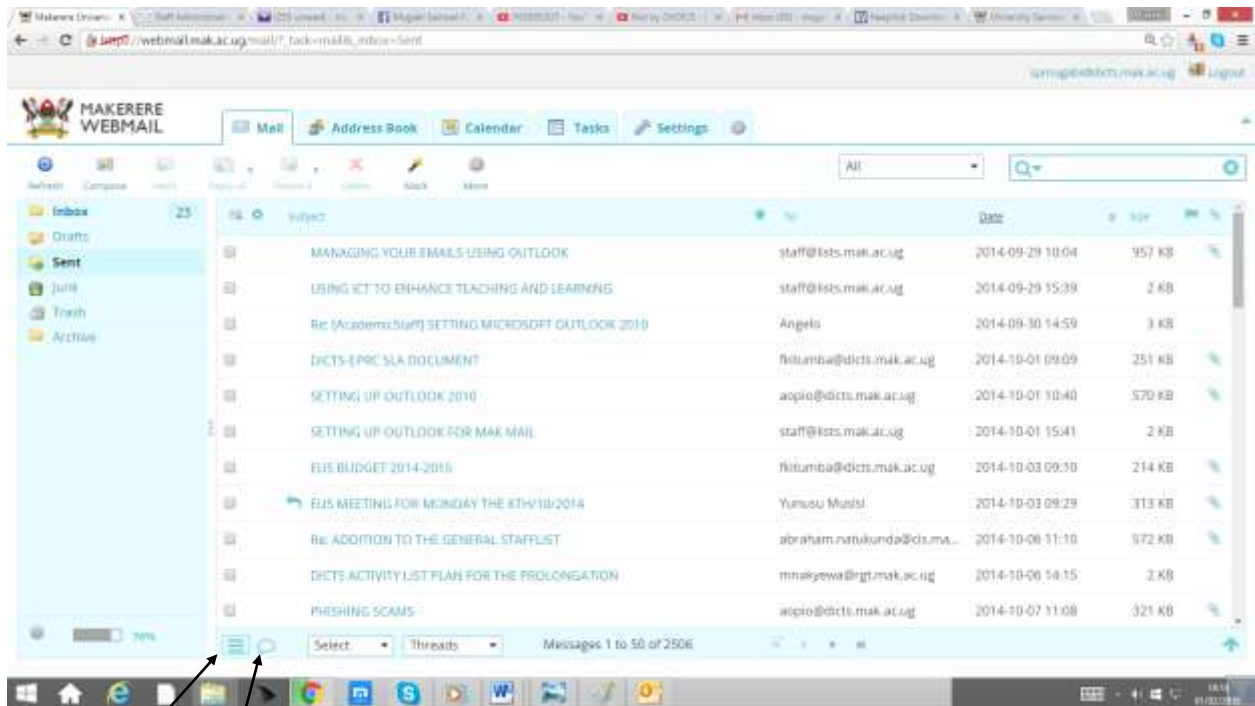## DISPLAY OF EMAILS

The webmail Interface offers two options of email display

The "**Listed**" and the "**Threaded**" and users can choose between the two options based on their display preferences.


Click for "**Thread view**" which has the "Expand All", "Expand Unread"," Collapse All"

Click for "**List**" view

Difference between the two views.

The "**List**" view is straight forward; emails are listed based on date or file size filters and are independent of email subject lines. Ideally, the latest (based on date) email will appear at the top of the entire email list and this is the view that most users are familiar with and was used on the old mailing interface.

The "**Thread**" view groups emails based on "Email Subject line". If an email was sent out on Friday the 29th/01/2016 and a user responded to it 2 days later without altering the subject-line, the email will appear below the initial email sent and not at the top of the entire email list and this forms a thread of emails. This is somewhat confusing to some users who report emails as being "lost" especially if they are not familiar with this view option. Therefore, if a user is having difficulty locating emails with this view, they should switch to the basic List view by clicking the option shown above by the arrow.
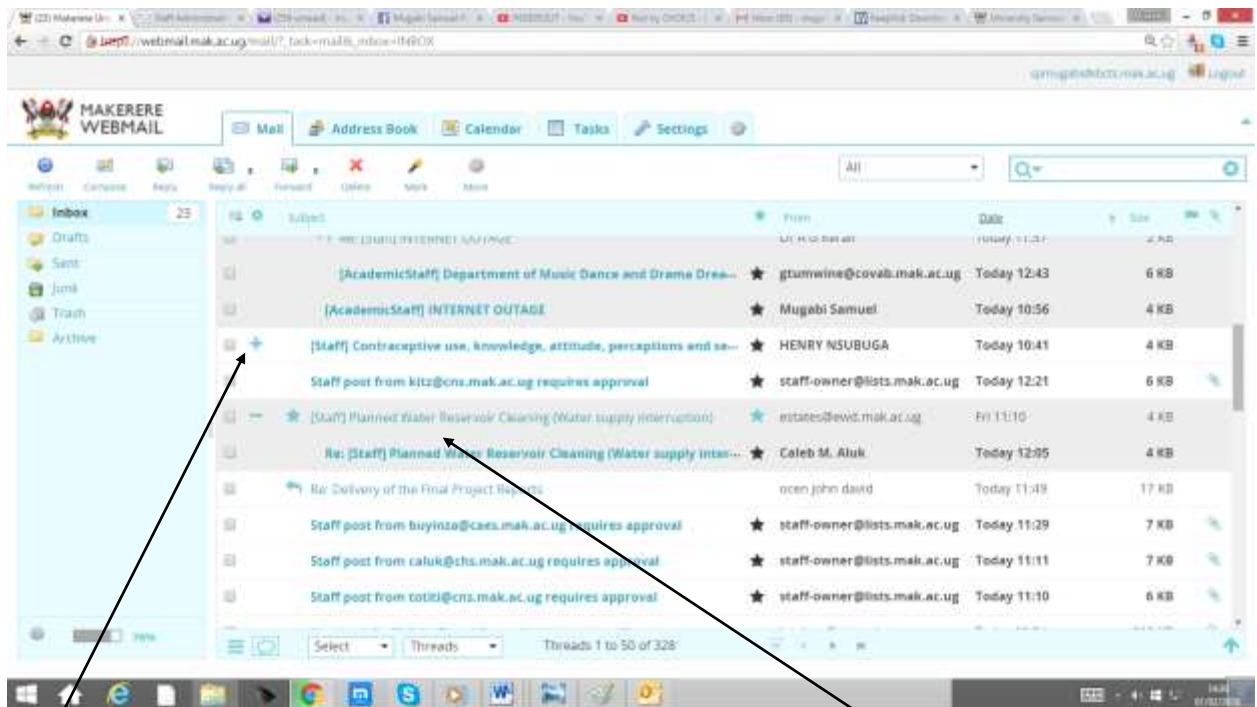
Click the "**+**" symbol to view all emails under the same subject line (thread).

An initial email on "Planned Water Reservoir Cleaning" was sent out on the staff-list on Friday the 29th/01/2016 and a user responded to the communication under the same subject-line today the 01st /02/2016 which places the response directly under the initial communication and not at the top of the entire email list.