



Information Technology Services

With all of us working from home IT is looking for help doing a cleanup of your Email. There are, up to, three stages that are needed be helpful to keep email running smoothly. Note: these instructions are to be used with the installed Outlook Email Client.

Stage 1 – Clearing out Deleted Items

Step 1 - Empty your Deleted Items folder

- 1) Right-click the **Deleted Items** folder.
- 2) Select **Empty Folder**.
- 3) A dialog box opens and warns you that the everything in the Deleted Items folder will be permanently deleted.
- 4) Select **Yes**.

Step 2 - Purge all Deleted Items

Deleted items are kept for 14 days, even though they have been deleted, so purging them will help us reclaim the space immediately.

- 1) Under the **Folder Tab** and **Clean Up** group
- 2) Click **Recover Deleted Items**
- 3) Click **Select All**
- 4) Click **Purge Selected Items**
- 5) Click **OK**

This will permanently delete all these messages freeing up space on the email servers.

Stage 2 – Cleaning up your Mailbox, and Archive Mailbox if you have one.

NOTE: You only need to delete mail that you are sure can be deleted, ensure you keep mail that is required for College related work and retention purposes.

TIP: Some mailboxes are set to not display all mail, to increase the speed of your email client. To see all your mail scroll to the bottom of your inbox and click the link to display all email.

The best place to start is to open the **Mailbox Cleanup** tool. In Outlook, choose **File > Info > Cleanup Tools > Mailbox Cleanup**.

1. First, choose the **View Mailbox Size** option which scans the size of your mailbox and all of the subfolders. This is a great way to target which folders are the biggest contributors to your large mailbox so you can clean these up first.
2. Next, pick the options to **Find** older or larger items which you can delete directly from the results to cleanup the Outlook mailbox size.

Also:

3. By Clicking the Column Titles in your Outlook email client you can sort based on the column you click. If you want to sort by who sent you email, click on the FROM column heading.
4. To go back to date sorting, click the RECEIVED heading.

TIP: if you want to select a range of emails to delete follow these instructions.

- 1) Left Click the first email in the range you want to select.
- 2) Without clicking, scroll or move your mouse pointer to the last item in your range.
- 3) Hold the **CTRL** key down and THEN **left click** the last item in the range.
- 4) A list of emails should now be highlighted.
- 5) Press **DELETE** on the keyboard to complete the deletion.

Finally:

Repeat **Stage 1** (above) to fully clear the newly deleted items.

Stage 3 – Cleaning up Archived Email

If you have an **Email Archive** setup you will see it in the Left Pane of Outlook. If you have one, please, review your Archive Mailbox and repeat the cleanup steps outlined in **Stage 2** as well. The email stored here may be very old and more easily deleted.

Thank you for taking the time!!