Outlook 365: deleting and recovering mailbox items

The diagram below shows how mailbox items are deleted and recovered, and summarises the timescales involved.

1. Mail item arrives in the Inbox; from here, it may be moved to an other mailbox folder.

2. If a mail item is *soft deleted*, it moves to the *Deleted Items* folder.

3. At some point after 30 days from the *soft deletion* it is *permanently deleted* i.e. moved to the *Deletions* folder.

4. At some point after 14 days from being *permanently deleted* it is *purged* and moved to the *Purges* folder.

5. At some point 14 days from being *purged* it is gone and cannot be recovered.

6. If an item is given an explicit retention policy it will be *permanently deleted* (i.e. moved to the "Deletions" folder" when its retention period expires. (Dotted line)

When you leave the University

Your Office 365 mailbox – with ALL your email, calendars and contacts – is deleted entirely 90 days after you leave the University. It is NOT retained in any archive.

Help and advice

If you have any questions related to deleting, recovering, or archiving items, please contact the Service Desk – servicedesk@abdn.ac.uk, or online at https://myit.abdn.ac.uk.