

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 content¹ e.g. 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 **Folder contains** 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**.

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