

Folsom Lake College Email System

Introduction & Concepts

Los Rios CCD and Folsom Lake College (FLC) use a Microsoft Exchange email system. The system is accessed by using the Microsoft Outlook desktop application, or Outlook Web Access (OWA) with an Internet browser.

Email use has grown exponentially over the years and email storage has become more and more of an issue. Emails are oftentimes retained for years and many messages contain a myriad of high resolution pictures, videos, and presentations.

To address the issue of storage, it's important to understand how email is stored on our system.

Email Storage

Email is stored on the Exchange email servers and optionally also within files located on your personal server home directory (H: drive for FLC users) or on your local work computer.

In both Outlook and OWA, email stored on the Exchange servers will be anything located under the top-level folder that is named with your email address. This includes email stored in subfolders such as Inbox, Sent Items, etc. The structure will look similar to this:

[johndoe@flc.losrios.edu](mailto: johndoe@flc.losrios.edu)

- Inbox
- Drafts
- Sent Items
- Deleted Items
- Junk E-mail
- Conversation History
- Outbox
- Search Folders

Optionally, email can also be stored in Outlook personal storage folders. These folders are actually files ending with a .pst file extension. These files (which always end in .pst) can be given any title to help represent the email contained therein. For example, a personal storage folder might have a name in Outlook called 'Email – 2013' or 'Email – 2014' with corresponding .PST filenames of 'Email – 2013.pst' or 'Email – 2014.pst'.

Personal storage folders (.pst) will appear in Outlook at the same level as the mailbox itself. You might see the following:

[johndoe@flc.losrios.edu](mailto: johndoe@flc.losrios.edu)

- Inbox

Drafts
Sent Items
...
Email – 2013

Notice that the folder 'Email – 2013' is directly under the mailbox johndoe@flc.losrios.edu and not shown as a subfolder such as Inbox. This means that the 'Email – 2013' folder is not on the Exchange servers but stored either on your H: drive or local desktop computer.

Important: Emails stored in personal storage folders (.pst) and located on either your H: drive or local work computer is not available from outside the district network. In the example above, this would mean that you wouldn't be able to access messages located in the 'Email – 2013' folder within Outlook.