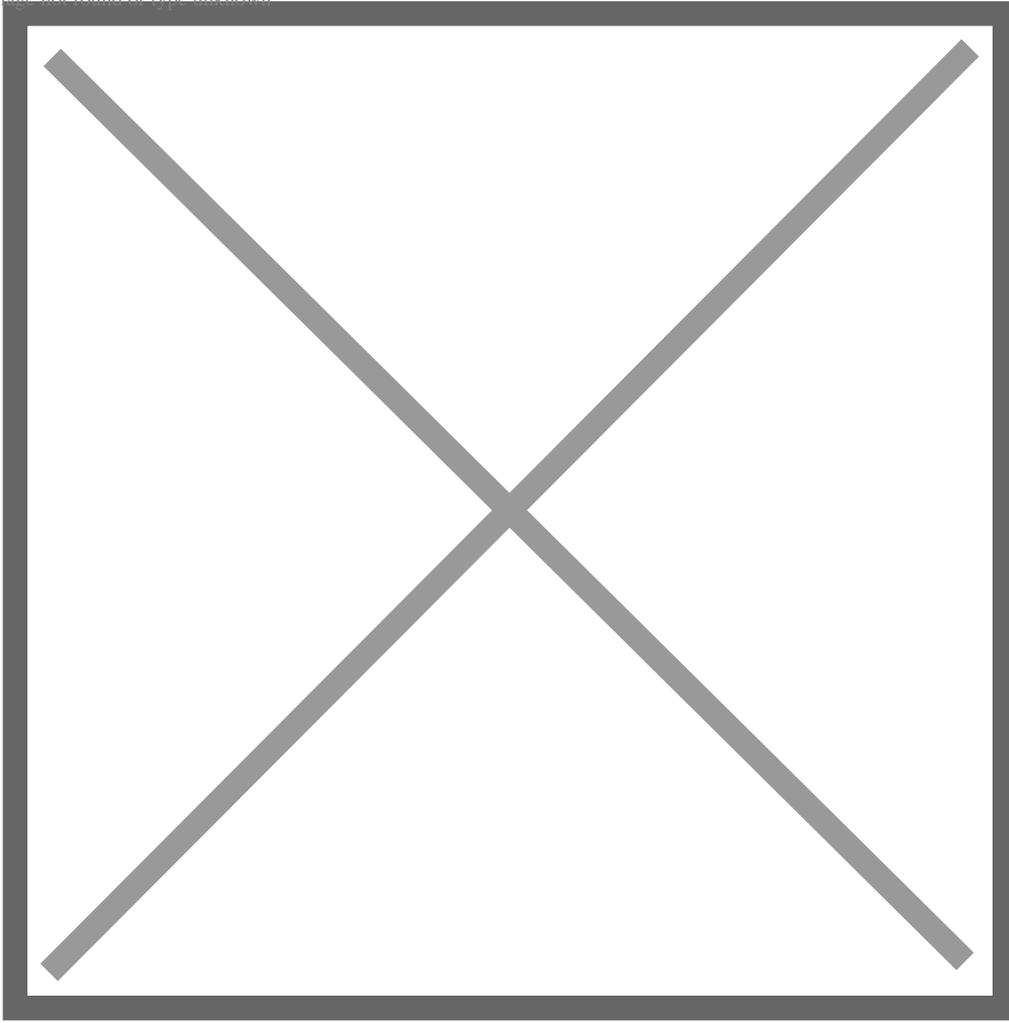
4. When the Control Panel is open, use the Control Panel search box to search for "**mail**", then click on **Mail (32-bit)**.
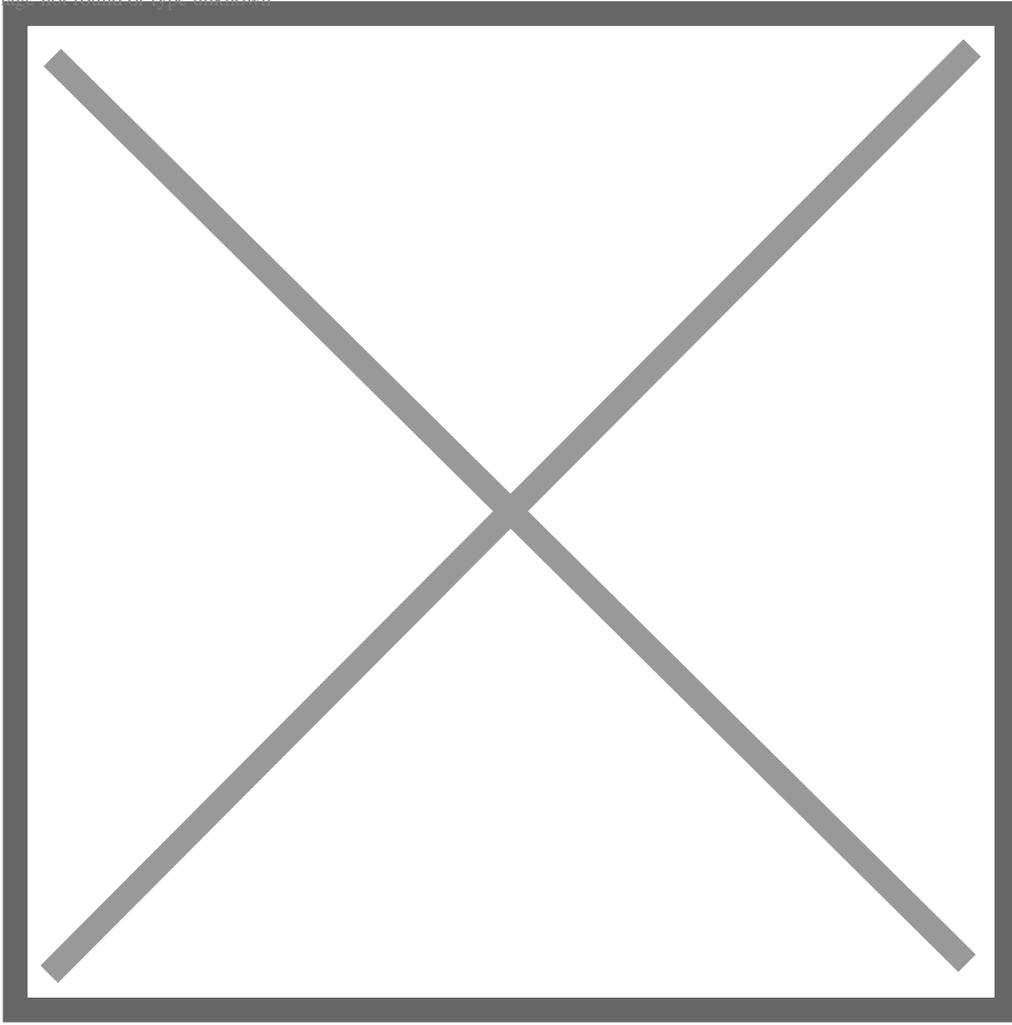
5. Click on the **Show Profiles** button.
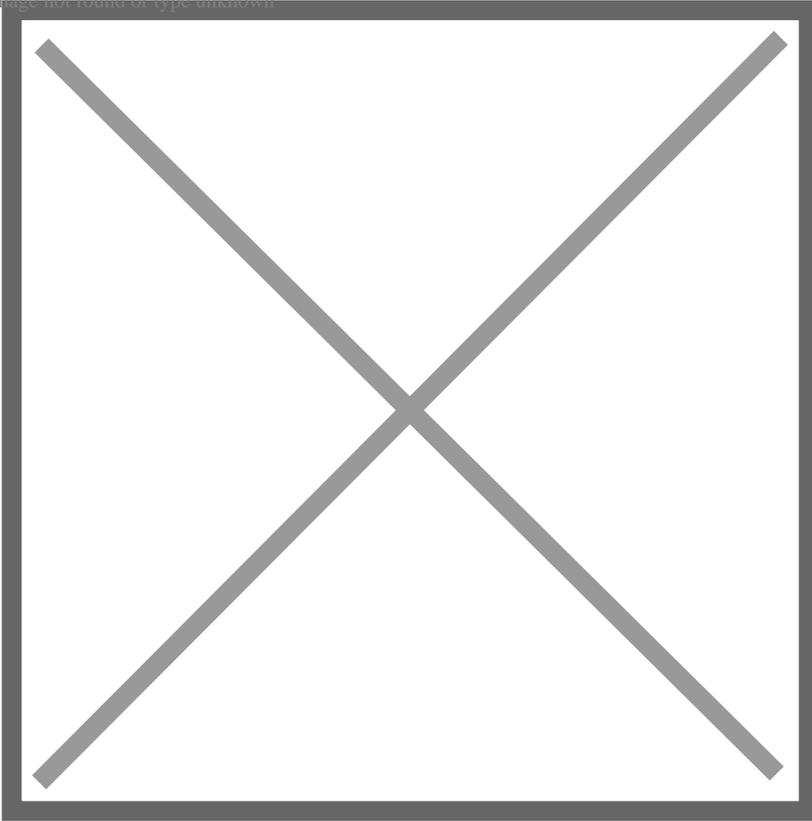
6. Click the **Remove** button until all listed profiles are removed.
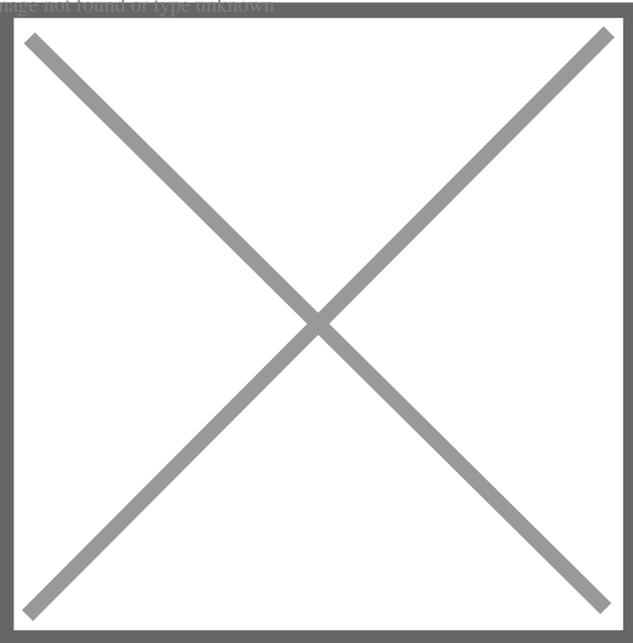
7. When prompted with "*Careful, if you remove this profile...*", click on **Yes**.
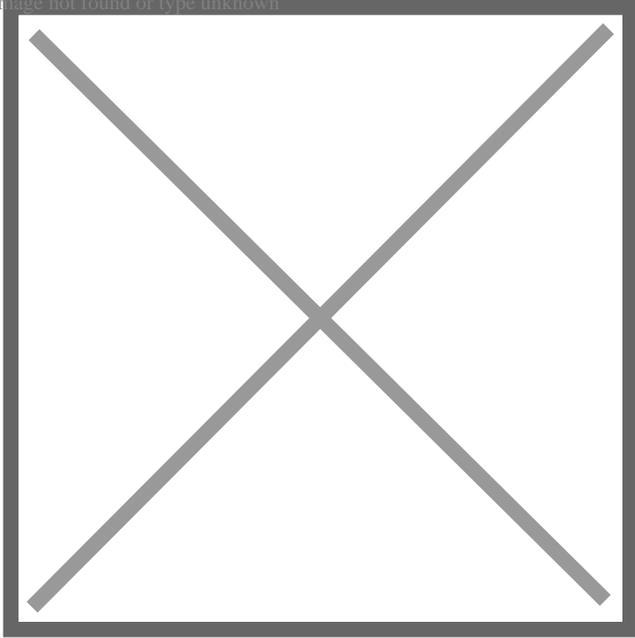
8. Repeat this process until all profiles are removed, then click **OK**.
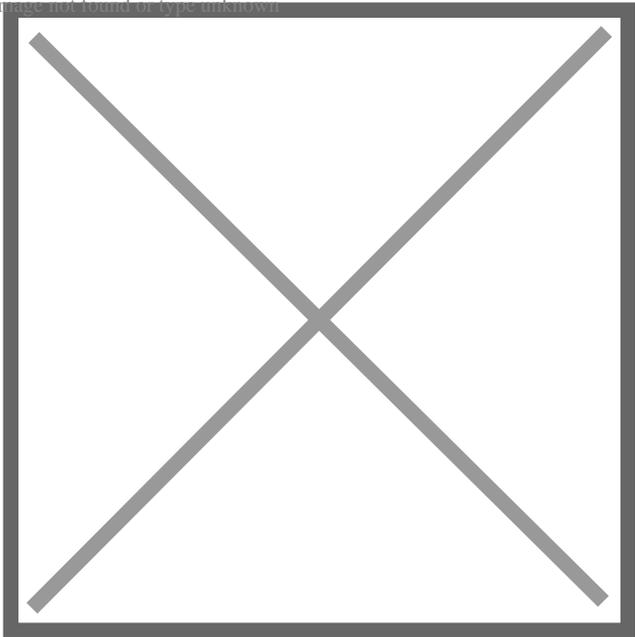
9. Open **Outlook**.
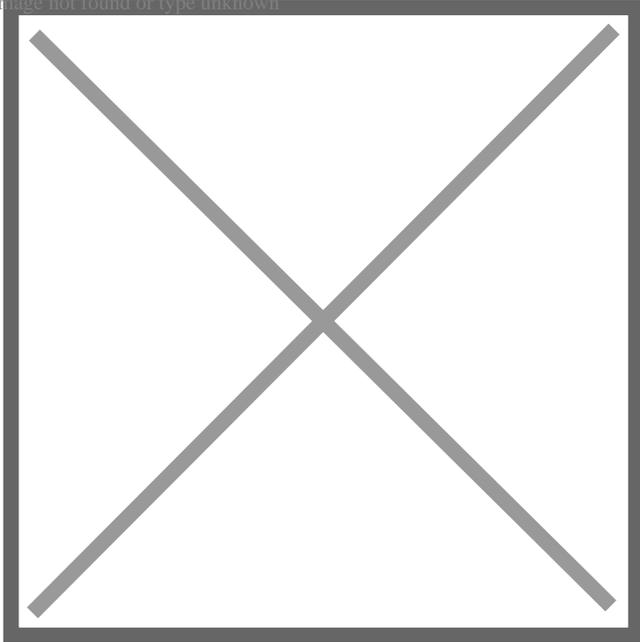
10. On the "**Welcome to Outlook 2016**" screen, click **Next**.

11. On the **Microsoft Outlook Account Setup** screen, select **Yes** when asked "***Do you want to set up Outlook to connect to an email account***."


Image not found or type unknown
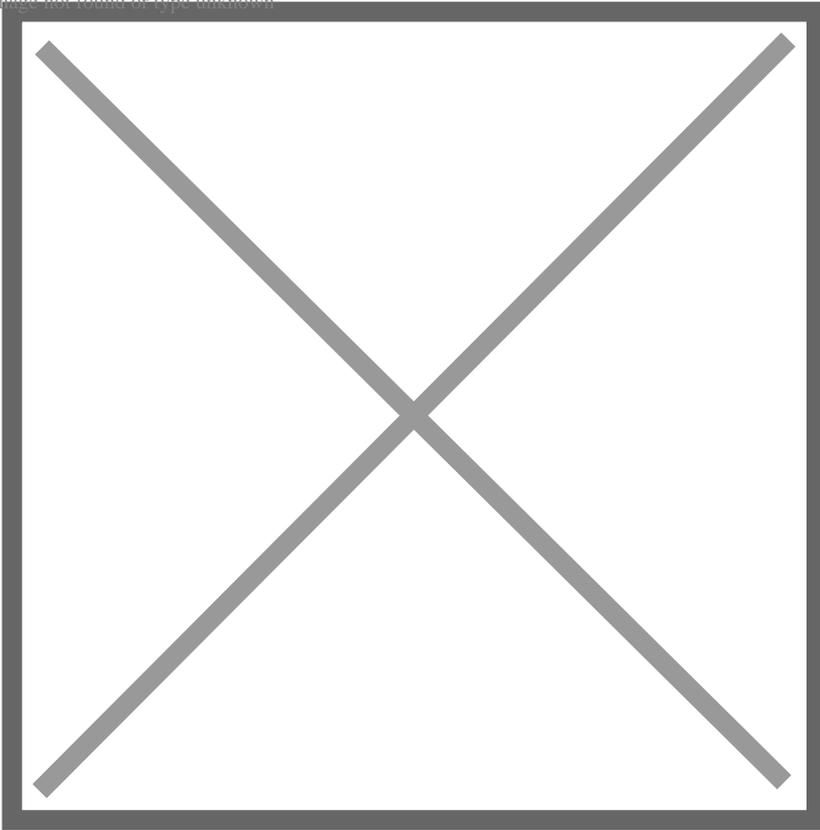
12. On the **Add Account** screen, click **Next**.
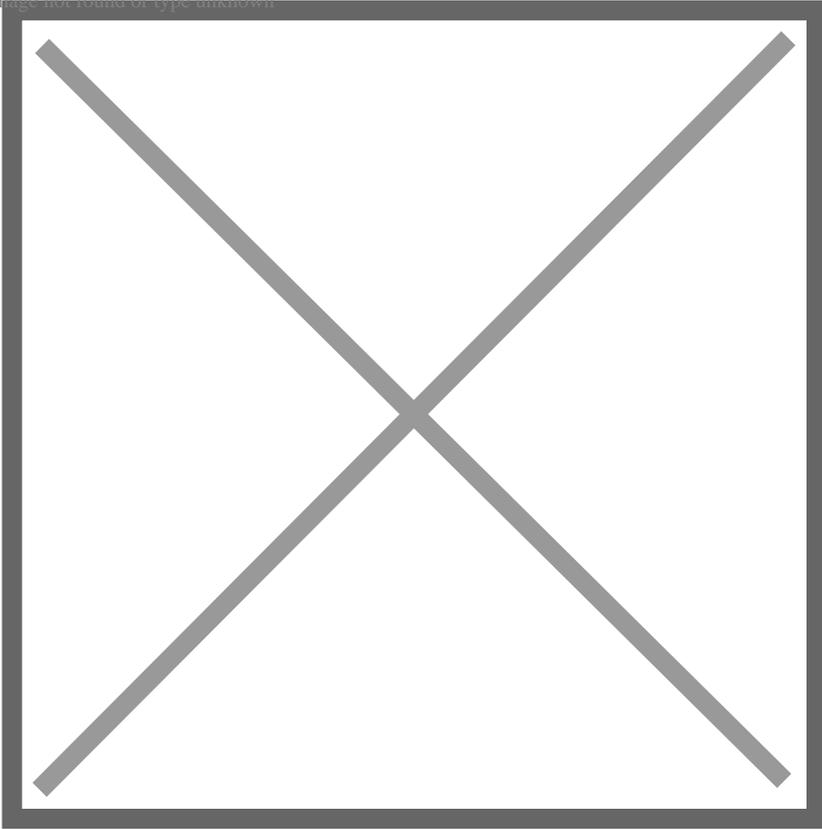
13. You may be prompted to enter your password for your previous @campus.mnsu.edu account.

Click on "**Sign in with another account**".
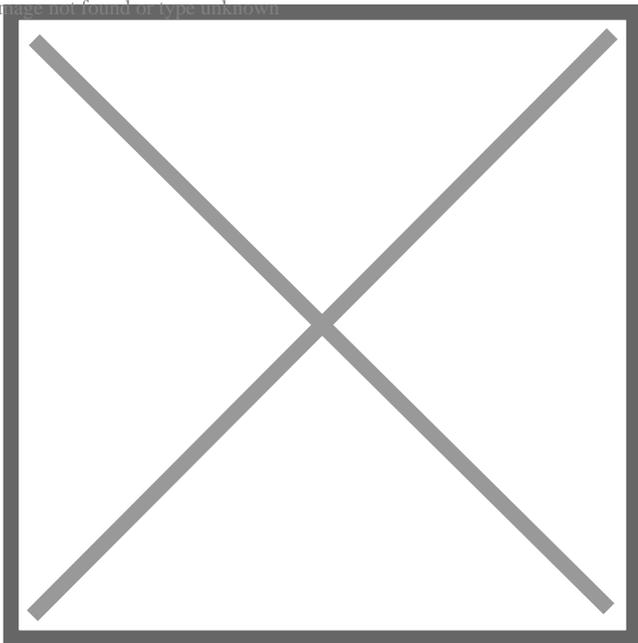
14. When prompted for an email address, enter your new **username**, then click **Next**.

Students: **<Your StarID>@go.minnstate.edu**

Faculty and Staff: **<Your StarID>@minnstate.edu**
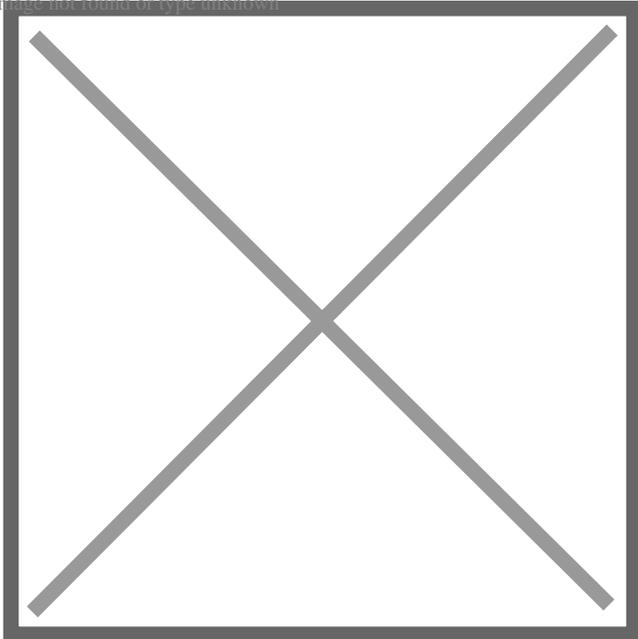
If you are both an employee and a student, set up your primary email account first. You can then add the other email account later.

15. Enter your **password**, then click **Sign in**.
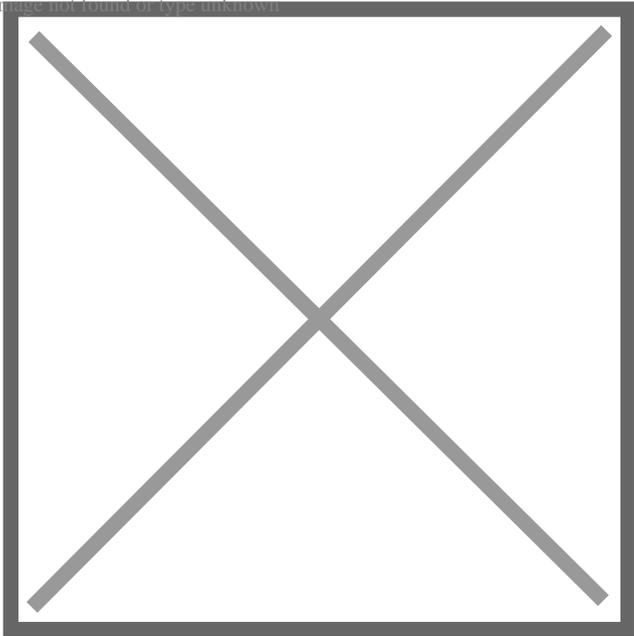
16. When Outlook completes setup for your account click **Finish**.
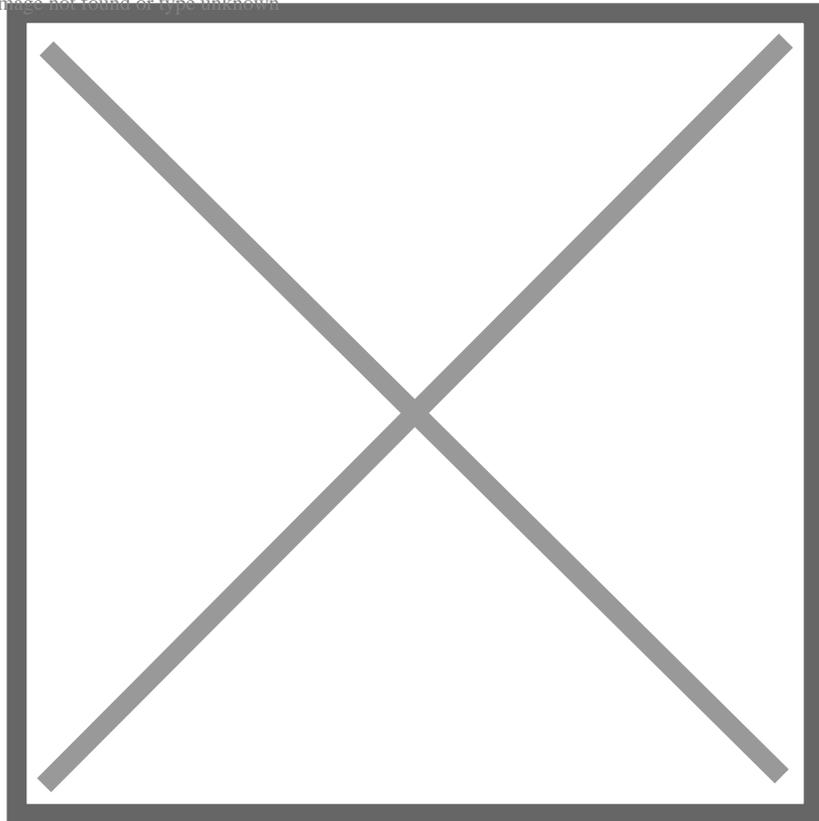

Outlook will open and begin downloading your mail and folders. This process can take a while if you have a significant amount of email. You can see your synchronization status in the bottom bar of

Outlook.
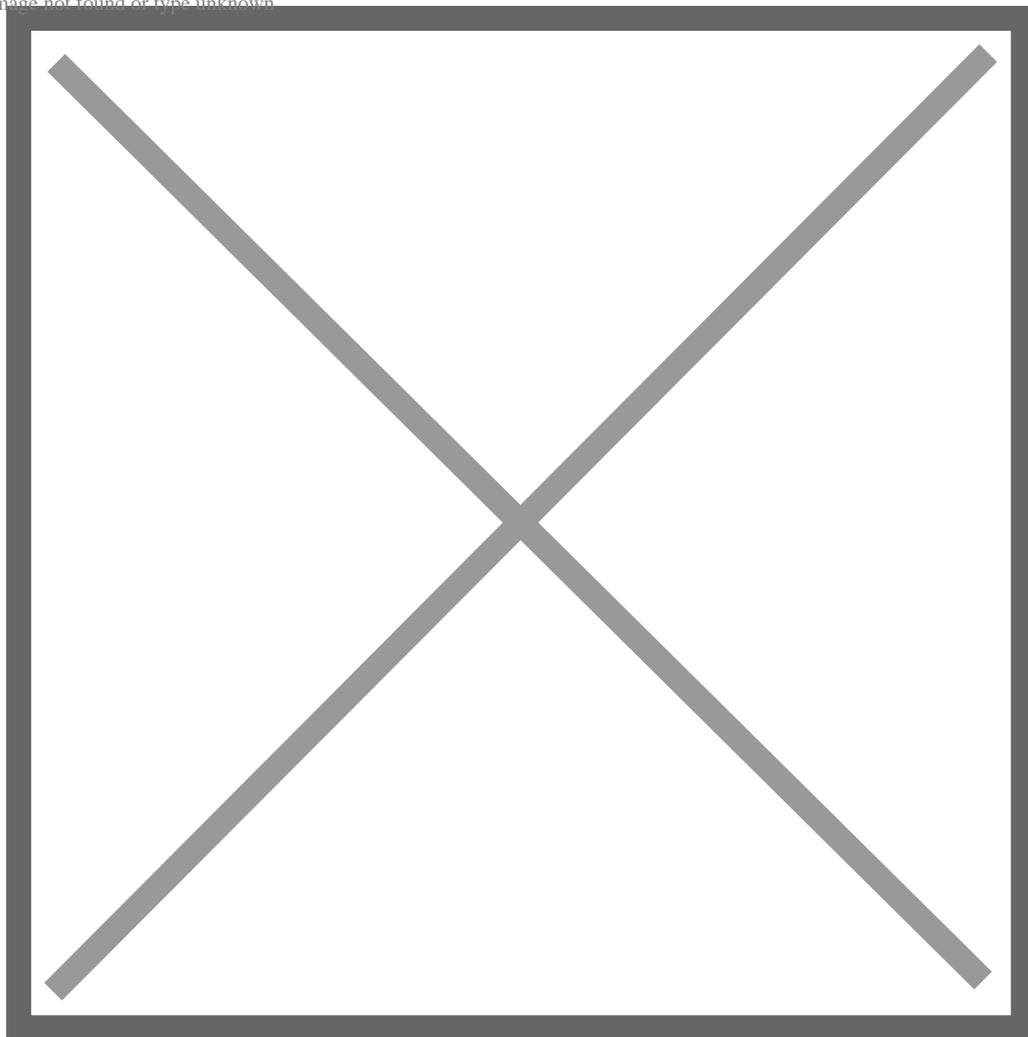
We suggest letting Outlook finish its initial download of mail before exiting. (You can minimize the window and continue using your machine while you wait.)