

Focus On:

Outlook 2003/7 Mail

Topics:

- Mailbox Size Limits
- Full Mailbox
- Folder Size
- Large Mail Items
- Deleted Mail

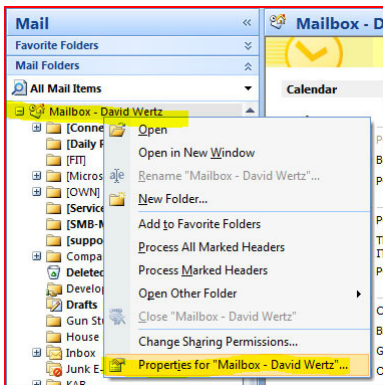
If you've used Microsoft Outlook, you may have received a message that you've exceeded your Mailbox size limit. This means that your mailbox is full, and you may not be able to send or receive mail until you clear some space. The size limit is set by your system administrator and helps to keep your mail server running efficiently.

Here are some tips to help keep your Mailbox from growing out of control. Even if you've never hit the size limit, it's still a good idea to keep your Mailbox lean and mean.

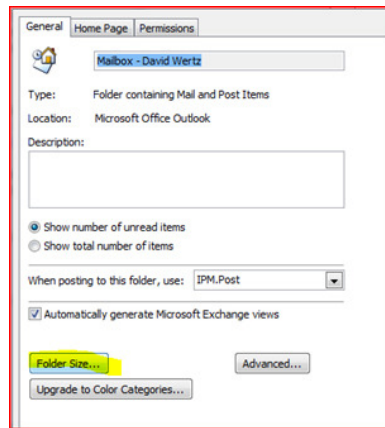
(Note: These tips and tricks apply specifically to Microsoft Outlook 2003 and 2007. If you are using another mail client, consult your system administrator or program documentation for help cleaning up your mailbox.)

How full is your Mailbox?

To keep your Mailbox from getting too big, you have to know how big it is! In Outlook, right click on **Mailbox – {Name}** and select **Properties**.

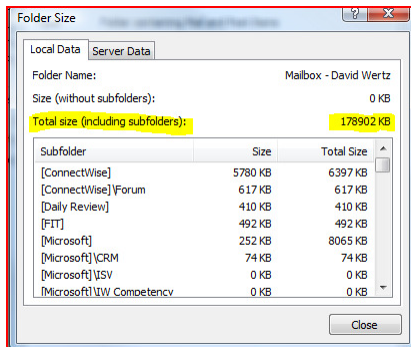


...then click the **Folder Size** button.



You will see the following information, including the **Total Size**. This list will also give you an idea of which folders have the largest files in them.

If you've already exceeded your Mailbox size limit, you'll know how much mail you need to delete. If not, you'll still want to keep an eye on how much space you have left. You'll want to leave plenty of headroom in case you receive some large messages.



And just how big IS your mailbox, anyway?

For all this talk of mailbox size, we haven't mentioned what that size limit is. That's because the size can be different for every organization, or even for different users depending on their needs.

To find your size limit, ask your system administrator or review your company's mail usage policies. There can also be per-message size limits on incoming and outgoing mail.

Another way to Go

Here's another way to view your Folder Sizes:

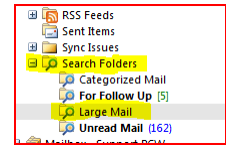
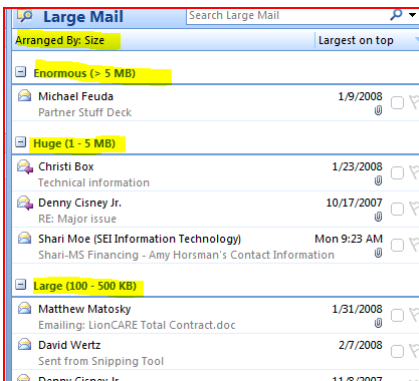
1. From the **Go** menu, select **Folder List**. (You can also go to the Folder List by typing Ctrl + 6, or by clicking the folder icon at the bottom left of your Outlook window.)
2. At the bottom of the Folder List, click the **Folder Sizes** link.

Cleaning Things Up

Now that you know how big your Mailbox is, you can start to clean it out. Usually, you'll find that a few large messages are hogging up a lot of space. That's because mail with attached files or embedded images is much larger than regular text messages. Fortunately Outlook makes it easy to locate these oversized offenders.

In Outlook, locate **Search Folders** under your **Mailbox**. Open the Search Folders, then click on **Large Mail**.

The **Inbox** should change to a view similar to this:



You can easily see which message are the biggest contributors to your mailbox usage. Keep in mind that this view shows email from ***all*** sources. This includes **Sent Mail**, **Drafts**, and your **Outbox**. Incoming messages aren't the only thing filling up your Mailbox; your outgoing mail counts too!

Using this view, either delete or save then delete messages to reduce the size of your mailbox. If messages have important attachments, make sure you save them before you delete them for good.

You might also want to look for large messages in a specific place, such as your **Inbox**. This is also easy to do with sorting. First, select the folder you wish to sort, such as **Inbox** or **Sent Items**. From the **View** menu, select **Arrange By**, then **Size**. The folder items will be sorted in order of size.

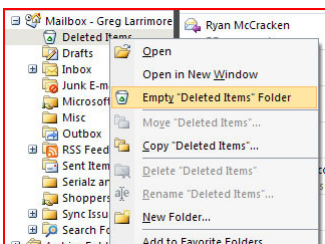
The Arrange By menu also has an option to **Show in Groups**. This determines if the messages are grouped into size categories, such as Enormous, Huge and Large.

Don't forget to take out the trash

When cleaning out your Mailbox, it's important to understand what happens when you delete a message. By default, it isn't really deleted at all. Instead, it's moved to the **Deleted Items** folder in your Mailbox.

The Deleted Items folder acts like a real trash can. It's a place to put your garbage, but you still have to empty it out now and then. Otherwise your Mailbox can be clogged up by a pile of discarded messages!

To take out the trash, locate the **Deleted Items** folder in your Mailbox. Right-click on it and select **Empty "Deleted Items" Folder**.



You will get a message asking if you are sure if you want to delete the items. Select **Yes**.

If you find that you've deleted something by accident, don't despair. There may be a chance to get it back, even if you've emptied your Deleted Items! First, click on the Deleted Items folder to highlight it. Then open the **Tools** menu and choose **Recover**

Deleted Items. A list of message will be displayed. If the desired item is on the list, select it and click the **Recover Selected Items** button. (Note: Messages are not always available for recovery. The sooner you try to recover it, the better chance you have of finding it.)

Let your trash empty itself

Wouldn't it be great if you didn't have to worry about emptying your Deleted Items? You don't!

Here are two ways Outlook can save you some work:

- When Deleting a message, hold down the Shift key. The message will be deleted without going to the Deleted Items folder first.
- From the Tools menu, select Options then Other. Select the option "Empty the Deleted Items folder upon exiting". Every time you close Outlook, your Deleted Items folder will empty itself.