For the Record...

OUTLOOK MAILBOX CLEANUP QUICK TIPS

We use email daily to create records. Some of those records are _transitory_ and can be deleted as soon as we no longer need them; while others are _official university records_ and must be managed as such. Part of managing our email is cleaning up our inbox regularly. Keeping a clean mailbox will prevent 'mailbox full' messages and will enable you to find and share accurate information faster.

For more information on _transitory records_ see **_For the Record – Transitory Records_**

For more information on _official university records_ see **_For the Record – Information Management Basics_**

What emails should we delete?

When cleaning up our mailbox we should look for the following types of transitory emails:

- Personal emails (sent and received) such as family photos, appointments
- Read receipts
- Reference emails that you are copied (Cc) on and that are no longer required for reference
- Advertisements from various companies
- Conference offerings, job ads
- Emails that contain large attachments such as personal music or video files
- Duplicates or redundant email conversations

For more information on how to manage email see **_For the Record – Email Management_**

Below are 5 tips to quickly identify and dispose of transitory emails from your Outlook Mailbox:

Tip 1: Clean Up Conversation

A conversation or email thread is a complete chain of email messages including the first message and all responses. We often keep all emails in a conversation and that can add up over time. Conversation Clean Up will search the contents of each message in the conversation and if a message is completely contained within one of the replies, the previous message will be deleted. This is a great way to remove redundant messages from your email account.

1. On the **Home** tab, in the **Delete** group, click **Clean Up.**
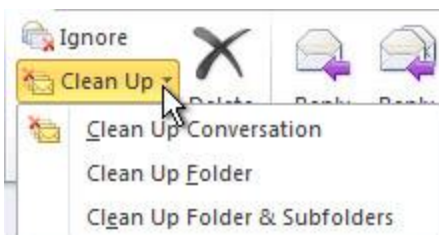
For the Record...

2. Select one of the following:

- **Clean Up Conversation** – will review the current conversation and redundant messages will be deleted.
- **Clean Up Folder** – all conversations in the selected folder are reviewed, and redundant messages are deleted.
- **Clean Up Folder & Subfolders** – conversations in the folder and any subfolders are reviewed and redundant messages are deleted.

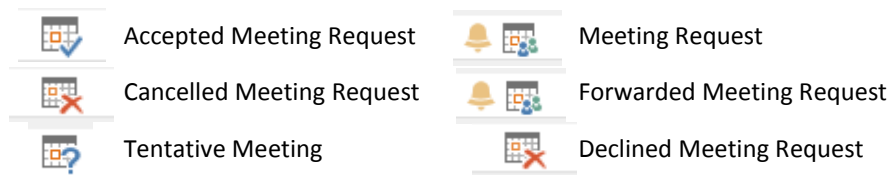**Tip 2: Meeting Request Cleanup**

Every time you send, accept or decline a meeting it is stored in your 'Sent Items'. Often Meeting requests contain agendas, meeting minutes and other related documents that can be large in size. Once you have sent the meeting request or accepted a request, it is stored in your calendar for future reference. Items remaining in the 'Sent Items' folder can be deleted.

To easily find meeting requests, acceptances and declines in your 'Sent Items' folder:

1. Click on the **'Sort by: Icon'** located on the top of your **'Sent Items'**.

! ⌃ 🗋 🗘	TO	SUBJECT	SENT

2. Scroll to the bottom of your 'Sent Items' folder and look for the icons below. These emails can be quickly selected and deleted.

|			
🗓 Accepted Meeting Request		🔔 🗓 Meeting Request	
🗓 Cancelled Meeting Request		🔔 🗓 Forwarded Meeting Request	
🗓 Tentative Meeting		🗓 Declined Meeting Request	

Tip 3: Attachment Cleanup

Attachments are one of the biggest culprits when it comes to consuming mailbox storage. Many times we have revisions and multiple copies of documents stored in our email that are transitory or have served their primary purpose.   Email attachments that have been stored in a document management system, network drive or a paper-based record keeping system can be treated as transitory and deleted.

You can easily find and review the large attachments in your email by setting up the following search folder:

1. At the bottom of your left-hand menu **right click** on the **'Search Folders'** and select **'New Search Folder'**

For the Record...

2. Under the **'Organizing Mail'** section select the **'Large Mail'** option. This search is set up to show mail that is at least 100 KB. **Click 'OK'**
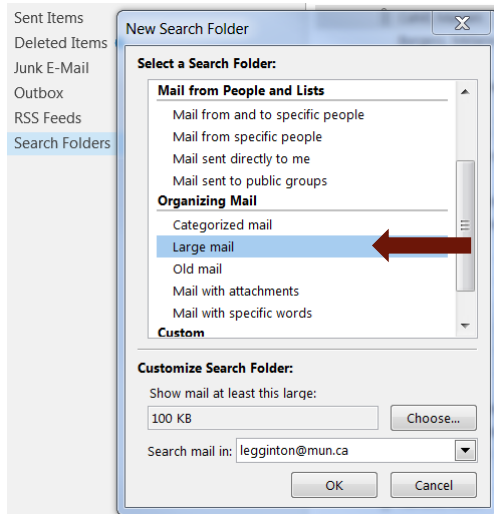
3. You can now click on the **'Larger than 100 KB'** search folder to view mail with large attachments.

Consider the following categories when looking at the size of your attachments:

Large (100 – 500 KB), **Very Large** (500KB – 1 MB), **Huge** (1 – 5 MB), **Enormous** (> 5 MB)

Tip 4: Personal Email Cleanup

Purging personal email from your Inbox and Sent Items is an easy way to clean up your email and decrease your mailbox size. Personal emails we have received from or sent to our spouses, parents, children, relatives, and friends are transitory (have no business value) but can quickly build up over time.

To quickly find personal emails you have sent or received:

1. Sort your **Inbox** by clicking on the **'From'** column. This will make it easy to select and delete emails from personal contacts.
2. You can group and delete emails easily from your **'Sent Items'** by sorting the **'To'** column.

For the Record...

Tip 5: Carbon Copy (Cc) Cleanup

We are often cc'd on emails for reference purposes but when an issue is resolved or the information is no longer required we can delete these transitory emails.

To quickly find emails where you have been Cc'd:

1. With your Inbox selected click in the **'Search Current Mailbox'** bar.

2. Type in **'cc: your name'**. This will return all emails where you have been copied. With this view you can review and delete emails as appropriate.

cc: john smith	✕	Current Mailbox ▾
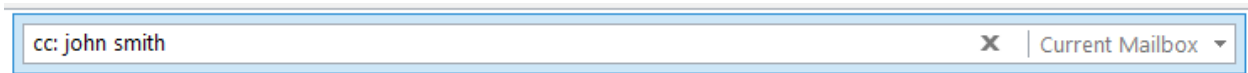
Empty your Deleted Items Folder

Once you have completed all five tips and purged the transitory emails from your mailbox be sure to empty your deleted items folder. To easily do this, **right click** on **'Deleted Items'** and select **'Empty Folder'.**