THE UNIVERSITY OF
MEMPHIS®
Information Technology Services

Understanding Email Folders

Center for Teaching and Learning (CTL)

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Purpose

This training material highlights the Email folders in eCourseware.

Audience

This training material is designed for University staff that will be using Email from within eCourseware.
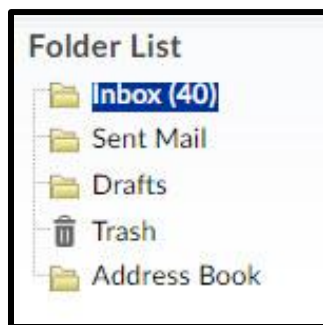
Email Folders

NOTE: eCourseware does not accept email from external accounts (i.e. accounts ending in @gmail.com, @memphis.edu). You MUST reply to the email within the eCourseware system for it to be delivered properly. The email is completely contained within eCourseware and does not attach to UofM email.

1. On your course navbar, click on the email icon then select Email.
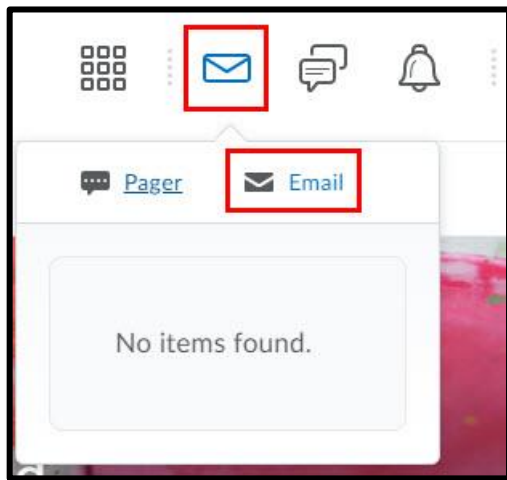
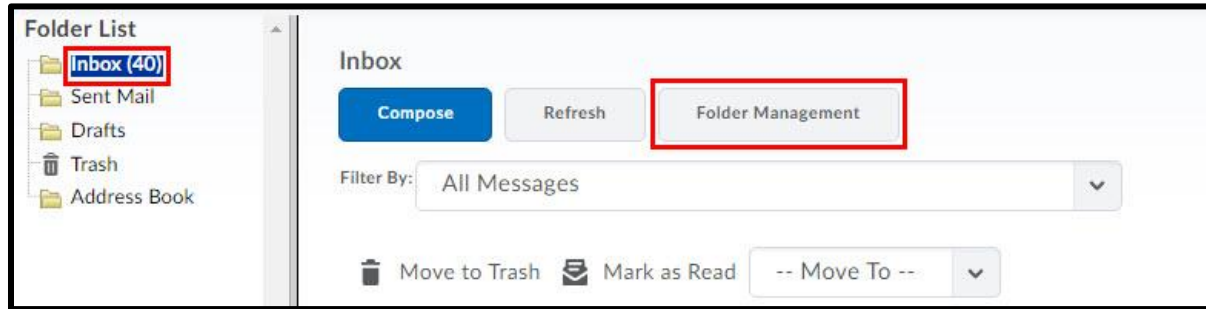You have the following folders by default:

- Inbox
- Drafts
- Sent Mail
- Trash

Note: You can add folders to this list as needed.

Accessing Folder Management

In the inbox, click **Folder Management**.

Adding an Email Folder

1. On the Folder Management page, click **New Folder**.
2. Select the **Folder Type**.
3. Enter a **Folder Name**.
4. Assign the folder a **Parent Folder**, if applicable. Choosing a parent folder means that the folder you add nests within the parent folder. Choose "None" if you do not want the folder to have a parent. You can nest folders as deep as you want.
5. Click **Save**.

Editing an Email Folder

The amount of information you can edit depends on the type of folder you are editing. While you can change the name, the parent folder, and delete folders you have created, you can only change the name of system-created folders. You cannot delete system-created folders (Trash, Draft, Inbox, Address Book), nor can you change their parent folder.
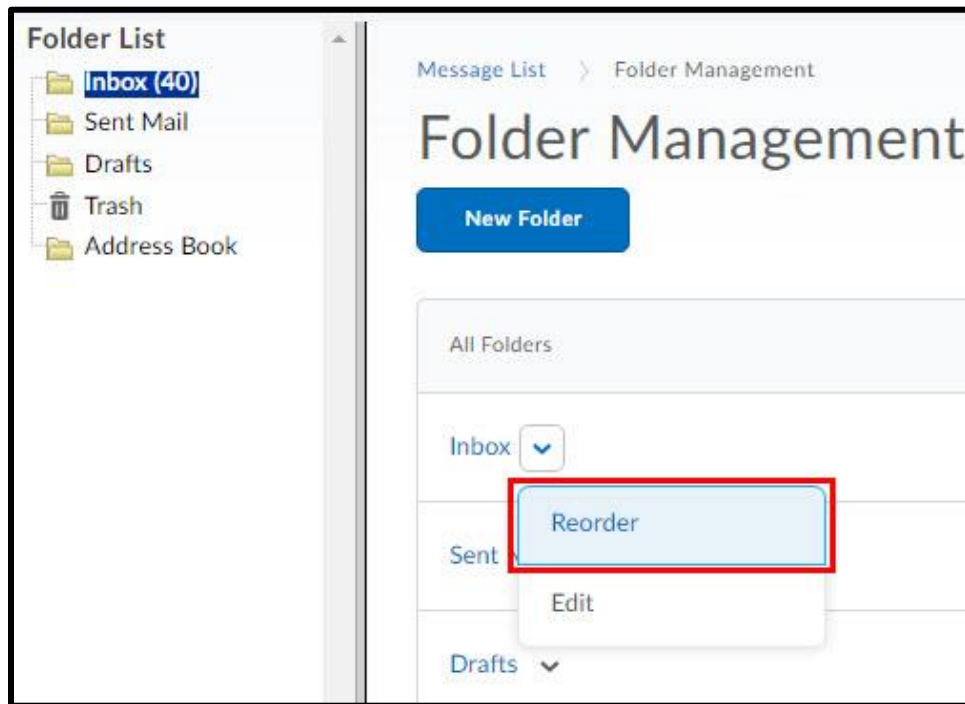
Edit an email folder

1. On the Folder Management page, click **Edit** from the context menu of the folder you want to edit.
2. Update the folder.
3. Click **Save**.
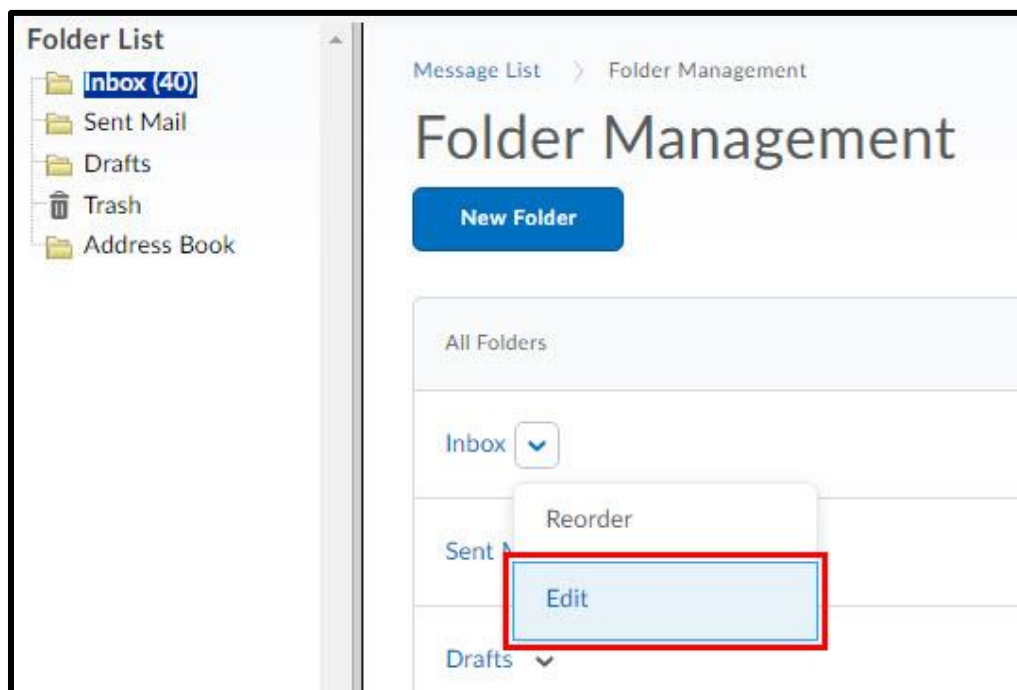
Reordering the Email Folder List

1. On the Folder Management page, click **Edit** from the context menu of the folder you want to edit.
2. Select the folder you want to move, then click the arrow Up or Down to move the folder through the order.
3. Once you have the folders ordered the way you want, click Save.
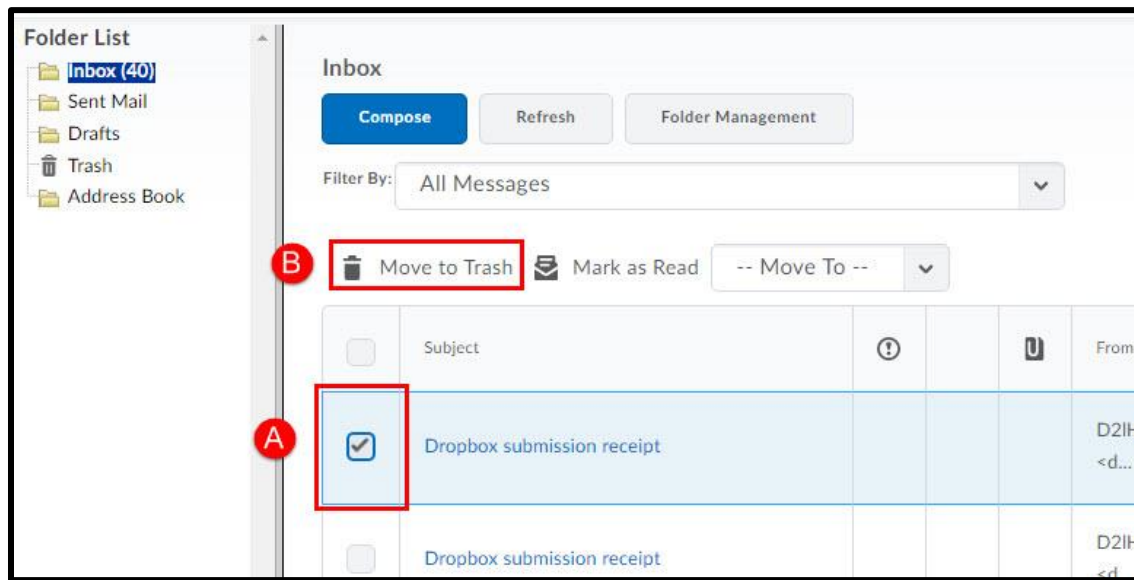

Moving an Email Message to a Folder

1. In the inbox, select the check box next to the message or messages you want to move.
2. In the Move To drop-down list, select the folder you want to put the messages in.

Deleting an email folder

Click **Delete** from the context menu next to the folder you want to delete. You cannot delete system-created folders.

(A) **Select** the file that you wish to delete.

(B) Click **Move to Trash.**

Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
    - [Here is a link to our service desk ticketing system](#)
    - After logging in, choose the link **Request Help or Services**.
    - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
    - Monday – Friday 8:00 am – 8:00 pm
    - Saturday 10:00 am – 2:00 pm
    - Sunday 1:00 pm – 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.

- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- **Explore the umTech Website**
- **Center for Teaching and Learning (CTL) Website**
- **Search our Training and Documentation**