

# Staff email – Outlook housekeeping tips

**Note:** The instructions and screenshots in this guide are for Outlook 2013. Options for Outlook Web App (OWA) and other Outlook versions may differ.

## What is Outlook housekeeping?

Outlook housekeeping is the process of decluttering your Mailbox. It frees up space, and helps you to manage incoming emails more efficiently.

## Mailbox and filespace allocation

By default, **staff** and **research postgraduates** have a default **50GB** Mailbox on the Exchange Server.

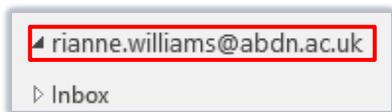
Your Mailbox filespace usage is the total size of all your folders on the Exchange Server including your Inbox, Sent Items and other mail folders, attachments, contacts, tasks and calendar.

We will notify you by email if you are approaching your Mailbox limit. This will give you an opportunity to delete unwanted mail and do a spot of email housekeeping before you run out of filespace.

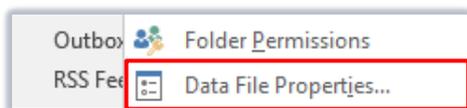
## Check the size of your Mailbox

In Outlook

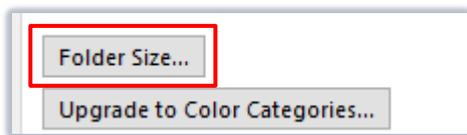
1. Right-click on **your email address**, located above your Inbox.



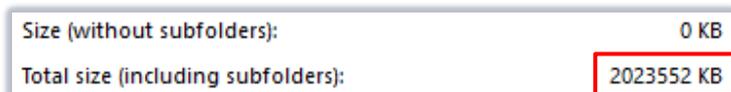
2. Click **Data File Properties...**



3. Under the **General** tab, click **Folder Size...**



4. The **Total Size (including subfolders)** figure shows your current Mailbox usage in KB.



In Outlook Web App (OWA)

1. Log into OWA and click the **gear cog** icon (top right).
2. Under **Your app settings**, click **Mail**.
3. Click **General**, then **My account**.
4. Your Mailbox usage is shown.

## Email housekeeping tips

You can manage your Mailbox by adopting simple housekeeping tips.

### Use folders organise mail

First, create additional **Folders** to help you to organise and manage your email messages.

1. Right click on **your email address**, located above your Inbox.



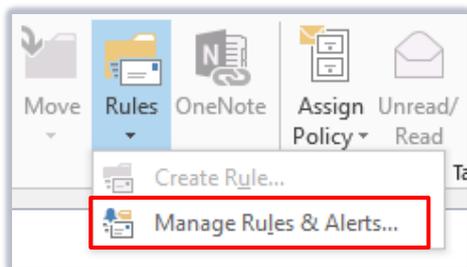
2. Click **New Folder**, then give your folder an appropriate name.
3. Select the location to store the folder and click **OK**.

To **manually** copy or move messages into your new folder click on an item and, holding down the left mouse button, drag it onto its destination folder.

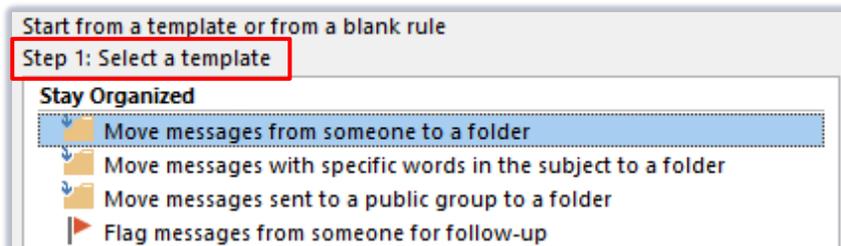
You can also create **Rules** to **automatically** move emails that meet certain criteria into a specified folder.

### Create a rule

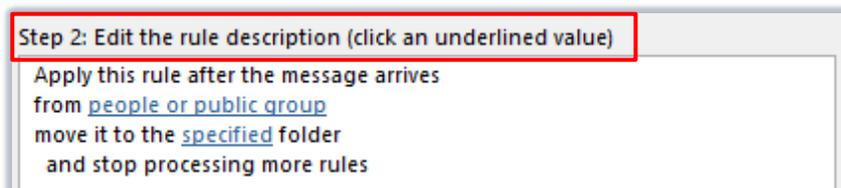
1. On the **Home** tab, click **Rules**, then **Manage Rules & Alerts**.



2. Click **New Rule**.
3. Under **Step 1**: select a template from the list.



4. Under **Step 2**: click blue underlined text items to customise the rule.



5. Click **Next** to add more instructions to the rule, or click **Finish**.
6. Click **OK**.

## Clear the Sent Items folder

When you send an email, Outlook stores a copy in your **Sent Items**. These copies are included in your filespace allocation so remember to check every couple of weeks and delete any unwanted items.

## Check the Junk Email folder

Outlook diverts any mail it suspects may be spam to its **Junk Email** folder. Check this folder regularly, and delete unwanted spam.

1. Right-click on the **Junk Email** folder.
2. Select **Empty Folder**.



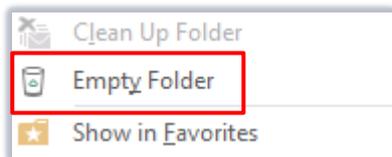
Never open an email or attachment if you suspect it may be spam. If you are uncertain, please contact the Service Desk for advice.

## Empty the Deleted Items folder

When you delete an item from Outlook, it is moved to the **Deleted Items** folder. Empty this folder regularly to permanently delete items and so save space in your mailbox.

Manually Empty Deleted Items

1. Right-click on the **Deleted Items** folder.
2. Select **Empty Folder**.

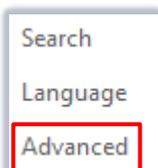


Automatically Empty Deleted Items

1. Click the **File** tab and click **Options**.



2. Click **Advanced**.



3. Under **Outlook start and exit**, tick **Empty Deleted Items folder when exiting Outlook**.
4. To be notified before the **Deleted Items** folder is emptied automatically:
  - Under **Advanced** scroll down to **Other**.
  - Tick **Prompt for confirmation before permanently deleting items**.

## Use Search Folders to find mail

Search folders are a quick way of finding emails which meet specified criteria, e.g. mail over a certain size, or mail with attachments.

Creating a new Search Folder:

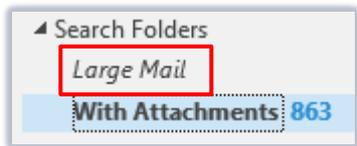
1. From the folder list, right-click **Search Folders**.



2. Click **New Search Folder...**
3. Select a search folder, e.g. Large Mail.
4. Click **Choose...** to define criteria, e.g. Mail Size.
5. Click **OK**.

Using the Search Folder:

1. Click once on the search folder to run an immediate search.



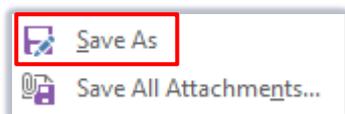
2. Outlook displays messages that meet the search criteria.

## Save or remove Attachments

Attachments can take up a lot of space. Where appropriate, save attachments to **H:** and remove from your Mailbox.

1. Double-click an email that has an attachment (denoted by a paperclip icon).  
The email should open in its own window.

2. Right-click on the attachment and click **Save As**.



3. Choose a memorable location on your PC to save the attachment (such as your **H:** drive).
4. Delete the email, or remove the attachment and save the email (right-click again and select **Remove Attachment**).

## Meeting Requests

Once you have responded to a meeting request, Outlook puts the meeting in your calendar, so you can save space by deleting the original email invitation.



Make sure you respond to a meeting request before you delete it.

## Calendar Housekeeping tips

When an appointment has passed, it is retained in your Outlook Calendar until you actively remove it.

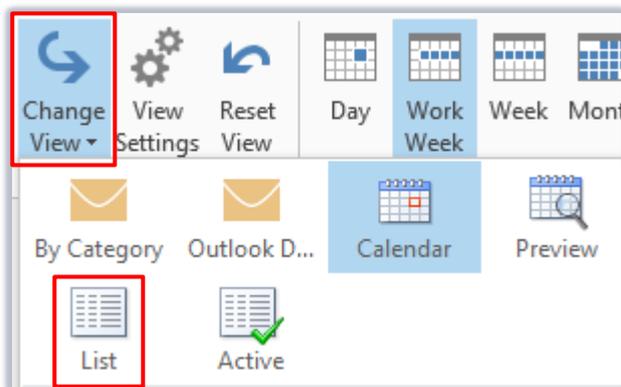
### Deleting calendar items

It is easier to manage calendar items in a list.

1. Click **Calendar**.



2. Click the **View** tab.
3. Click **Change View**, then select **List**.



4. Select out-dated items from the list, right-click and **Delete**.  
Be careful that you don't delete **recurring** appointments!
5. Return to the default view by selecting **Calendar** from the **Change View** menu.

### Sorting calendar items by size

Sort the list by other criteria by clicking on any of the header fields. Add the size field to the header area to target the largest items in a list.

1. Right-click on the header area, then click **Field Chooser**.



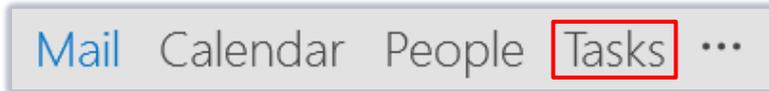
2. Select **All Appointment fields** from the drop-down list.
3. Scroll down the list to find **Size**.
4. Click and drag **Size** to the header area.

## Manage Tasks and Contacts

### Tasks

View your Outlook Tasks by *Status* and delete any marked as *Completed*.

1. Click **Tasks**.



2. Click **Status** from the header area.

### Contacts

View your Outlook contacts as a list and delete any you no longer need:

1. Click **People**, then the **View** tab.



2. From the **Current View** group, select **Change View** then **Phone**.

## Further information and help

Contact the Service Desk: <http://myit.abdn.ac.uk>