



Using QuickFile with Hotmail Account using Outlook Connector

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Introduction

Some users emailed that QuickFile does not work with Hotmail account if it is the default account in Outlook. Also, some users email us that they are sending an email and filing a copy in a chosen folder but after the email is sent, a copy ends up in the Sent Items folder of the Hotmail account but not in the folder where the filing should have been done. This document outlines how QuickFile is affected if you are using a Hotmail account.

Overview

The important things to note are:

1. QuickFile makes a folder (*Standss Settings*) in your default PST and a subfolder (*QuickFile*) under it.
2. Hotmail account connected using the Outlook connector does not allow sub-folders to be made under a created folder at the root of the hotmail PST.

How to use QuickFile with a Hotmail account?

QuickFile will not work in your Outlook if, the Hotmail account which is connected to Outlook using Outlook Connector is set as the default PST.

This is because QuickFile needs to make a folder (*Standss Settings*) in your default PST and a subfolder (*QuickFile*) under it for its functionality. Since, the Hotmail account does not allow sub-folders to be made under a created folder at the root of the hotmail PST, QuickFile can't make the folders it needs to work with.

Given below is a workaround that can be used to use QuickFile and the Hotmail account at the same time.

1. Create a new PST in Outlook.
 - i. On the **File** menu, point to **New**, and then click **Outlook Data File**.
 - ii. To create a Microsoft Outlook Personal Folders file (.pst) that offers greater storage capacity for items and folders and supports multilingual Unicode data, click **OK**.

For compatibility with earlier versions of Outlook, under **Types of storage**, click **Microsoft Outlook 97-2002 Personal Folders File (.pst)**, and then click **OK**.

- iii. In the **File name** box, type a name for the file, and then click **OK**.
- iv. In the **Name** box, type a display name for the .pst folder.
- v. Select any other options you want, and then click **OK**.
The name of the folder associated with the data file appears in the **Folder List** By default, the folder will be called Personal Folders

2. Set this as the default PST
3. If you already have another PST linked to your Outlook and would like to set it as the default PST then please go ahead but do ensure that it is not the Hotmail account PST.
4. Now install QuickFile
5. Open Outlook and you will notice the QuickFile folders are created under the default PST

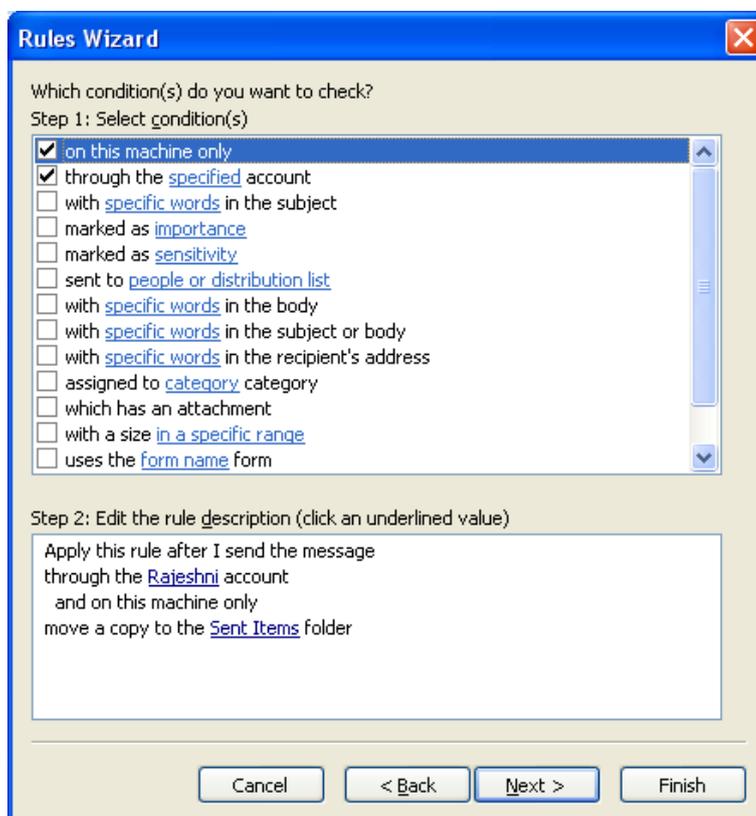
Now QuickFile will start to function properly. But there is still one more issue as stated below.

I am using the Hotmail account to send my email but they never get filed

The issue is that if you send your emails using a hotmail account, the sent email will end up in the Sent Items folder of the Hotmail account PST. If the sent email does not end up in Outlook's default Sent Items folder, QuickFile will not file your Sent emails.

As a workaround for this issue you can do the following:

1. Create a Rule that moves a copy of an email which was sent using the hotmail account to the default PST Sent Items folder in outlook.



Go to **Tools** menu - > **Rules and Alerts...**

Click **New Rule** -> **Start from a blank rule** -> **Check messages after Sending**

Click **Next**.

Select the check box **through the specified account**.

Edit the rule -> click the **specified** link to choose your Hotmail account

Click **Next**

Select the checkbox **Move a copy to the specified folder**

Edit the rule -> click the **specified** link to choose the **Sent Items** folder from your **default PST**.

Click **Next** until you reach **Finish**.

Click **Finish** to apply the Rule.

2. Now send an email using your Hotmail account. It should be filed to the folder which you specified during Send&File.
3. A copy will be placed in your Hotmail Sent Items folder and the default PST Sent Items folder. If you do not want a copy to end up in the Default PST then you can set the option in QuickFile to file the original email while doing Send&File.

For Further Information

If you have any questions about this, please email your contact person at Standss. If you do not have a contact person then please email at support@standss.com.

We also frequently update our Knowledge Base and Frequently Asked Questions (FAQ) pages on our websites.

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