



University Information
Technology Services

Using POP Protocol to Manage UWM Email

Many email client applications (e.g., Outlook, Gmail, Thunderbird, etc.) allow customers to manage their email using POP (Post Office Protocol). A POP-enabled email client stores email on a local machine (desktop or laptop) and removes it from the server.

Why POP is not recommended to manage your e-mail

While POP is an option, it is not the recommended method for managing mail. IMAP (Internet Mail Access Protocol) is the preferred access method, recommended by the UWM Help Desk and pantherLINK Support team, for email access on and off campus when utilizing a third party email client.

POP is often inadvertently enabled because it is the standard default when setting up an email client. Because mail is downloaded to the local machine and does not remain on the server, email can be lost through accidental deletion or local machine failure. When this occurs, email may not be recoverable.

It is also important to remember that when using POP in conjunction with another server (e.g., Gmail) or a local email client (e.g., Thunderbird), email messages will no longer be available via pantherLINK unless the POP "Keep a copy" (or something similar) feature is used. Also, if a message state is changed with the client in use, its state will not be manipulated/duplicated (e.g., marked as read, moved into a folder, etc.) in pantherLINK.

Some individuals may choose to use POP; for example, Gmail currently only allows bulk import through POP and not IMAP. It is also often used by individuals who use a cable connector to sync their email to a mail client on a handheld device (e.g., using a cable connector to sync UWM email on a Palm Pilot using a Thunderbird email client).

Request to enable POP required

To enable POP to access UWM email, a request must be made to the UWM Help Desk at 414-229-4040, toll-free at 977-381-3459 or use the online request form at GetTechHelp.uwm.edu. POP will then be enabled within three University business days of the request.

Drafts:

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