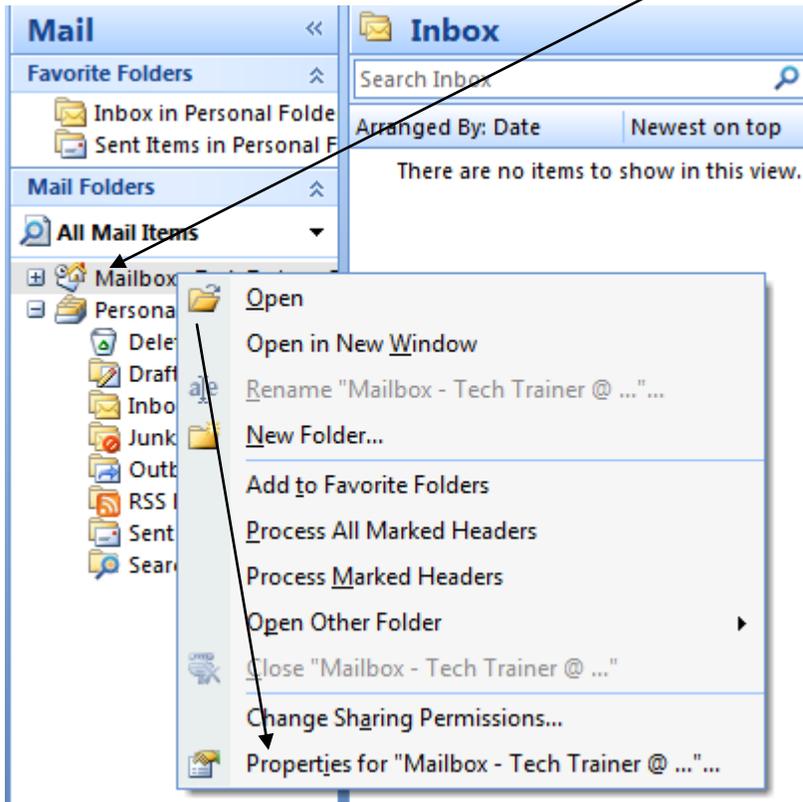


E-mail Housekeeping

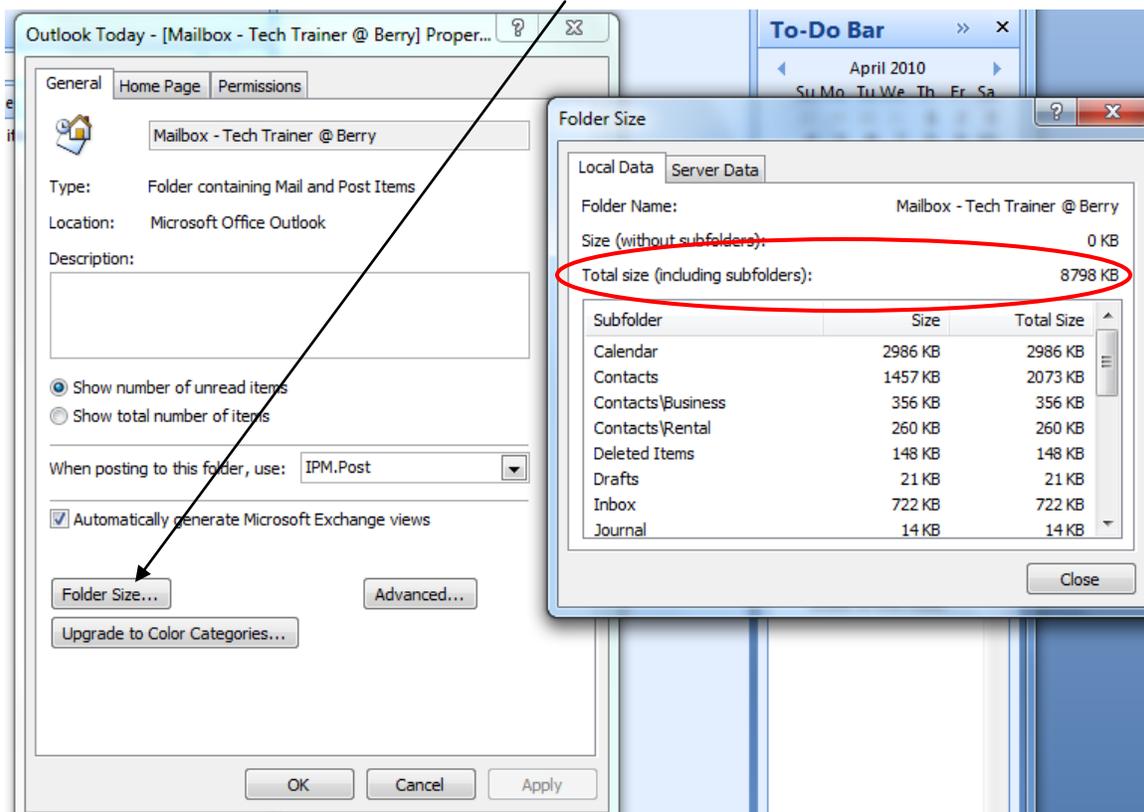
If an e-mail is received warning that the e-mail box is getting full OR if you want to prevent problems caused by a full email box, here are the steps that can be taken. The first section is for **Microsoft Outlook 2007** and the second section is for **Outlook Web Access**.

Microsoft Outlook 2007

First, to determine the size of the email box, right click on the **Mailbox -** and select **Properties for "Mailbox -**.

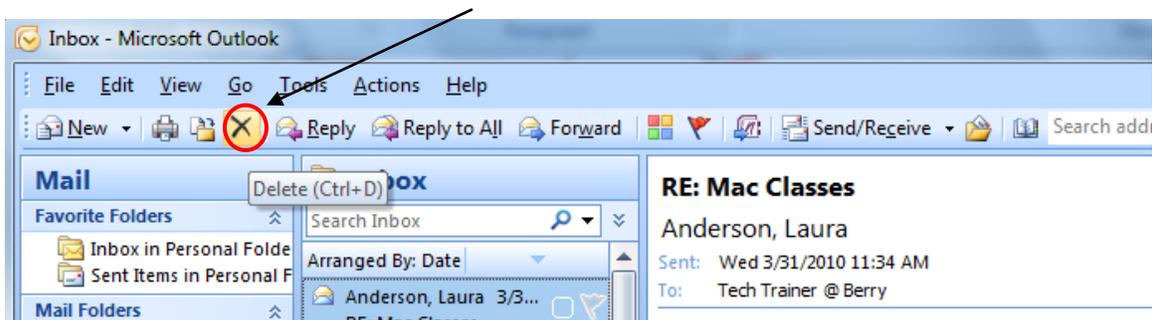


On the **Outlook Today** - menu, select **Folder Size....**



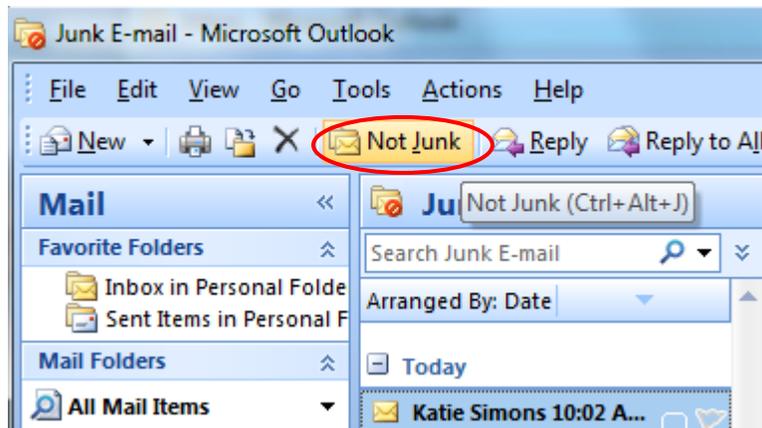
In the **Folder Size** menu, **Total size (including subfolders):** is the e-mail box size. The example above is 8798 megabytes.

First, go through the **Inbox** folder and delete any e-mails that are no longer needed by selecting them and clicking the **Delete** icon on the toolbar or by pressing the **Delete** key. Hint: hold the **Ctrl** key and use the mouse to select multiple e-mails and then delete them all at once.



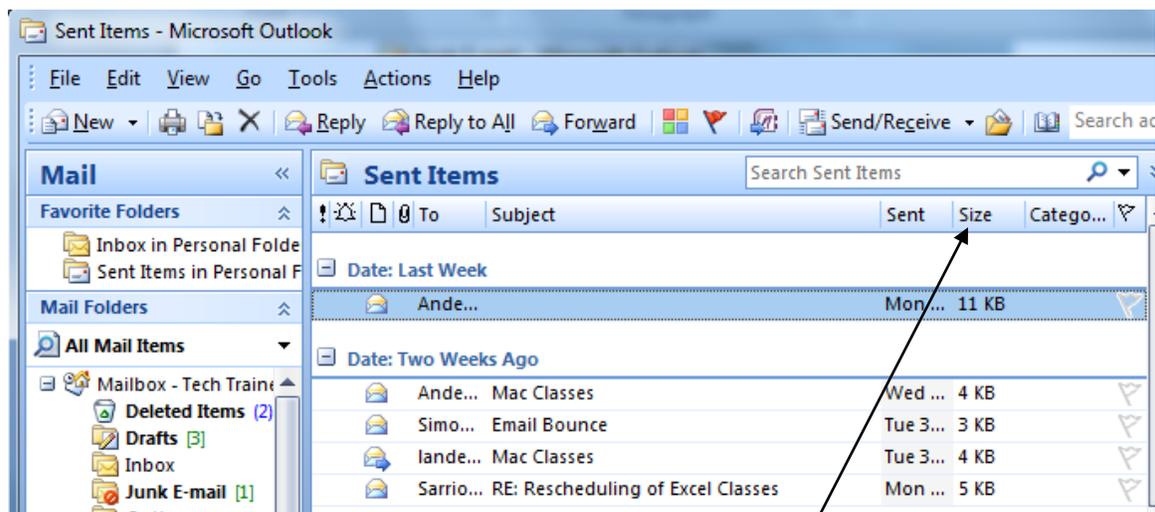
When the Inbox is finished, open the **Drafts** folder and do the same. Frequently there are few, if any, documents in this folder.

The next folder is the **Junk E-mail** and should be examined frequently for e-mails that might have been filed here in error. Any e-mails that you wish to keep and allow the sender to be trusted, select and click the **Not Junk** icon on the toolbar.



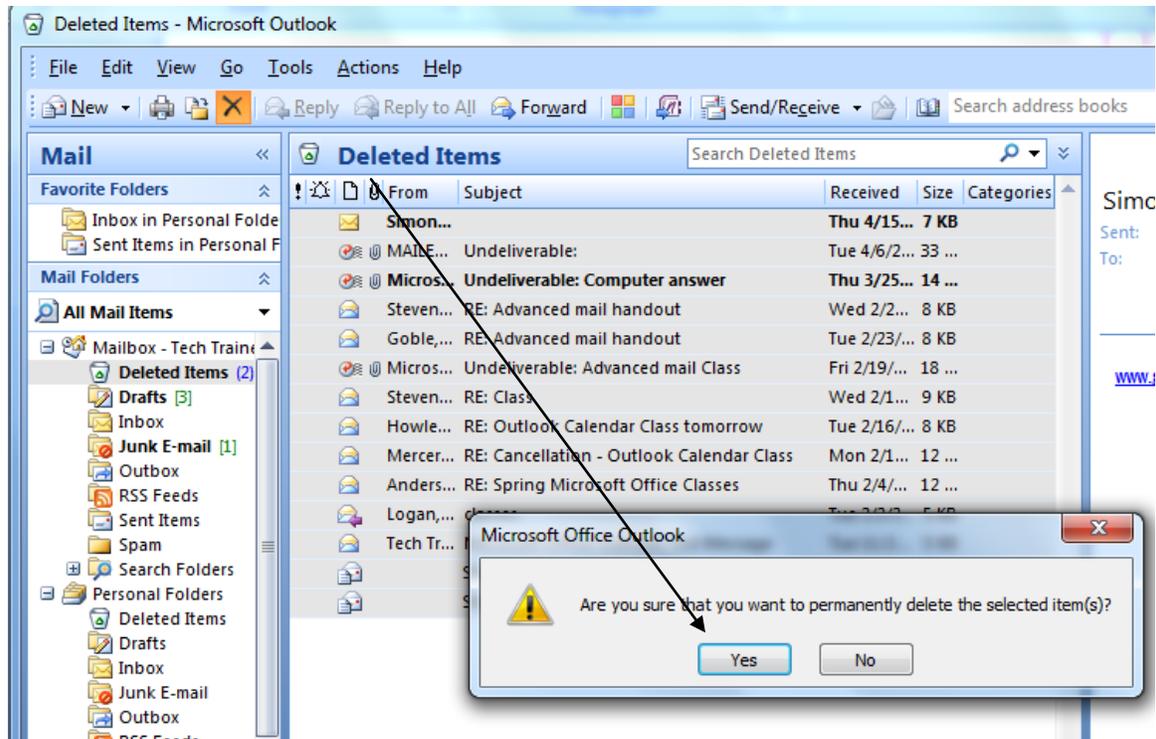
When all of the wanted e-mail has been rescued, delete all that remains by selecting it and clicking the **Delete** icon on the toolbar. Hint: a fast way to select all of the remaining email is to select one email and then hold **Ctrl** and press the **A** key.

Some people are unaware that a copy of everything that is sent is stored in the **Sent Items** folder.



This folder should be reviewed and delete any unneeded items. Hint: the files can be viewed in order by size by clicking on **Size**.

Even after an item is deleted, Outlook keeps a copy in the **Deleted Items** folder. After cleaning all of the folders of unwanted items, open the **Deleted Items** folder and “delete the deleted”. Remember **Ctrl + A** to select all and then **Delete**. Answer **Yes**, when prompted, to permanently delete the items.



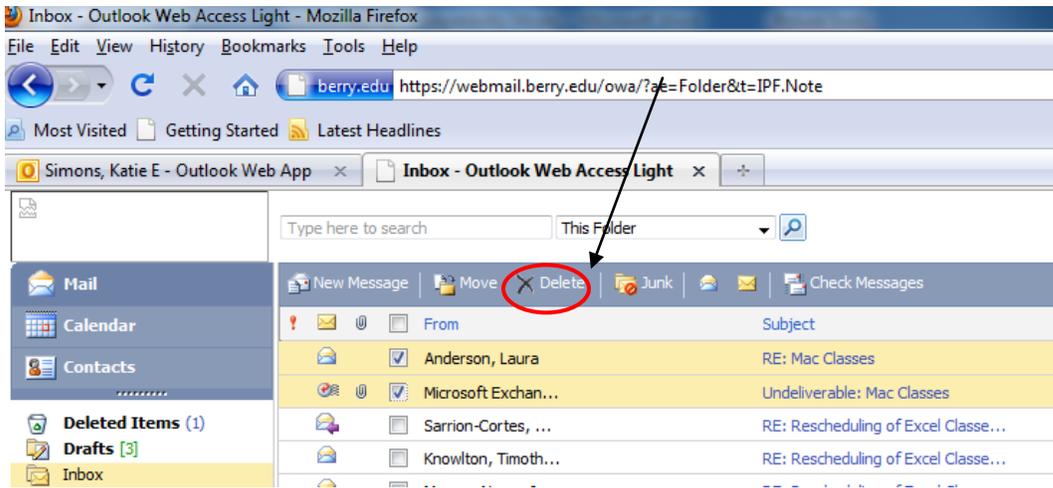
Is the e-mail box still too large? See [“How to Use Outlook 2007 AutoArchive”](#).

Outlook Web Access

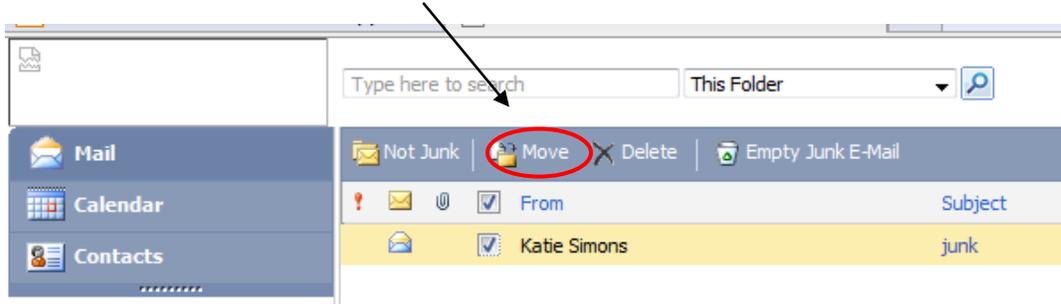
Outlook Web Access is the web based link to where the e-mail box is located. Below are the steps to manage the e-mail box size through the web link.

There is no way to determine the size of the e-mail box from Outlook Web Access. If you receive a warning that the e-mail box is nearing or is at capacity, perform the following steps.

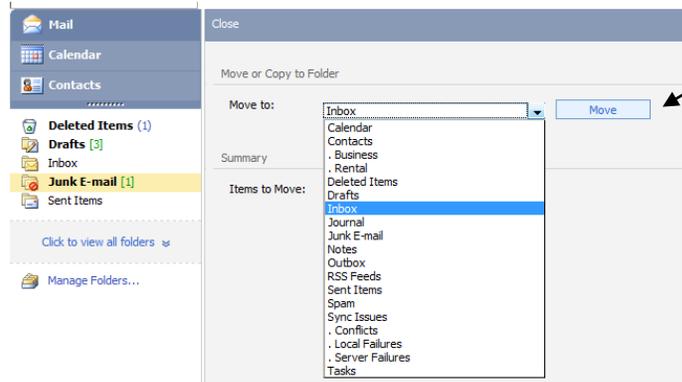
First, go through the **Inbox** folder and delete any e-mails that are no longer needed by selecting them and clicking the **Delete** icon on the toolbar.



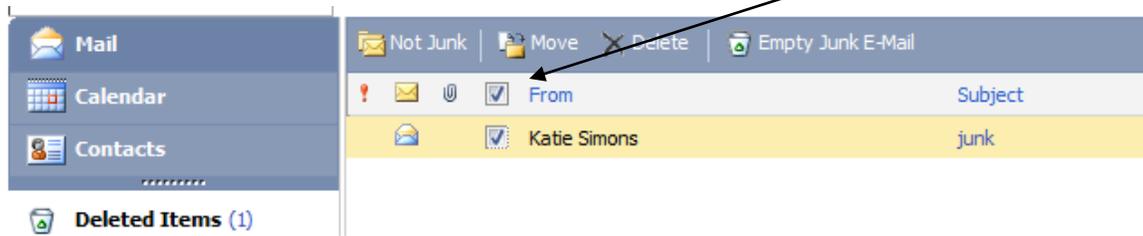
The next folder is the **Junk E-mail** and should be examined frequently for e-mails that might have been filed here in error. Select any e-mails that you wish to keep and click the **Move** icon on the toolbar.



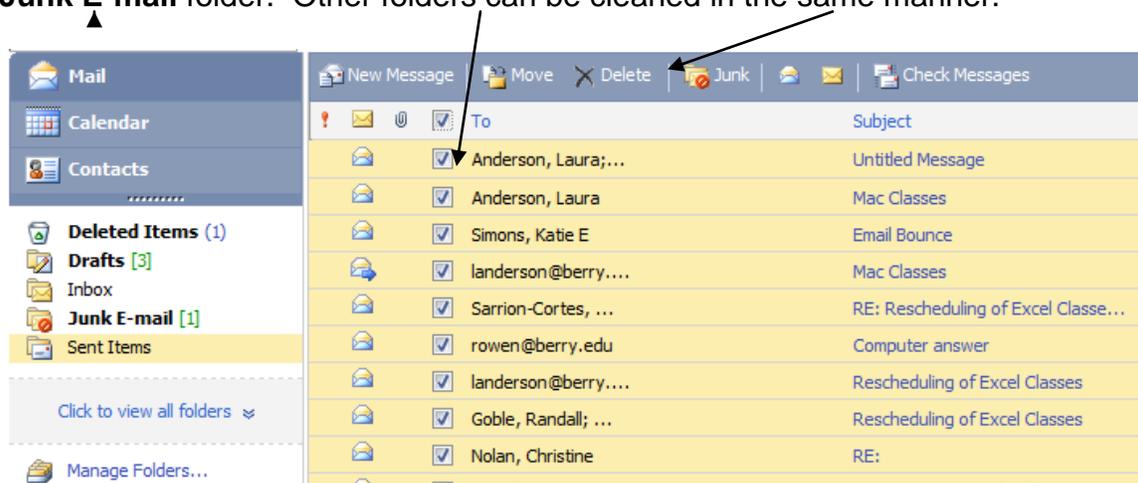
Then select the folder to move the e-mails into and click **Move**.



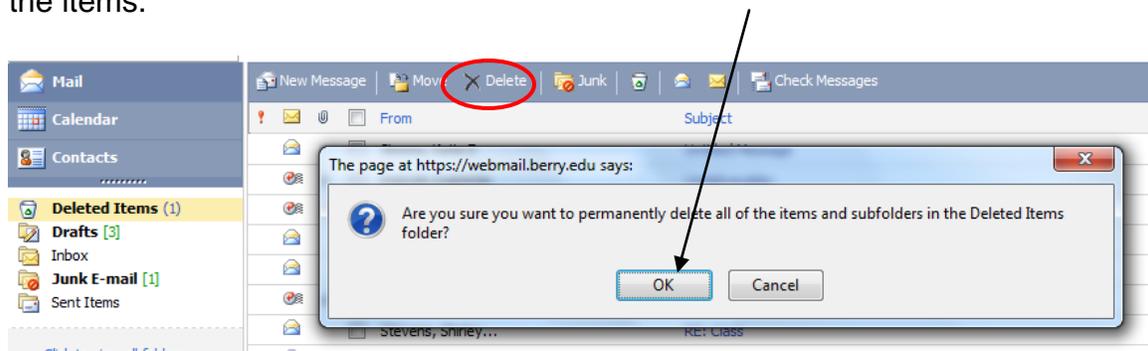
When all of the wanted e-mail has been rescued, delete all that remains by selecting it and clicking the **Delete** icon on the toolbar. Hint: use the check box at the top of the screen to select all.



Open the **Sent Items** folder and delete any unneeded items the same way as the **Junk E-mail** folder. Other folders can be cleaned in the same manner.



Even after an item is deleted, Outlook Web Access keeps a copy in the **Deleted Items** folder. After cleaning all of the folders of unwanted items, open the **Deleted Items** folder and “delete the deleted”. Each item can be checked individually and then deleted by clicking the **Delete** icon. Hint: Rather than selecting each item one-by-one, click the **Empty Deleted Items** icon on the toolbar to delete all items. Answer **Yes**, when prompted, to permanently delete the items.



For further assistance with e-mail housekeeping or other questions, please visit tips.berry.edu or contact the Technical Support Desk at ext. 5838.