



Mailbox Maintenance:

Your mailbox is limited to 250MB in space. If your mailbox reaches 225MB, a warning message is sent. If a mailbox reaches 240MB, email cannot be sent until the mailbox is under the quota limit. If a mailbox reaches the limit of 250MB email cannot be sent or received.

Please follow these tips and suggestions for keeping your mailbox within the specified limit:

- Save email attachments to your hard drive and remove them from your mailbox
- Resize photos and scanned images before emailing
- Delete unwanted messages regularly so they do not pile up in your inbox
- Empty your Deleted Items Folder often (Outlook can be configured to empty the Deleted Items folder when exiting the Program)
- Archive older mail items including the Sent Items folder

Determining the size of your mailbox in Outlook:

1. In Outlook, right-click on Mailbox – *username* in the folder list
2. Select Properties for *username*
3. Click on the Folder Size button

The Total Size of your mailbox will be listed in kilobytes, where 'kilo' is 1000 and 'mega' is 1,000,000. So, a mailbox that is 124,000 in size is 124 Megabytes (MB), well within the 250MB quota limit. You can also scroll through the subfolders to determine what folders need managing. Typically, the Inbox and Sent Items folders are the biggest in file size.



Removing Attachments from your Mailbox:

Message attachments can drastically add to the size of your mailbox. Attachments should be saved to the hard drive (My Documents folder, etc.) or deleted if not needed. Use the steps below to check your inbox for message attachments:

1. To sort the inbox by attachments, click on the "paperclip" button on the gray header section. This will sort your messages by attachment size
2. Delete any messages that have attachments larger than 1MB in size after saving them to your hard drive.
3. To resort your Inbox by the date received, click once on the Received button in the gray header section.
4. Repeat Steps 1-3 for your Sent Items as well

Resizing Photo Attachments:

Photos can be very large in size when taken directly from a digital camera or from a scanned image. Outlook has a built-in file reducer for photos and scanned images.

1. Create a new mail message as you normally would
2. Press the Insert File button  and select the photo or scanned file that you want to attach
3. Press the Attachment Options button  Attachment Options...
4. Under Picture Options on the Attachment Options Menu, select either Small or Medium
5. Your attachment will be resized appropriately

Deleting Messages:

- Individually – click once on the message so that it is highlighted and press your delete key. You can also right-click once on the message and select Delete
- Delete multiple Consecutive items: To select multiple items, click on the 1st message and while holding down the shift key, click on the last message. With all of the messages highlighted, press the Delete key
- Deleting multiple Non-Consecutive Items: Click on the 1st message, then hold the Ctrl key down and click on additional messages. With all of the messages highlighted, press the Delete key

These methods place messages in the Deleted Items folder. You must then delete them from the Deleted Items folder.

Deleting the Deleted Items Folder:

- Method 1: Right-click on the Deleted Items folder in the folder list and select Empty Deleted Items. Press Yes to confirm
- Method 2: If you want to view the files in the Deleted Items folder, click once on the Deleted Items folder. To delete all, go to File, then Select All. With all items highlighted, press the Delete key
- Method 3: Outlook can be configured to automatically delete items in the Deleted Items folder:
 1. In Outlook, go to Tools, then Options
 2. Click on the Other tab across the top
 3. Check the option to Empty Deleted Items when Exiting
 4. Press OK to close

Each time you exit Outlook, you will be prompted to delete your Deleted Items

Archiving Your Email:

Archiving your email allows you to effectively manage the size of your server mailbox while still keeping older emails in a file that can be accessed when needed.

To create an archive, perform the following steps :

1. Open MS Outlook
2. Click **File** then select **Archive**
3. In the 'Archive Items older than box', enter the cutoff date, ie, the date before which all items are to be archived.
4. Click on the 'Archive this folder and all it's sub-folders' to ensure it's selected
5. Click on 'Mailbox - your name '. This will move all items including your inbox, sent items, calendar items, etc (You can also select individual folders to archive, such as your sent items.
6. Click the **Browse** button next to the In the 'Archive file' box and select an appropriate folder in which to place your archive. We recommend saving the file outside of the My Documents folder. We recommend creating a folder named Email Files on the root C:\ drive to store email archive files.
7. Click **'OK'**

This will move all items to the selected archive in the selected folder. It may take several minutes for this to complete. Perform this step periodically in order to keep your mail storage at a manageable level and to stay within your email quota. After archiving, you should see the Archive Folder in your Folder List. Click the “+” to expand and view the contents. You can also “drag and drop” items to your archive folder once it has been created.