HOW CAN I REMOVE UNNECESSARY EMAIL FROM OUTLOOK?

The following information includes four quick ways to identify and remove unnecessary email and attachments from your Outlook mailbox. Keeping your mailbox small improves performance and reduces costs to the College, plus doing so will make the transition to Google’s Gmail much smoother. This information is for the full version of Outlook 2010 for Windows 7 and some features are not available in Outlook Web Access (OWA). If you need help with any of these techniques, please contact your local support person or the CSG Help Desk (936-3279) for assistance.

Emptying your Deleted Items Folder

1. Click on the **Deleted Items** folder in your folder list.

2. Right click on the **Deleted Items** folder and click **Empty Folder**.

3. Click on **Yes** to confirm the action.
Searching Folders for Large Mail

1. Click on the triangle next to Search Folders in your folder list.

The large messages in your mailbox are displayed in the viewing pane, organized by size. 
**NOTE:** Look under the In Folder column header to see where the message is currently stored.

2. Review the items to determine whether you need to keep them or not. Delete any mail or attachments that are not necessary. The quickest way to recover space is to delete items in the “Huge” and “Very Large” categories; however, many “Large” items can quickly add up and consume just as much of your mailbox quota.

The deleted items are now in your Deleted Items folder. Follow the steps above to empty the Deleted Items folder and permanently remove them from your mailbox. 
**NOTE:** You can permanently delete the selected items in a folder by pressing SHIFT and DELETE on your keyboard. Click on OK to confirm the action.
Emptying the Folders Holding Junk Mail or spam
Between the Exchange e-mail server’s built-in filtering and Outlook’s own junk mail tools, you likely accumulate a good deal of spam in the folder where it gets sent, usually Outlook’s Junk E-mail folder. Unless you have Outlook set up to automatically purge this folder, it needs to be emptied periodically.

1. Find the folder to which you have junk or spam redirected in your folder list and click on it.
2. Make sure all of the e-mails are truly junk or spam and not legitimate messages from your co-workers and contacts. If they are, move them to an appropriate folder.
3. Right click the Junk E-mail folder and click Empty Folder.

Cleaning out your Sent Items Folder

1. Click on your Sent Items folder in your folder list.
2. Under Edit, click on Select All.

To delete all the items in this folder:
3. Click on the Delete symbol in the tool bar or right-click anywhere on the highlighted messages and select Delete. The deleted items are now in your Deleted Items folder. Follow the steps above to empty the Deleted Items folder and permanently remove them from your mailbox.

**NOTE:** You can permanently delete the selected items in a folder by pressing SHIFT and DELETE on your keyboard. Click on OK to confirm the action.

To delete items by date range:

4. Make sure the Sent column is displayed in your Sent Items folder. (If it is not, in the column header area, right-click and click on Field Chooser. Look through the choices until you see the Sent column header. Click it and drag it into position in the column header area.)

5. Click on the Sent column header to sort the items in the folder by ascending or descending order.

6. Select an e-mail item or a range of items (Click on the first item, press the Shift key, and then click on the last item.).

7. Click on the Delete symbol in the toolbar at the top of the window (it looks like an X) or right-click on the selected items and click on Delete. The deleted items are now in your Deleted Items folder. Follow the steps above to empty the Deleted Items folder and permanently remove them from your mailbox.

**NOTE:** You can permanently delete the selected items in a folder by pressing SHIFT and DELETE on your keyboard. Click on OK to confirm the action.

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**Determining the Size of your Mailbox Using Mailbox Cleanup**

1. Click the File tab.

2. Click the Cleanup Tools button in the Mailbox Cleanup section of this menu, then select Mailbox Cleanup.
3. Click on View Mailbox Size. The Folder Size window is displayed with information about your mailbox displayed.  
**NOTE:** The number in **Total Size (including subfolders)** is the size of your mailbox in kilobytes. To convert that to the number of megabytes your mailbox uses, divide by 1000.

4. When you are finished reviewing the information, click on Close.