

Welcome to "ITS Technology Tips," where we bring you some useful information about the technology here at Loyola and effective ways to use the technology. Remember to visit the weekly [Tech Tips Blog](#) for the latest tips and the [Technology Tips Archive](#), to find all Tech Tips in PDF format, categorized for easy access.

What Happened to my E-Mail?

Have you ever had that feeling of not being able to find an e-mail that you thought you had saved? When that happens doesn't it always seem like it's an important e-mail? Have you ever considered checking to see if that e-mail is archived? Perhaps it is: good archiving practices can often save the day.

For faculty and staff, e-mail archiving in GroupWise® is "On" by default. E-mail items in your mailbox that are older than 45 days (of receipt) will be archived to your "C: drive" (the local hard drive on your computer). You can access your e-mail archives from the GroupWise® menu via the "File, Open Archive" options. This process will essentially "toggle" to your local drive for e-mail archives. You would use the same sequence of menu options to "toggle" back to your mailbox.

Currently, there is no automatic archiving setup for student e-mail. Student who wish to keep their e-mail longer than 90 days are encouraged to save copies of their e-mail to another format such as a "floppy disk" or memory key.

While there are defaults established for archiving e-mail for faculty and staff, there are also defaults for deleting old e-mails. Faculty and staff e-mails which are older than 180 days and student e-mails which are older than 90 days will automatically get deleted if they are not archived.

You can have greater control over your e-mail archives. For more information on managing your e-mail archive please visit <http://www.luc.edu/is/retention.shtml>. Remember, if you can't find your e-mail, first check your archives. Hopefully, you'll find that your e-mail archive folder did, in fact, "save the day."

That's our technology tip for this week. We hope we've given you some useful information. If you'd like to go back to our archive of technology tips please visit us on the web at www.luc.edu/is/techtips. We'll be back soon with another version of the "ITS Technology Tips."