Outlook Client Mailbox Cleanup

Please ensure you are following your agency or department policy regarding public records retention. Further information regarding records retention requirements is located here: https://www.sec.state.vt.us/archives-records/records-management/records-retention.aspx

Outlook default size limit
Finding the total size of your mailbox and individual folders
Marking messages as read
Using the Mailbox Cleanup tool
Cleaning out your Deleted Items folder
Reduce item count in core folders
How to create a folder
How to move message to a folder
Quick cleaning tips
Finding and removing attachments from messages

Outlook default size limit

Mailbox size is 50gb now, and all mail older than two years is moved to the Microsoft Online Archive. For information regarding how Online Archive works, please go to this page: http://dii.vermont.gov/sites/dii/files/PDF/Support/O365EmailArchiving.pdf

(Back to top)

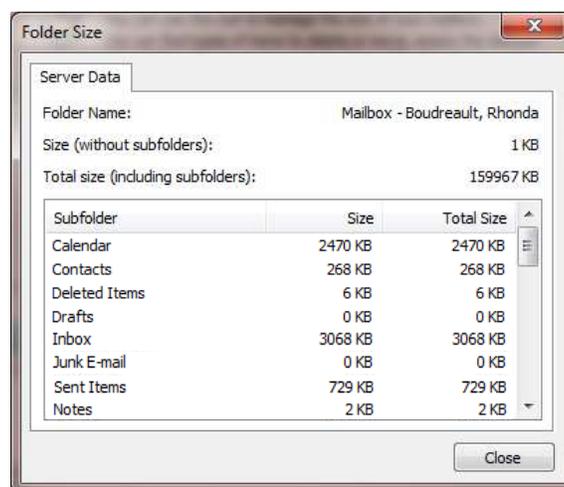## Finding Total Size of Mailbox and Individual Folders

There are two different ways you can check the total size of your mailbox and see the size of each individual folder:

Outlook 2013 and 2016

- Folder Tab -> Folder properties -> General Tab -> Folder size button
                        OR
- Right click on **Mailbox – username** -> Properties for "Mailbox…" -> General tab -> Folder Size

NOTE: You can also click on each individual folder by right clicking on the folder -> Properties -> General Tab -> Folder Size.

(Back to top)

Folder Size		
Server Data		
Folder Name:		Mailbox - Boudreault, Rhonda
Size (without subfolders):		1 KB
Total size (including subfolders):		159967 KB

Subfolder	Size	Total Size
Calendar	2470 KB	2470 KB
Contacts	268 KB	268 KB
Deleted Items	6 KB	6 KB
Drafts	0 KB	0 KB
Inbox	3068 KB	3068 KB
Junk E-mail	0 KB	0 KB
Sent Items	729 KB	729 KB
Notes	2 KB	2 KB

Using the Mailbox Cleanup Tool

You can use the **Mailbox Cleanup Tool** to view the size of your mailbox and individual folders. It can also locate any items that are older than a certain date or items larger than a certain size. You can also view or empty items in your **Deleted Items** folder.

Outlook 2013 and 2016

- File Tab -> Mailbox Settings (Tools) -> Mailbox Cleanup ->

Finding large messages
- Choose "Find items larger than". The default is 250KB. You can enter a different size if you prefer.
- Click the "Find" button

Finding old messages
- Choose "Find items older than". The default is 90 days. You can enter a different number of days if you prefer.
- Click the "Find" button

## Cleaning out Your Deleted Items folder

A good rule is to delete messages from the **Deleted Items** folder frequently. The **Deleted Items** folder should not be used to store messages you intend to keep. **DO NOT SAVE MESSAGES IN THE DELETED ITEMS FOLDER**. If you wish to keep messages, create subfolders under the **Inbox** folder and move them to the separate folders. See How to create a folder and How to move messages to a folder sections below.

After deleting unneeded items from your **Inbox** and **Sent Items** folders; right click on the **Deleted Items** folder and choose "Empty Folder".

To set the **Deleted Items** folder to be emptied upon each exit from Outlook, place a checkmark in the box "Empty the Deleted Items folder upon exiting":
- Outlook 2013 and 2016, File Tab -> Options -> Advanced -> Outlook Start and Exit -> Check the Empty Deleted Files Folder when exiting Out
- NOTE: The items are still recoverable for up to 30 days by using the Recover Deleted Items feature.
- Outlook 2013 and 2016
    - o   Click on Folder Tab
    - o   From the menu bar -> Recover Deleted Items

Once the "Recover Deleted Items" dialog box pops up, highlight the message(s) you wish to recover and click on the "Recover Selected Items" icon.
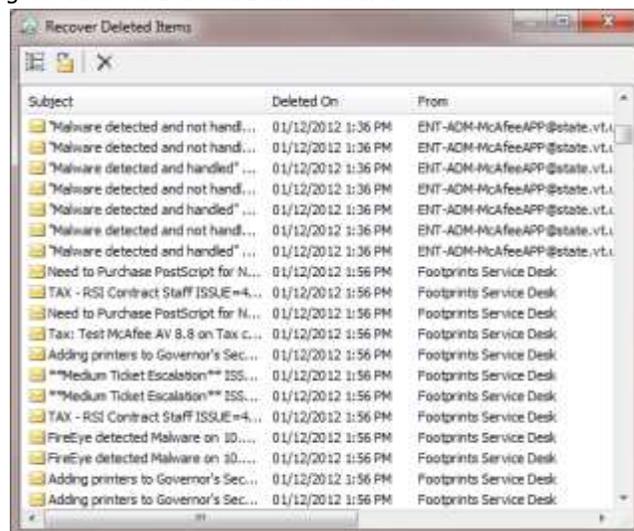
Reduce Item Count in Core Folders

For performance reasons, it's strongly suggested that both the **Inbox** and **Sent Items** folders (known as Outlook **Core** folders) are kept with the minimum amount of items at any given time. The recommended amount is between 2500 to 5000 items. A range is given since email messages come in various sizes. The larger the messages in your **Inbox**, the lesser the number of messages you ought to keep in it. To obtain optimal performance for your online Outlook client, the contents of each of these two **core** folders should not exceed 5000 items. We recommend you move the items you need to keep to subfolders. See the How to create a folder and How to move messages to a folder sections below.

Another **core** folder is the **Deleted Items** folder. It was not designed to be a storage folder. If you have items in the **Deleted Items** folder that you need to save, move them to the created folders (see below). Also, see the section above, Cleaning out your Deleted Items folder.

(Back to top)

How to Create a Folder

Outlook 2013 and 2016
- Right Click the Inbox Folder
- Type the new Folder name and press Enter
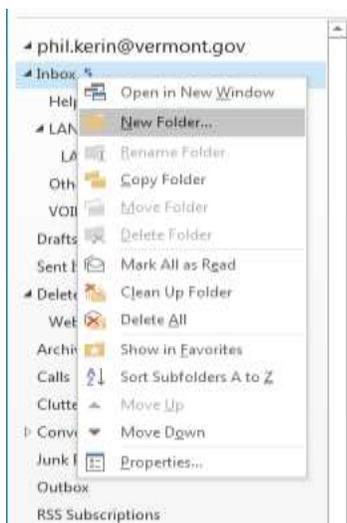
(Back to top)

How to Move Messages to a Folder

To move messages to a folder, select the message(s) you want to move:
- Outlook 2013 and 2016
  - Right Click the email -> Select Move -> Choose which Folder you wish to move email to

NOTE: You can also use the drop and drag method of moving items to subfolders. Once the message that you want to move is highlighted, left click, hold (do not let go), and drag it to the subfolder. If you have chosen multiple messages to move, you can drag one of them to a folder and all selected messages will follow.

Quick Cleaning Tips:

1.Remove all unneeded messages from the **core** folders (**Inbox** and **Sent Items**).

2. Use the Online Archive Mailbox. This feature will automatically transfer email, calendar and task items that are over 2 years old to an Online Archive mailbox and they are stored in an easily accessible location (within your mailbox) with full searching functionality. Scroll to the bottom of your folder list on the left hand side and choose the Online Archive mailbox (see example below). Note: For users with more than one mailbox, each mailbox will have its own Online Archive mailbox. Information located here: http://dii.vermont.gov/sites/dii/files/PDF/Support/O365EmailArchiving.pdf

▷ dii - voicemail service desk

▷ online archive - candi.hal...

▷ sov - landesk change requ...

3. In the event that spam or phishing scam emails filter through to your mailbox you can report it to Microsoft. Simply do the following:

A. Create a new, blank message
B. Address the email to the Microsoft team that reviews messages as follows:
  - o For junk messages, address your email to junk@office365.microsoft.com .
  - o For phishing scam messages, address your email to phish@office365.microsoft.com and ExchangeAdministrators@vermont.gov .

C. **IMPORTANT**: Leave the body of the new message empty (remove any auto-populating signatures)

D. Insert the junk or phishing scam message into your new blank email as an attachment (see Instructions on attaching messages if you need assistance). DO NOT FORWARD THE JUNK OR PHISHING SCAM MESSAGE.
E. Delete the original message

3. Delete meeting requests, cancellations, and accepted notices as well as other calendar items from the **core** folders (**Inbox** and **Sent Items**). They can be easily found by using the "Sort by Icon" option.

!	☆	🗋	🖉	From	Subject	Received ▼	Size	C...	▽

Finding and Saving/Removing Attachments from messages

!	☆	🗋	🖉	From	Subject	Received ▼	Size	C...	▽
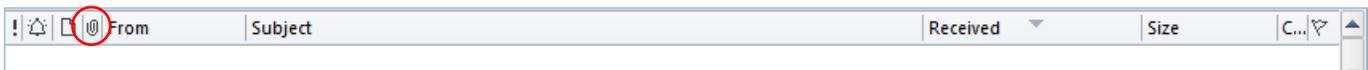
To find all messages that have an attachment, click on the "attachments" icon. Once you find the messages with attachments, you may choose to remove the attachment only and leave the original message in your mailbox:

- Save Attachments:
  - o Outlook 2013 and 2016:
    - ▪ Open the message in Outlook -> right click the attachment -> select "Save As"
    - ▪ Choose the location where the message is to be saved.
    - ▪ Follow the directions below for removing the attachment from your email.

- Remove Attachments; NOTE: There will be no indication that there ever was an attachment after this action is taken.
  - o Outlook 2013 and 2016:
    - ▪ Open the message in Outlook -> right click the attachment -> select "Remove".
    - ▪ Save the message when prompted.