Fixing Email Folders That Suddenly Don’t Work

1) From the main UW home page, click MyUW

![Firefox MyUW Main Page](image)

2) Login with the email name and password

![UW NetID weblogin](image)

Troubleshooting
Need a UW NetID?
Forget your password?

Additional Information
Learn about UW NetIDs
Learn about "weblogin"
Contact UW-IT

3) Click Check UW Deskmail Email via Web Alpine

![Change Theme](image)

4) Click the button to Open the inbox
5) Click View/Manage Folders on the left menu

6) Click New Folder

7) Name the new folder different from the original folder (you will change it later)
8) Note the new folder name is now in the list of folders

![Deskmall Folders]

<table>
<thead>
<tr>
<th>2013 Mar</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014.01 - Jan</td>
</tr>
<tr>
<td>2014.02 - Feb</td>
</tr>
<tr>
<td>2014.03 - March</td>
</tr>
<tr>
<td>Archive - 2010</td>
</tr>
</tbody>
</table>

9) Now find the original folder

![Deskmall Folders]

| 2014.03 - Mar |

10) Click on the folder name

![View and Manage Folders]
11) Click the checkbox to the left of From to select messages. Then click the Select ALL messages link above the Subject header.

12) Click the Folder drop down menu and select More Folders

13) Select the new folder you created and click Move
14) Return to Manage Folders and select the new folder to make certain the messages moved

15) If they did, go back to the old folder. Highlight it and click Delete.

16) Return to the new folder and click Rename. Change the name back to the original folder name.

17) You’re done! Make sure it works in Outlook.
18) What if it doesn’t work in Outlook? Well, then you may have to refresh your folder list. Right click on the email name and click Update Folder List.

19) If THAT doesn’t work, right click on the name and click IMAP Folders.

20) Type in part of the name of the new folder and click Query. Click once on the new folder and click Subscribe. Follow the same directions on the Subscribed tab and Unsubscribe from the old folder.

21) Restart Outlook if needed.