



Email Archiving (Additional Email Storage)

Online Archive is a new feature with Microsoft Office 365. Please see below for details.

What is it?

Microsoft Exchange Online Archiving is an Office 365 storage solution for the State. Office 365 email accounts are automatically provisioned with a secondary mailbox called Online Archive. The Online Archive mailbox sits within your primary mailbox and appears on the left side of the screen under your folders.

What does it do?

The Online Archive mailbox helps keep your primary mailbox below its quota limit of 50 GB.

This feature will automatically transfer email, calendar, note 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.

***Note:** If you think you might be missing email (over one year old), please see the [Troubleshooting](#) section below. This is a client-side setting that can be changed.

How does it work?

The Online Archive works the same as your regular mail. You can read, reply to, resend or forward messages in the Online Archive. Exchange Online Archiving supports Outlook 2016 and 2013 Professional Plus Desktop Clients. It is also available in the Online Outlook Web App.

Online Archiving automatically archives items from your mailbox based upon the criteria outlined in the **Archive Policy** section below. The primary difference is the location of the emails, letting you know they have been archived.

Archive Policy

- Any emails, calendar, note and task items 2 years and older will be moved to the Archive.

How to Access Archived email:

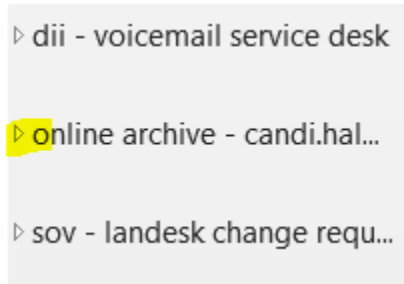
Outlook Client

Exchange Online Archiving supports Outlook 2016 and 2013 Professional Plus. It is also available in the online Outlook Web App.

The Online Archive will appear in your client under your primary mailbox (see screenshot):

****NOTE: If you have an older version of Outlook, you may not see the Online Archive in your client. You will need to login to the Online Portal to view your archived items.** See info on Outlook Web App below.**

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.

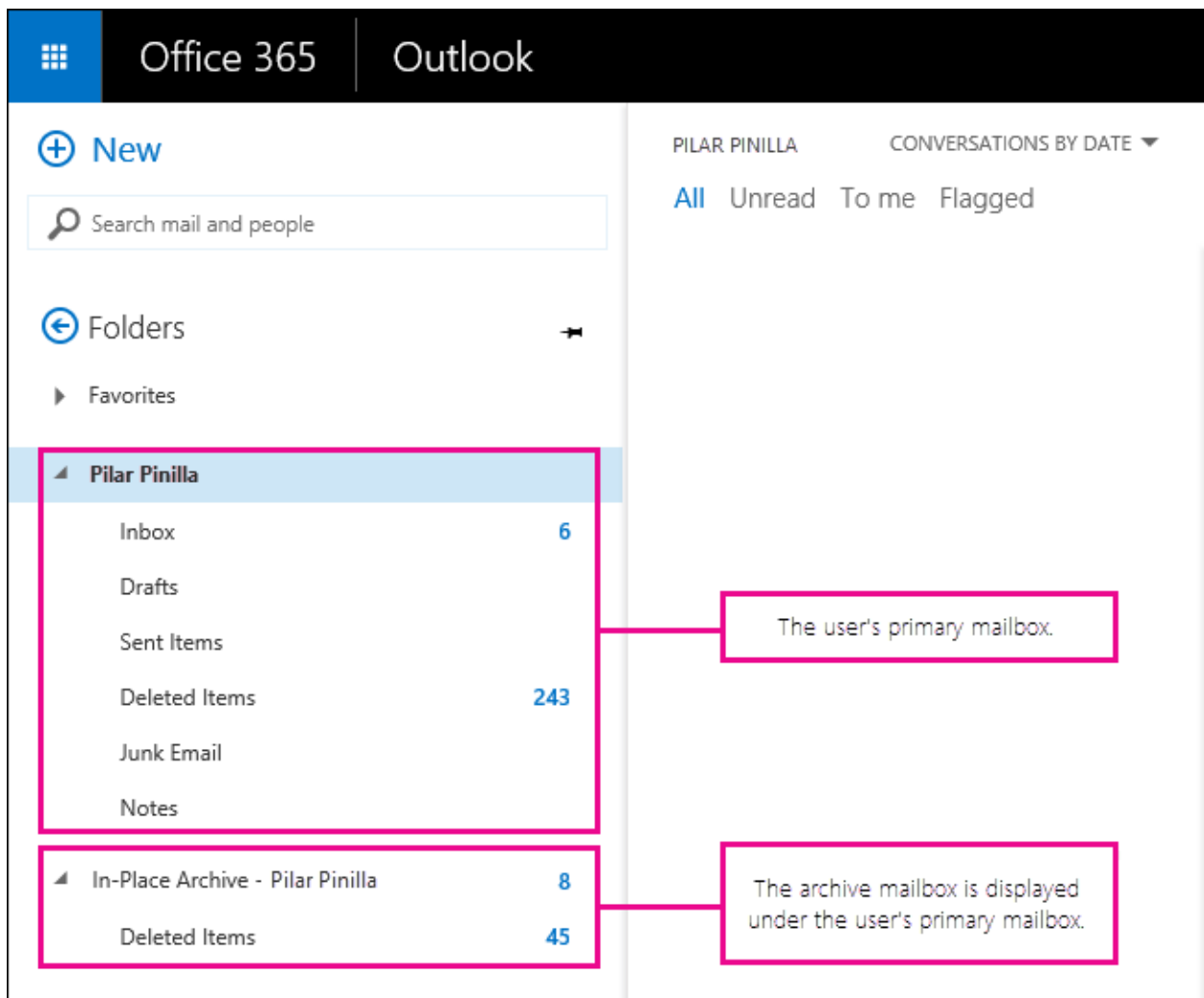
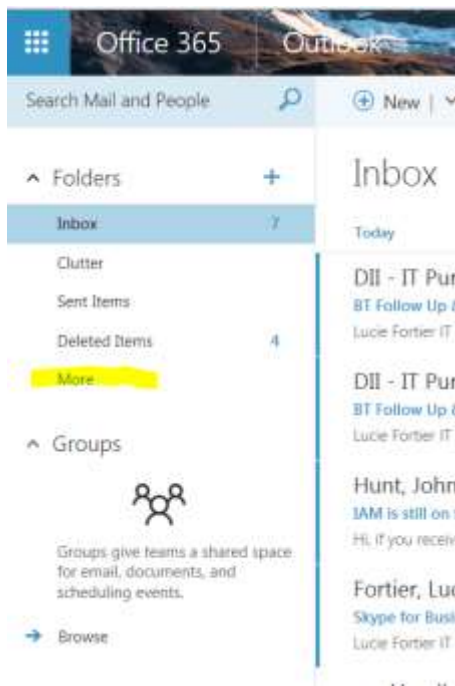


As mailbox items are archived, the folder structure from your mailbox will be recreated in your archive mailbox (it should be identical). Click on the arrow next to Inbox, and it will expand all folders with archived emails.

Outlook Web App (OWA)

Outlook Web App is a web-based version of the Outlook email program that is used with Exchange Online. Wherever users are connected to the Internet—at home, at the office, or on the road—they can access their email through Outlook Web App.

Users can access their archive by signing in to Outlook Web App: <https://portal.office.com/> The archive appears alongside their primary mailbox in Outlook Web App as a folder under their mailbox. There is no explicit way to access the archive directly from Outlook Web App. Click on **More ...** in order to see the folders.

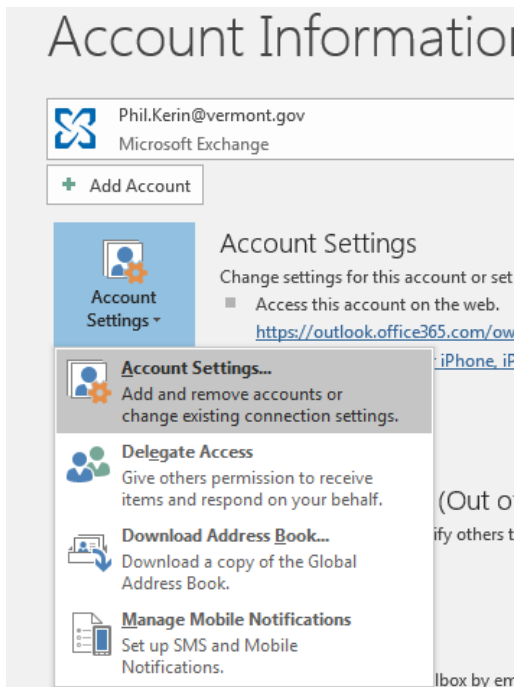
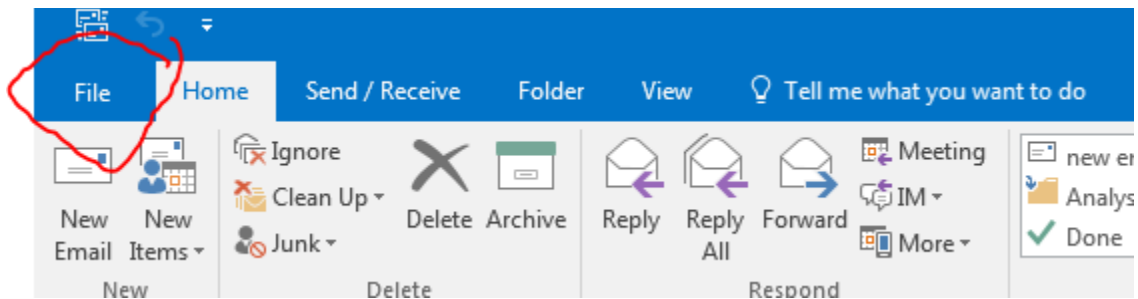


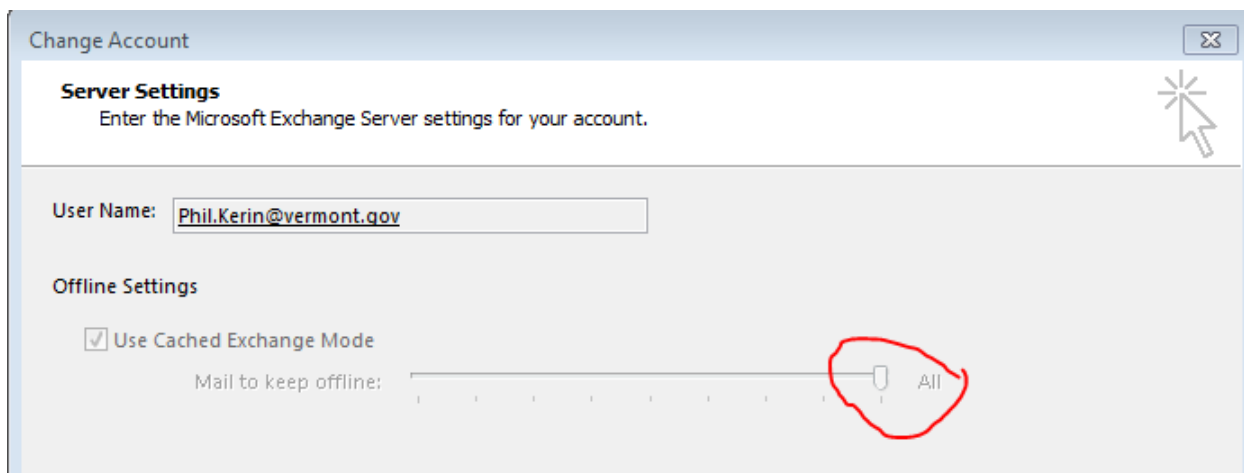
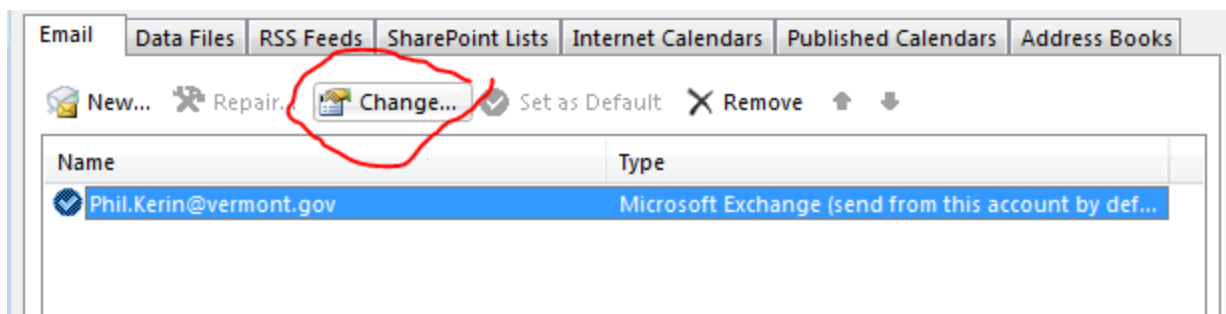
Mobile Devices (smartphone):

Users can't access their archive mailbox by using Outlook or Outlook Web App on a mobile device, such as a smart phone. This is because Exchange ActiveSync doesn't provide support for archive mailboxes.

Troubleshooting

In some instances, there has been a gap in time in which archived emails are stored. To keep this from happening be sure to set the "Mail to keep offline" setting to all. See steps below.





More information regarding Archive Mailboxes in Exchange Online (Office 365)

Archive Features: <https://technet.microsoft.com/en-us/library/archive-features-in-exchange-online-archiving.aspx>

[https://technet.microsoft.com/en-us/library/dn922147\(v=exchg.150\).aspx#helpusers](https://technet.microsoft.com/en-us/library/dn922147(v=exchg.150).aspx#helpusers)