

Thunderbird: Frequently Asked Questions

Transitioning from Eudora to Thunderbird

- Q. *Will everything come across from Eudora when I move to Thunderbird?*
- A. Thunderbird will import all your local mailboxes, your Dominant (or user@hamilton.edu) mailboxes, and additional accounts, if you have them. It will not import your filters, signature(s) or Eudora stationary. Special instructions are available for migrating your address books and Eudora OUT mailbox to Thunderbird.
- Q. *Can Thunderbird manage multiple e-mail personalities?*
- A. Yes. In Thunderbird, personalities are referred to as *accounts*. They will appear as separate entries in your list of mailboxes so you can easily switch between them.
- Q. *Can Thunderbird filter my incoming mail into a non-Dominant mailbox?*
- A. Yes. You can easily filter incoming mail into local folders instead of Dominant folders.
- Q. *Can Thunderbird filter my outgoing mail so I can sort my replies into different mailboxes?*
- A. No. Unfortunately, Thunderbird is not able to filter outgoing mail at this time.
- Q. *Can I create stationary in Thunderbird?*
- A. Yes. In Thunderbird, stationary is referred to as a *template*. It is created as folder in your Local Mail, but you can redirect your template messages to Dominant if desired.
- Q. *I migrated to Thunderbird and some of my "Dominant" mailboxes are missing, what do I do?*
- A. Right-click on your Inbox and choose Subscribe... – make sure there is a check next to each folder.


Differences between Eudora and Thunderbird

Composing and Sending Mail

1. When sending mail to multiple addresses, you can still separate addresses with a comma but there can be no space on either side of the comma. You must also include @hamilton.edu for Hamilton addresses. As an alternative, you can create the list as a column of addresses in MS Word (or Excel), but you must save the file as **plain text (*.txt)**. Then, copy the column of addresses and paste them into the TO line of your message. Thunderbird will *automatically* insert the commas for you.
2. When composing a new message, there is no pre-defined line in which to enter CC and BCC addresses. Instead, there is a pull down list of options to the left of each "To:" line from which you can choose the desired action.
3. The *From* line will default to your Dominant account ID (e.g. user@hamilton.edu). However, you can easily change it to one of your other account IDs (if you have multiple accounts) by clicking on the arrow button at the far right side of your *From* line.
4. When you enter an address in the *To* line, Thunderbird will automatically present you with a list of guesses based on the text you enter. It will search your address book, your previously used addresses *and* the Hamilton network e-mail directory for possible matches. This will save you lots of time trying to find unfamiliar addresses! You can even enter the person's last name to get a list of all the "Smiths" on campus.
5. Your *Sent* folder under user@hamilton.edu will properly display your mail so that instead of seeing the sender (your own ID) it will display the recipient address.

6. In Eudora, outgoing mail went into the local "Out" mailbox, which meant you had put a copy of each outgoing message in your Dominant Sent mailbox if you wanted to see your sent mail from off-campus. In Thunderbird, this extra step is no longer necessary. However, because outgoing mail automatically goes into your User@hamilton.edu "Sent" mailbox, it *will* count against your quota.
7. You can create the Eudora equivalent of "stationary" in Thunderbird. Click on the "Write" icon to compose your stationary message in Thunderbird. When you have it designed, click on the **File** menu and choose **Save As....** Then select **Template**. By default, a TEMPLATE folder is created in your Local Folders and your new template message will be there. To use template message, open it and then click on the **Message** menu. Select **Edit message as new**, customize the message and send.

Managing your mailboxes


1. Your primary account (usually Dominant, or user@hamilton.edu) will be displayed first. Your other accounts (if they exist) and your local folders will follow. You cannot change the order of the mailboxes.
2. To transfer a message from one mailbox to another, simply drag and drop the message onto the desired mailbox location.
3. To create a new folder, click on the account name (e.g. Dominant or user@hamilton.edu), then click on the **File menu** and choose **New** and **Folder**.
4. You can easily rearrange the columns in your message list window by clicking on the column and then dragging it to the new location in the column headings.
5. You can add other columns of information to your display by clicking on the "Select Columns to Display" button  (located to the far right at the top of the scroll bar).
6. If you want your mailbox names in Thunderbird to change to bold type when new mail has arrived, right click on the folder name (Win) or control + click on the folder name (Mac) and then choose **Properties**. From the Properties *General Information* tab, click to select the box labeled, "Check this folder for new messages".
7. To view your Inbox quota, right click on the user@hamilton.edu Inbox (Win) or control + click on the user@hamilton.edu Inbox (Mac) and then choose **Properties**. Click on the *Quota* tab.
8. To view only your NEW unread mail, click on the double arrow next to "View:" at the top of the message list display and choose "Unread". Message lists can be sorted by clicking on the column heading (e.g. Date).

Deleting mail

1. Delete mail in the usual manner by either pressing the Delete or backspace key, or click on the red X within the message window. This will move the message to the Trash (by default). However, you have the option of "marking the message for deletion". If you delete mail from your user@hamilton.edu (IMAP) account, the deleted message will move to the Trash folder under user@hamilton.edu. This means it will continue to count against your e-mail quota until you fully empty the trash. In Eudora it was possible to redirect deleted mail to the local (Eudora) Trash folder where it could accumulate indefinitely without affecting your quota.
2. Once a message is in the trash, it can remain there until you are ready to empty the trash or it can be deleted automatically when you exit Thunderbird.

Thunderbird program interface

1. In Thunderbird, the message preview pane is automatically enabled. It can be easily turned on and off by pressing the F8 key. If you prefer to see the message preview to the right of your message list rather than at the bottom, click on the **View** menu, select **Layout** and choose "Vertical View".
2. Additional menu icons can be added by right clicking (Windows) or Control + clicking in the menu icon bar. Then, choose **Customize....**
3. You can quickly search for messages in the current mailbox by typing either the subject or sender name in the quick search window at the upper right of your list of messages

 Subject or Sender . If a more detailed search is required, it is available through the Edit menu.

For questions or comments regarding this document, please email helpdesk@hamilton.edu.