



LAUSD ITD Service Desk

Cleaning Up Your Exchange Inbox

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Cleaning Up Your Email Inbox

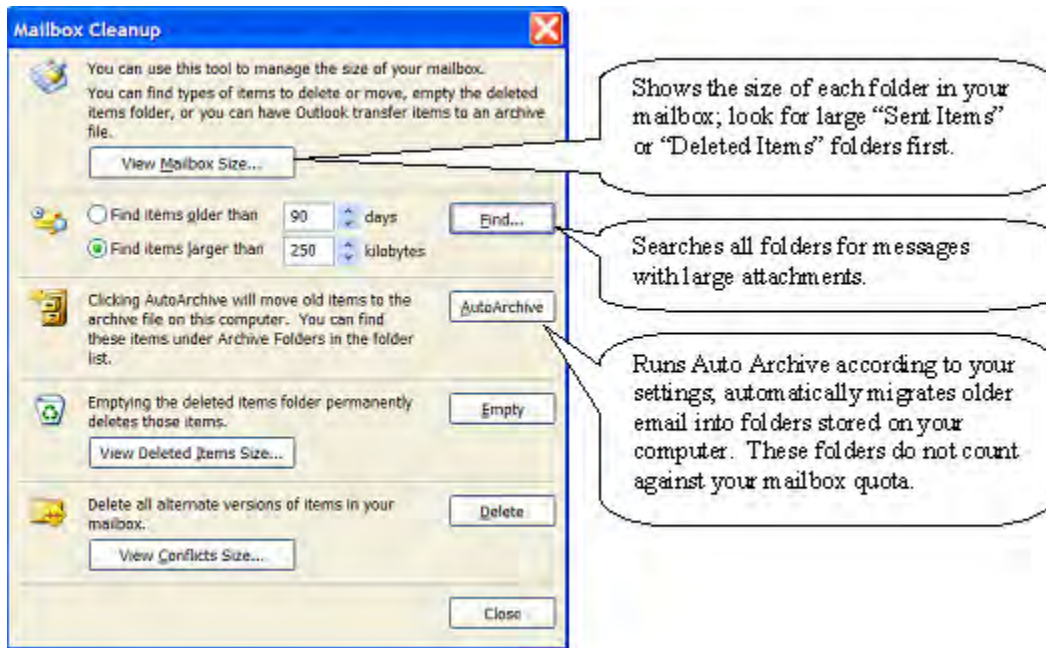
If you've been asked to review this document, it's probably because you've gone over your mailbox quota more than once.

We've put together some tips to help you use some of the tools in Microsoft Outlook, to help you better manage your email.

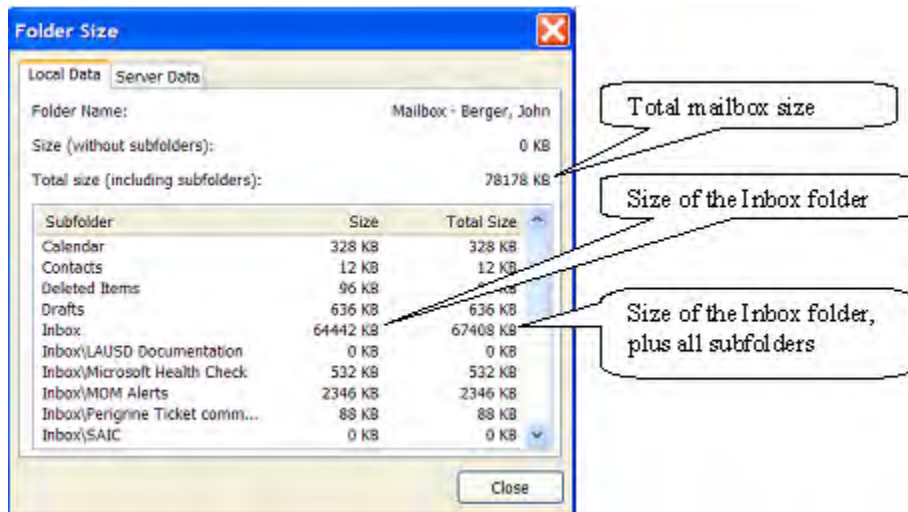
There are several tools that can be very helpful to you in managing your email mailbox to work within the mailbox quotas. The first of these is the Mailbox Cleanup tool, available within Outlook 2003 by selecting Tools, Mailbox Cleanup..., and the second is Auto Archiving.

Mailbox Cleanup Tool

To access this tool in Outlook 2003, go to **Tools, Mailbox Cleanup**.



When you click on "View Mailbox Size", you'll see something similar to this:



Add a Size column to your email list

If you add a Size column to the mailbox view that you use, you can quickly see which messages are taking up the most space.

To add the Size column, select View, Arrange By, Custom. Click on the Fields button, click on Size in the list of available fields; click on Add, and then click OK twice.

Once you are displaying the size, you can re-sort your email.

Re-Sort your email

Sorting your email in a different way will often help you find large or unneeded email. Most people use the default view, with their mail sorted with the most recent mail at the top.

If you re-sort your mail by size, you can easily see which emails have the largest attachments; then you can decide whether to archive that email, save the attachment locally and then remove it from the email message, or simply delete the message.

If you re-sort your email by sender, you can often find groups of messages that can be deleted, as they are no longer relevant; it's also a good way to find messages sent by automatic processes (automatic reports, mailing lists, etc.).

Common Hiding Places

Three common hiding places for large email messages are your Sent Items, Drafts, and Deleted Items folders.

When you've sent an email message with an attachment, a copy of the message with the attachment stays in your Sent Items folder (and now you have two copies of the attachment taking up space). In most cases, you can do one of the following to clear up space:

- Delete the sent message
- Archive the sent message
- Remove the attachment from the sent message, and re-save it without the attachment.

If you find yourself doing this a lot, because you send out a lot of messages with large attachments, you may want to shorten the Auto Archiving time for your Sent Items folder.

Messages that are in the Drafts folder are usually messages that you started and then forgot about. Review them, and either send or delete them.

When you delete a message, it goes into your Deleted Items folder (like putting a piece of paper in your wastebasket). If you never empty your Deleted Items folder, these messages will pile up, just like a wastebasket that never gets emptied. Since these count against your mailbox quota, you should empty your Deleted Items folder regularly, either manually or automatically. To make it automatic, select Tools, Options, Other, and check the box next to "Empty the Deleted Items folder upon exiting".

Special Folders

Some folders are more difficult to clean up than others. Two of these are the Calendar Folder and the Journal Folder.

Cleaning the Calendar Folder

Usually, this folder is relatively small; if it's big, it's because you have some Calendar items that have attachments that were needed for a meeting.

To easily locate the big Calendar items, you will need to change the view of your calendar to a list view (such as "By Category"). Select View, Arrange By, Current View, and select By Category. Your view will switch to a list format (with rows and columns, like a spreadsheet), instead of a Calendar format.

Once you have done this, you can add the Size column by selecting View, Arrange By, Custom, and clicking on the Fields button. Select Size from the list of All Appointment fields, and click OK. Once you are displaying the Size column, you can sort the list by clicking on the column heading. Find the Calendar items with the large attachments, and archive or delete them as appropriate to regain space.

Cleaning the Journal Folder

By default, the Journal Folder is inactive and empty. Sometimes, people turn on Journaling without knowing what it does.

Basically, what the Journal does is creating a log entry every time you spend time on certain objects. These objects can be Contacts and Office documents but also specific type of messages like a reply to a meeting request. Depending on what settings you choose, the Journal can keep a time-stamped copy of every version of the documents that you work on, quickly eating up your mailbox space.

If your Journal folder shows anything other than 0 bytes, you've probably turned it on at some point, and would benefit from some cleanup.

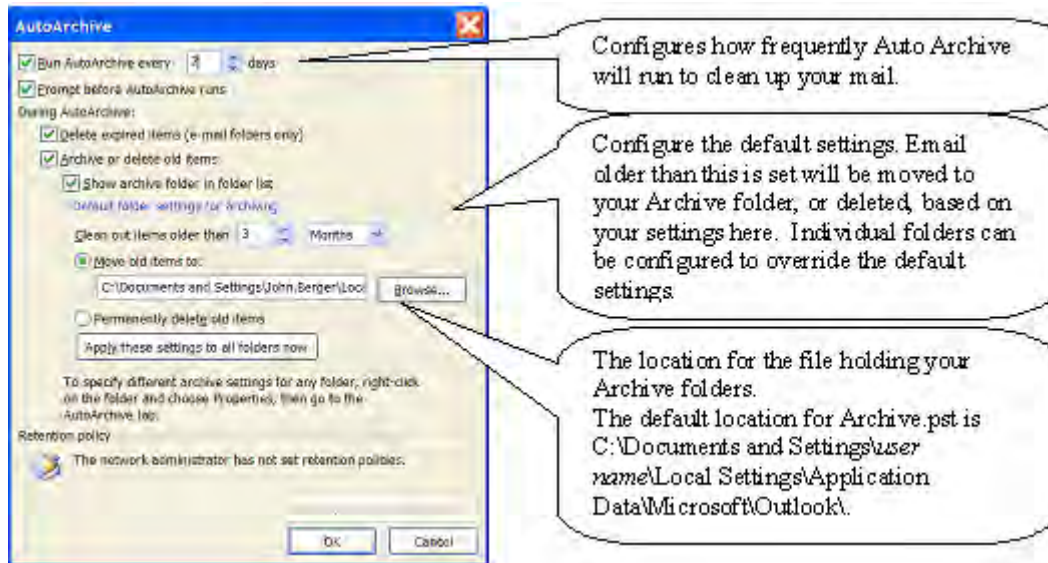
Since the Journal is probably set to the Timeline view it's hard to delete all entries at once. Changing the view to Categories gives you an easy view to delete all the entries at once. Select one item and then press CTRL+A to select them all at once. Once they are selected press SHIFT+DELETE to get rid of them. If you got lots of entries you could get an unknown or memory error. To avoid this you must first deselect all items and then select groups of items by using the SHIFT button. Then use SHIFT+DELETE to delete them and skip the Deleted Items folder. Repeat this until all items are deleted.

If you don't intentionally use Journaling, you should check and see if there are any entries in the Journal as it can become quite large over time. If it has entries in it the option to maintain the Journal is probably turned on. You can set the Journal in Tools-> Options-> tab Preferences-> button Journal Options... Uncheck everything to make sure nothing is logged to the Journal anymore; this will keep the folder from growing any bigger.

If you understand Journaling, and are using it intentionally, you should use Auto Archiving to keep it under control.

Auto Archiving

You can control the Auto Archive settings with the Auto Archive control panel. Select Tools, Options..., click on the 'Other' tab, and select 'AutoArchive...'



The screenshot shows the 'AutoArchive' dialog box with the following settings and callouts:

- Run AutoArchive every:** 14 days. Callout: "Configures how frequently Auto Archive will run to clean up your mail."
- Prompt before AutoArchive runs:** Checked.
- During AutoArchive:**
 - Delete expired items (e-mail folders only):** Checked.
 - Archive or delete old items:** Checked.
 - Show archive folder in folder list:** Checked.
 - Default folder settings for archiving:** Clean out items older than 3 Months.
 - Move old items to:** C:\Documents and Settings\John.Berger\Local. Callout: "The location for the file holding your Archive folders. The default location for Archive.pst is C:\Documents and Settings\user name\Local Settings\Application Data\Microsoft\Outlook\."
 - Permanently delete old items:** Unchecked.
- Apply these settings to all folders now:** Button.
- Retention policy:** The network administrator has not set retention policies.

Additional References

<http://support.microsoft.com/?id=830119>

<http://office.microsoft.com/en-au/assistance/CH063564651033.aspx>