Default folders

When your mail account is created, it has the following default folders:

- **Basic folders**: Inbox, Calendar, People, Tasks, Notes
- **Additional folders**: Your Drafts, Sent Items, Deleted Items, Outbox, Junk Email, Clutter or Focused Inbox

Outlook stores information in these folders depending on the type of content. For example, messages are stored in the Inbox folder, Appointments in the Calendar folder, and addresses in the People folder, etc.

Create Additional folders

You can create additional folders to help you to manage your information. This is particularly useful for organising email messages.

**To create a new folder:**

1. You must add a new folder under the relevant mailbox name (your own or shared) – **not** the Inbox.
2. On Outlook’s ribbon, click the **Folder** tab.
3. From the **New** group, select **New Folder**.
4. Type an appropriate name for your folder in the **Name** text box.
5. From the drop-down list, select the type of folder you want to create.
6. From the **Select where to place the folder** list, click on the location for your new folder.
7. Click **OK**.
8. Your new folder will appear listed under your **Mailbox**.

Move an item to another folder

To copy or move items manually, choose from the following methods:

1. **Drag and drop** – click on an item and holding down the left mouse button, drag it onto its destination folder.

2. Use the **Move** option in the item’s context menu – right-click on an item. A pop-up menu displays up to ten folders you have accessed most recently. Select which folder to move the item to from the pop-up menu and click **OK**. If the folder you want to move the item to is not listed, select Other to view all folders. This opens the Move items dialog. Select a destination folder from the list, or click on **New** to create a new destination folder.

3. Use the **Move** button from the **Move** group on the **Home** tab. Select where to move the item to from the list as in 2, above, and click **OK**.

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1 Outlook refers to the contents of each type of folder as **items**, e.g. an Appointment is an item within the Calendar