

Exporting InterAct Emails

These instructions will guide you through exporting emails from InterAct for archival purposes. Emails will not be stored in an “email format”; however you will be able to access content.

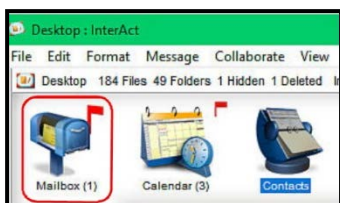
NOTE: Before proceeding, be sure to clean up your mailbox and remove any unneeded emails. This will help the exporting process go simpler and faster.

The following steps will demonstrate how to:

- Organize your emails into logical sub-folders within your mailbox.
- Export the mailbox sub-folders **one at a time**.
- Handle errors while exporting the emails.
- Access exported files.

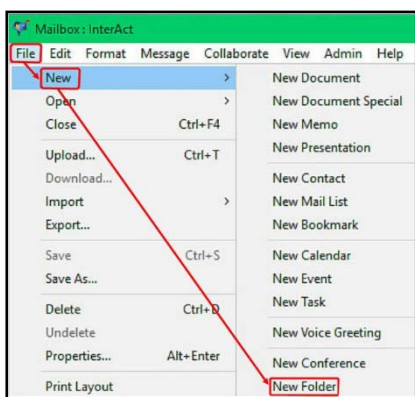
Organizing your emails into folders

1. Log into First Class.
2. Open your InterAct Mailbox.



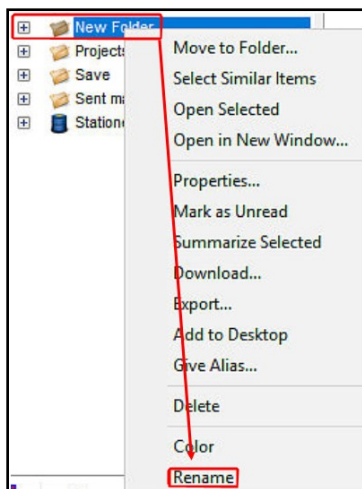
3. From the menu bar, select **File**.

Select **New**, and then select **New Folder**.

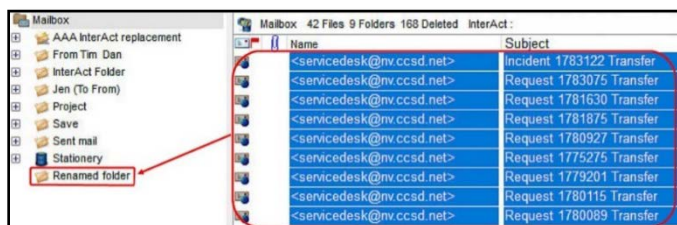


4. You may rename the folder(s) by right clicking on each folder and selecting **Rename**.

Give each sub-folder a logical name for the contents each will contain.



5. After creating the sub-folders, select and drag the emails from your mailbox to the corresponding sub-folders.

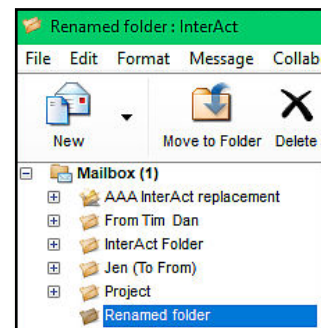


6. When complete, proceed to the “Exporting Email” section (below).

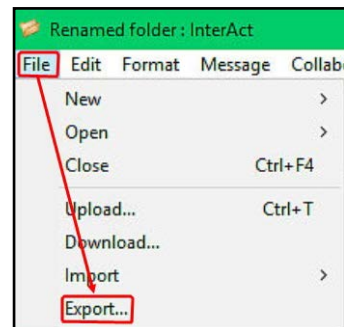
Exporting Email

Please export each sub-folder individually. Attempting to export the entire mailbox at one time may generate errors.

1. Select a folder to export.



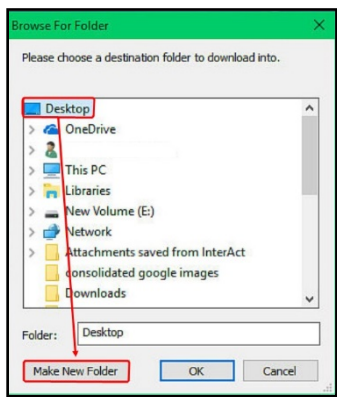
2. Select **File**, then select **Export**.



Exporting InterAct Emails

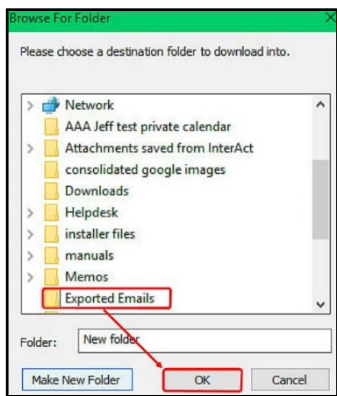
3. The **Browse For Folder** window will open.

Select a location to save these emails (e.g., **Desktop**), and then select **Make New Folder**.

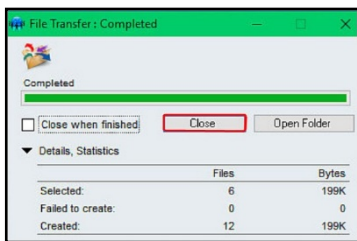


4. Type a name for this folder (e.g., **Exported Emails**.)
5. Select **OK**. Your emails will be stored in this folder.

The emails will start exporting.



6. When the export is complete, the **File Transfer: Completed** window will appear. Select **Close**.



7. Repeat steps 1 through 6 for each sub-folder, as necessary.

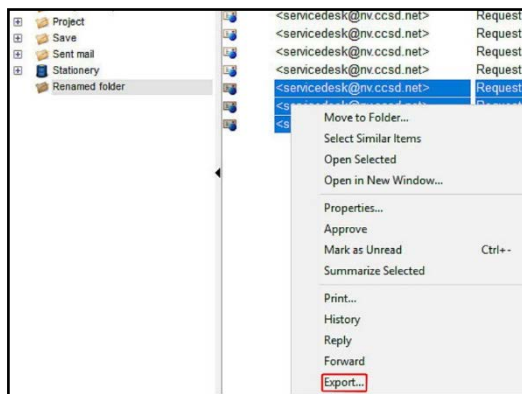
Export Errors

Occasionally some attachments or emails may generate an error during the export process. If you encounter an error, it may be necessary to export a few emails at a time rather than the entire sub-folder, in order to isolate the problem.

To export individual emails:

1. Select the email(s) by
 - a. holding down the **Ctrl** key and clicking on each one, or
 - b. holding down the **Shift** key and clicking on the first email then the last email.
2. Once you have the desired emails selected right-click on them and select **Export**.

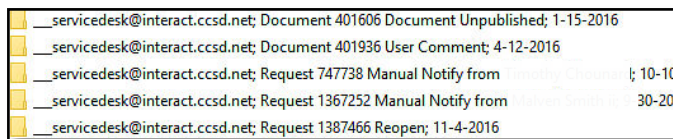
In this example, three emails are selected to export.



Inside your exported files

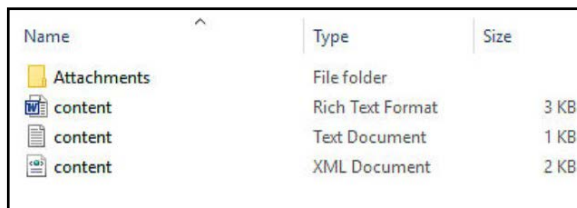
Each exported email will be in a separate folder.

The format of each folder will be: Sender's name; Subject; Date the message was sent.



Inside the folder will be the three files and a folder:

1. The three files will be the body of the message in three different formats. **The text document is the easiest to read.**
 - a. Rich text Format
 - b. Text document
 - c. XML Document
2. **Attachments** folder
 - a. Contains any attachment within the message.



You may store these files/folders on your network drive (U: drive) or your G Suite Drive.