

## Archiving and Managing Your Mailbox

### We Need You to Do Your Part

We ask everyone to participate in routinely cleaning out their mailbox. Large mailboxes with thousands of messages impact backups and may cause problems for everyone. Our server space is filling up. You can help by taking some time to clean out your mailbox then developing the following management habits:

- [Check Your Mailbox Size](#)
- [Add the Size Field to Your Inbox and Sent Message folders](#)
- [Organize Your Mail in Off Line Personal Folders \(rather than Inbox Subfolders\) which archives your messages yet allows easy retrieval](#)
- [Empty Your Deleted Items Folder Regularly or set to Automatically Empty](#)
- [Remember Your Sent Items Folder](#)
- [Watch Out for Attachments](#)
- [If You Do Exceed your Mailbox Limit...](#)

### Managing a Group Account?

Please appoint someone to manage the following activities for your department's group account(s), as mailbox limitations will also apply to group accounts.

### Check How Much Space You Are Using

Maintain an awareness your mailbox size. Size limits for mailboxes are enforced at 100MB for faculty and 50MB for staff beginning January, 2002. You will receive notification messages when you are at or exceed your quota.

### Check Your Mailbox Size

Take a minute to check how much space you are using. To see the details of your account at a glance, in the properties for your mailbox you can browse your list of folders and examine the current size of each folder.

### How to Check Folder Sizes

- To check the size of your whole mailbox, right-click on the Outlook Today icon on the Outlook bar or right-click on your mailbox root folder in your Folder List (listed as "Outlook Today [Mailbox - Your Name]" )
- Select Properties. (If not visible, the Outlook Bar and Folder list can be turned on under the View menu.)
- Once in your Mailbox Properties window, click on the Folder Size button. Each folder is listed with its size. Note it shows the individual folder size next to the size including its subfolders, for example Inbox - 10045K34500K, where 1000K=1MB.
- You can check the size of any folder by right-clicking on the folder then clicking the Folder Size button.

### Add the Size Field to your Inbox folder and Sent Items Folder

At a glance you can see how large a message is.

### How to Add the Size Field

Right-click on the gray column heading bar and select "Field Chooser." Scroll in the Field Chooser window to the "Size" field. Drag this field onto the gray column heading bar. You will see red

#### SIZE LIMITATIONS

Size limits for mailboxes are now enforced at 100MB for faculty and 50MB for staff as of January, 2002. You will receive notification when you are at or exceed your quota.

#### WANT AN ON-LINE OUTLOOK COURSE?

Check out the [online tutorials for Outlook](#) (beginning through advanced topics) Free through Michigan Virtual University!

See the Software section for tips about using Outlook.

arrows where the field will be positioned. Release your mouse. Adjust the size of the fields by dragging the black dividing lines in the gray column heading bar.

You can sort your messages by size by clicking on the Size heading. Watch out for the distinction between Bytes and Kilobytes (KB). A 500B file is not that big - is is less than 1 Kilobyte, while a 500 KB file is half a megabyte! If a file is smaller than roughly 1KB it is listed in Bytes. Click on the Received heading to return to the typical sort order.

## Organize Your Messages in Off Line Folders

Archives in Outlook are known as "Personal Folder Files" or "Off line folders."

The single best thing you can do to keep your Mailbox a manageable size is to use Off Line "Personal Folders" instead of folders inside of your Inbox on the server to organize your messages. You can have unlimited space for these messages, limited only by the size of your hard drive. The only messages that you should leave on the server should be current messages or those with information that you may need to access from a remote location, for example from home or travel. It is easy to set up and use Offline Folders.

All messages that you want to keep but don't access regularly should be archived. You can manually or automatically archive your messages.

### First Create a Personal Folder File

You must first set up an off line archive folder known as a "PST" or "personal folder" file.

### How to Create an Off Line Personal Folder

- In Outlook 2000: Click on File - New - Personal Folder File (.pst)  
In Outlook XP: Click on File - New - Outlook Data File and chooser Personal Folder (.pst)  
Can't find the command? Watch out for the "Smart Menu" which only show the most recently used commands. Mouse over the double arrow at the bottom of the menu to expand the full menu.
- Enter a name and location where it will be saved on your hard drive. You can accept the default location on your hard drive or navigate to another location of your choice, but keep in mind if you move the file to another location later, you will need to adjust your AutoArchive settings. Click Ok.
- You will then be prompted to enter a name as it will appear in your server. Since your messages are now in a file on your hard drive.
- Optionally, you may choose to add a password and encryption to protect access. The name and the password feature can be changed later by right clicking on the folder and choosing Properties - AutoArchive tab - Advanced button.

Please note that archived messages will be available only on the computer where the archive (PST) file is saved , so do this task when on a computer you use regularly, such as your office computer or laptop. PST files can be copied to another location or disk for backup - if you have AutoArchiving set to automatically save messages periodically to an off line folder, if you move the folder be sure to update the Online folder's AutoArchive location property.

### To Manually Archive Your Messages...

To manually archive your messages, open your archive folder by choosing it under File - Open - Personal Folders File. It will then appear in your Folder List.

### How to Manually Archive

- Create a personal folder as described above.
- Drag your messages into this folder that you wish to archive.
- Remember you can select groups of messages using the Shift and Control keys to move multiple messages at one time.
- Repeat above steps for each online folder you wish to archive.

You can also manually launch your AutoArchive settings at any time by selecting File menu - Archive and following the prompts.

### To Automatically Archive Your Messages

#### How to Automatically Archive

To automatically archive all items after a certain period of time, Outlook has three features that work together to control settings:

1. To turn Auto Archiving On or Off and for general settings such as frequency and default Archive file location, click on Tools - Options - Other Tab and click on the Auto Archive button to follow the prompts. You then must set Auto Archive properties for specific folders in Steps 2 and 3.
2. To determine how Archiving will affect specific folders, right click on that folder and choose Properties - Auto Archive tab to control automatic archive settings for that folder.
3. Go to File menu - Archive to determine how individual and global folder settings and subfolders are handled.

### Sub Folders within Offline Folders

Once you create an offline folder, then you can easily drag an online folder into the offline folder to archive it. The online folder will be moved offline and it will become a subfolder within the original offline folder where it was dragged. You can drag it back into the online Inbox at a later time if needed online. You will need to have your Folder List turned on under the View menu for this task.

You can create a new subfolder within an offline folder by right clicking on the offline folder in the Folder List, then choosing New Folder. You can then drag messages into this sub folder.

There is a Deleted Items sub folder automatically created for each offline folder. Since the messages are now stored offline, the regular Deleted Items feature does not work with the offline folder. Messages deleted within the offline folder will be moved to its Deleted Items folder, which can be emptied when desired by right clicking on it and choosing Empty Deleted Items. Please note the "Recover Deleted Items" feature online will not work, and when the Deleted Items folder is emptied, the messages are unrecoverable.

### Please note the following about Offline Folders

- Messages can be dragged back into an online folder at any time.
- Offline folders do not allow use of the Preview Pane. You will have to open each message. If this becomes an issue, you can drag the message(s) back into an on-line folder to use this feature, than back off-line when finished.
- You may need to add the From column using the Field Chooser to your Sent Items archived folders.
- Folders appear at the same level as your Mailbox, and are arranged alphabetically. If you want them grouped at the top or bottom of your folder list, try using a naming convention like "Archive - Inbox" "Archive - Sent Items" for each folder. It is not recommended you give them the same name as your online folders or it may be confusing to see two folders with the same name in your list, and you will have to keep straight which is online and which is offline.

- Archived messages will no longer be backed up as part of the routine server backup. You can create your own backups by copying the .pst file(s) onto a zip disk. To quickly find your archive files, click on Start - Find (or Search) - For Files and Folders and enter \*.pst.
- Since archived messages are saved on the hard drive and not on the server, messages will not be accessible remotely using Webmail or Outlook 2000 from another computer. If you use Outlook 2000 at home you may wish to copy your archives to your home computer as well using the method for backups above.

### Empty Your Deleted Items Folder - Regularly!

Deleting messages doesn't save space until you empty your trash. Remember to empty your Deleted Items folder often, or set it to empty automatically.

#### How to Empty Your Deleted Items

To empty your folder, right-click on the Deleted Items folder icon in your Outlook bar and choose Empty.

You can automatically empty your Deleted Items folder every time you close Outlook. To turn on or off this option, go to Tools - Options - Other Tab and check the "Empty the Deleted Items folder Upon Exiting." If you want a warning before it is emptied, go to Tools - Options - Other tab and click on Advanced Options button, then select or clear the "Warn before permanently deleting items" check box.

You can also use Auto Archiving to automatically empty your Deleted Items periodically - right click on the Deleted Items folder, choose Properties then choose the Auto Archive tab and select "Permanently Delete Old Items". This is an excellent use of this feature, you can set it to whatever time interval you wish, and you never have to think about it.

**Note:** Don't worry about "permanently deleting" these items - Outlook calls them "permanently deleted" but this is misleading! You can still recover items you have emptied for up to 30 days from the date of permanent deletion. Open your Deleted Items folder and choose Tools menu - Recover Deleted Items. You can then drag the item back into the folder of your choice.

### Remember Your Sent Items Folder

#### Periodically Delete or Archive Your Sent Items Folder

It is easy to forget about managing the Sent Items folder. Messages quickly accumulate here. Remember to delete or archive these messages regularly as well, especially the messages with attachments that you have sent to others.

Auto archiving can be used to periodically clean out and save your Sent messages - this is an excellent use of the AutoArchive feature as well.

#### How to Manually Archive Sent Items

- Create a new Personal Folder file for your Sent Items. Name it "Archived Sent Items" or "Sent Items 2001", for example.
- Open your on-line Sent Items folder
- Select the messages. Remember you can select them as a group - click on the first message then scroll down and click on the last message while holding down the shift key. Hold down the Control key while clicking on non-sequential messages to select a sub group.
- Drag the group of messages to the new personal folder.

#### How to Set Up Auto Archiving for Sent Items

- Right click on the Sent Items folder
- Choose Properties
- Choose the AutoArchive tab
- Select "Clean Out Items Older than [select desired time, such as one month]" and "Move Items to [select your desired Personal Folder which must already be created]."

### How to Add the TO Field

When you create a new Folder in Outlook, either online or offline personal archive folders, it will display three default fields: FROM, SUBJECT, and RECEIVED (data and time). These fields are appropriate for Inbox folders but not for Sent Items folders, where you need the TO field and not the FROM field displayed. For the folders you create to hold your archived Sent Items you will want to add the TO field.

- Right-click on the gray column heading bar and select "Field Chooser."
- Drag the From field off the gray heading bar.
- Scroll in the Field Chooser window to the "To" field.
- Drag this field onto the gray column heading bar. You will see red arrows where the field will be positioned. Release your mouse. Adjust the size of the fields by dragging the black dividing lines in the gray column heading bar.

### Watch Out for Attachments!

#### Save Attachments to Your Hard Drive Then Delete the Messages

Attachments consume a considerable amount of space in your mailbox if they aren't saved to your hard drive and removed from the server.

### How to Save Attachments to Your Hard Drive

- To see how many attachments you have and to conveniently group them to manage them, in your Inbox click on the paper clip icon in the gray column heading bar to sort your messages by attachment. Click on the Received column heading to return to sorting messages in the order received.
- Open the message with the attachment.
- Right click on the attachment icon.
- Choose Save As, then give the file a descriptive name and location on your hard drive.
- You can now select and delete the file, or drag it to an offline archive folder.

### Don't Send Large Attachments to Others, Especially to Groups

Be aware of the size of the files you are attaching. Large attachments also fill up people's mailboxes, and can swamp a remote download for an unsuspecting user just trying to quickly check his or her mail who can't do a thing about it. If you have a large file to share, post it on the network in R:\Public\Share and email a hyperlink to this location in your message, or create a webpage of your information on Webuser - most common software such as Word and PowerPoint will convert into a web version and then you only need to email the hyperlinked web address to its location. Readers will be able to click on the link as they see fit, and only one copy of the file instead of multiple copies will save valuable mail server space and network traffic.

### Don't Open Unexpected Attachments without Checking

Never open an attachment that you are not expecting to receive without first checking with the sender to confirm they truly sent it to you. Simply reply back and ask if in question. Most viruses are sent through attachments these days which appear to come from someone you know, and are launched only by opening the attachment, not the email message.

## If You Do Exceed Your Mailbox Limit

You will receive a notification messages until your mailbox size is reduced under the limit. It is a standard message (unfortunately we cannot modify it) that reads as follows:

-----Original Message-----

From: System Administrator  
Sent: Wednesday, December 05, 2001 7:00 PM  
To: Last Name, First Name  
Subject: Your mailbox is over its size limit  
Importance: High

Your mailbox has exceeded one or more size limits set by your administrator.  
Your mailbox size is 55256 KB.

Mailbox size limits:  
You will receive a warning when your mailbox reaches 55250 KB.

You may not be able to send or receive new mail until you reduce your mailbox size. To make more space available, delete any items that you are no longer using or move them to your personal folder file (.pst). Items in all of your mailbox folders including the Deleted Items and Sent Items folders count against your size limit. You must empty the Deleted Items folder after deleting items or the space will not be freed.

See client Help for more information.

Please note "client Help" in the last line simply means refer to the Outlook Help menu. Please note also that this message is only a notification. Your ability to send and receive messages will not be impacted by exceeding the size limit of your mailbox at this time.

## For More Information

Be sure to check out Outlook's Help on Archives. From the Help menu choose Microsoft Outlook Help - Answer Wizard tab and type in Archives. Contact the Helpdesk if you have questions.