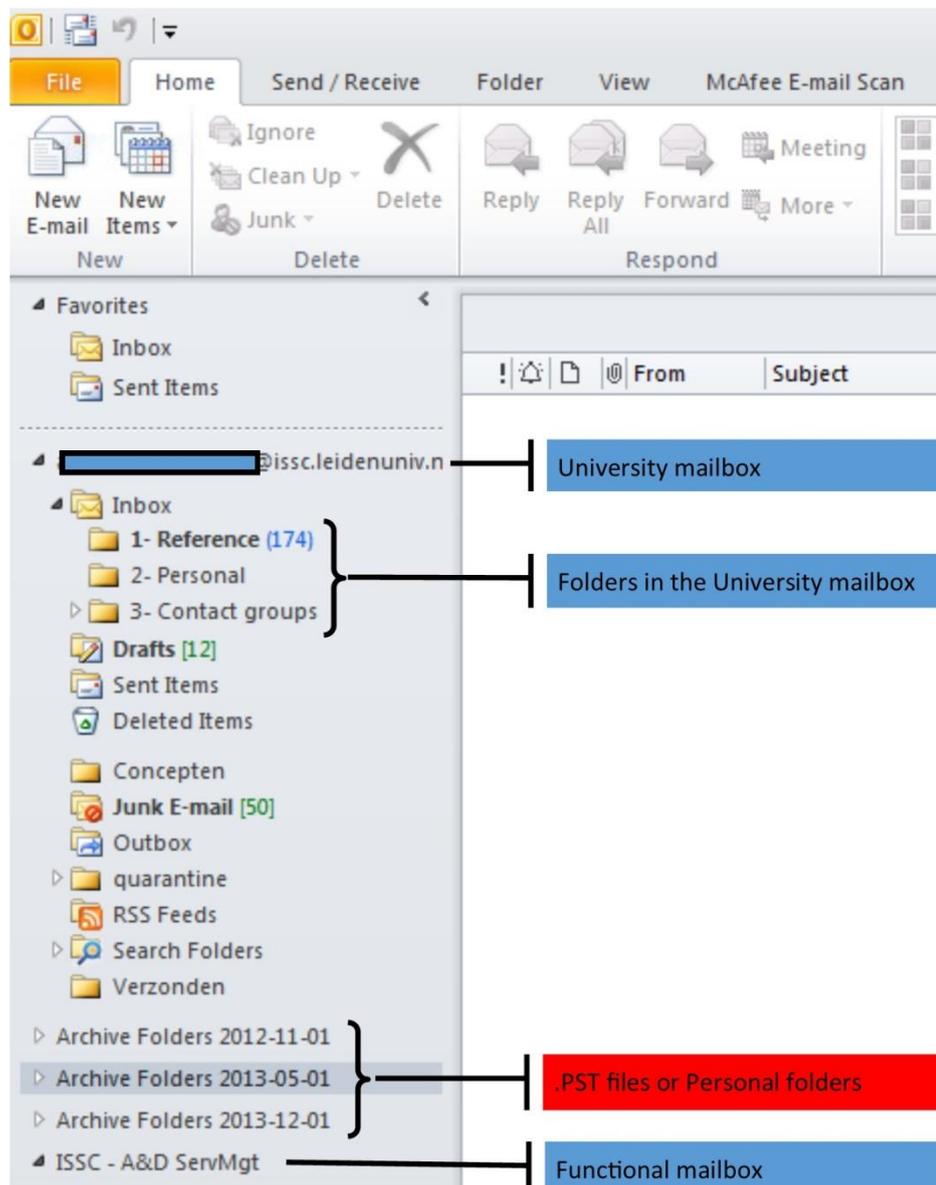


# Changes in settings e-mail files (.PST files)

## Frequently Asked Questions

### 1. Are these changes in settings concerning me? Am I currently using .PST files?

In Outlook, you can check your use of .PST files. The .PST folders are represented as folders outlook (in red in the figure below) on the same level in the left navigation pane as your University mailbox and maybe your functional mailboxes. The folders have default names like “Archive folder” or “Personal Folder”, but you might have saved it under a different name.



### 2. What does “a non-university e-mail account (IMAP/POP) added to your exchange mailbox” mean?

This concerns an external mail account from a different provider, e.g. a Hotmail or Gmail account. If you have added any of these external accounts in Outlook, they will appear in the navigation pane as .PST files or personal folders with the name of your external email address. Because these external mail accounts are added as .PST files, you can no longer receive mails on these accounts within Outlook. We advise you to use the webmail functionality of these

providers. On the website of your provider, you can log in to receive emails for these external accounts

**3. What has been changed in the settings ?**

From now on, you can no longer move emails from the university mailbox to these .PST files/personal folders. You can only use your current .PST files as reference. Please check question 4 for alternative options.

**4. Do I have to move my email from the .PST files to my mailbox?**

No, that is not necessary. You can still use your current .PST files as reference. The only difference is that you can not add any new emails to your current .PST files. Is it impossible for you to work with a separate reference archive because you contain all emails of a specific subject in a specific folder? In that case you can make a request at the ISSC helpdesk for the new mail archive function in Outlook. You can move your .PST files including the folder structure to the new mail archive, and it is possible to archive your email from the mailbox like before. A manual about the new archive function can be found on the manual webpage of the ISSC:

<http://issc.leiden.edu/ict-staff/nuws/support/manuals.html>

**5. I usually archive my email to specific folders in my .pst files on a daily basis. Since that is no longer possible, what do I do now?**

In that case you can make a request at the ISSC helpdesk for the new mail archive function in Outlook. You can move your .PST files including the folder structure to the new mail archive, and it is possible to archive your email from the mailbox like before. A manual about the new archive function can be found on the manual webpage of the ISSC: <http://issc.leiden.edu/ict-staff/nuws/support/manuals.html>

**6. In Outlook I receive error notifications (“Cannot move to the <> folder”), due to the “Rules” that I have set to archive email to .PST files. What can I do?**

In that case you can make a request at the ISSC helpdesk for the new mail archive function in Outlook. After moving your PST files to the new archive, you can redirect your “rules” to the folders in the new archive file.