

Reducing the size of your Exchange mailbox

There is a size limit set up on your mailbox, usually at 2GB. In most cases this is ample. However if your mailbox is getting full you will begin to receive warning messages advising you that you are near your mailbox limit. In this case you should tidy up your mailbox. This guide supports **Outlook**, **Outlook Web Access**, **Entourage** and **Thunderbird**.

General Tips

Reviewing the mail in your folders

Some people keep all their mail, going back years. Think when you last had to refer to a mail that was over a year old. It's very quick and easy to delete old mail that's been sitting in your mailbox for ages. Remember to empty your deleted items folder once you have carried out these housekeeping steps (see below for instructions).

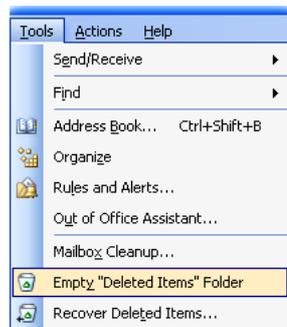
Deleting unused folders

Do you have any subfolders that you no longer refer to? Perhaps folders you set up for projects that have long since finished or for particular jobs that are no longer relevant? Could these simply be deleted? Remember to empty your deleted items folder once you have carried out these housekeeping steps (see below for instructions).

Outlook

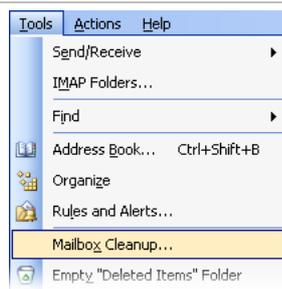
Emptying Deleted Items

The **Deleted Items** folder may not be set to automatically empty when you close Outlook. In this situation it is easy to build up a very large **Deleted Items** folder. You can empty this now:

<ul style="list-style-type: none">• While in Outlook, select Tools > Empty Deleted Items Folder. <p>Alternatively, right-click your Deleted Items folder and select Empty Deleted Items Folder.</p>	
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Deleting mail with large attachments

Attachments take up the most space in your mailbox. You can easily see the largest of these using the **Mailbox Cleanup** tool in Outlook:

<ol style="list-style-type: none">1. While in Outlook, select Tools > Mailbox Cleanup..	
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Reducing the size of your mailbox

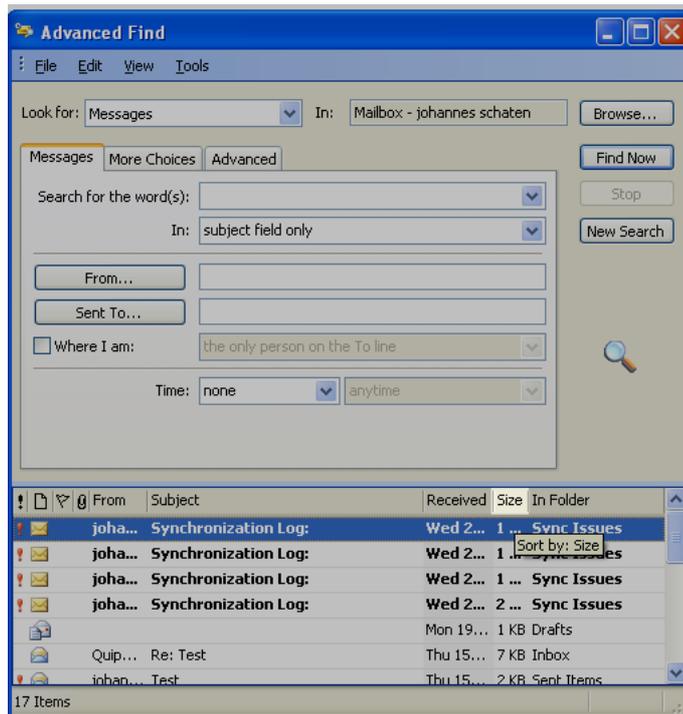
2. Click the **Find** button. (The option **Find Items Larger than 250 kb** is selected by default.)



3. This opens an **Advanced Find** window which displays all emails larger than 250 kb.

If you click at the top of the Size column it will show your mail in order of size. You can then easily highlight the largest mails and delete them. Additionally, you should delete any mail that you no longer need.

Once you are finished, please **empty the deleted items folder** as described above.

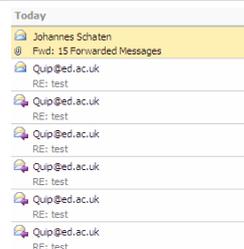


Outlook Web Access Premium (Internet Explorer)

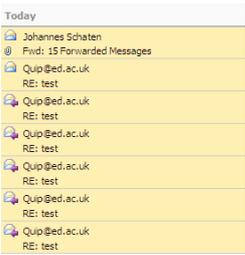
Selecting multiple messages

Outlook Web Access lets you select multiple messages in the same way that Outlook does. The **SHIFT** key selects multiple messages in a row:

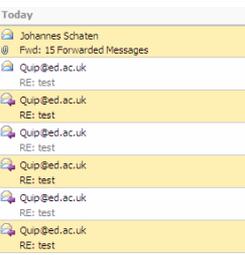
1. In your Inbox, click once on the first of the e-mails you want to select.
2. Optionally, scroll down until the last e-mail you want to select is visible.



Reducing the size of your mailbox

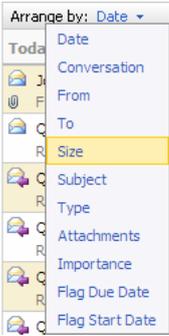
<p>3. Hold down the Shift key (left or right, either will work) and click once on the last of the e-mails you want.</p> <p>The selection will now span all messages between the first one and the second one you clicked.</p>	
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With the **CTRL** key you can select multiple messages which are not consecutive:

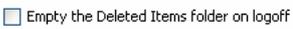
<p>1. In your Inbox, click once on the first of the e-mails you want to select.</p> <p>2. While holding down CTRL, click individual e-mails to add them to the selection, or remove them again.</p>	
<p>3. The selection will now contain individual e-mails.</p>	

Hint: These methods work in tandem as well – you can select a whole row of e-mails with the SHIFT key, then remove individual e-mails from the selection using the CTRL key.

Displaying messages according to size

<ul style="list-style-type: none"> In your Inbox, click Arrange by in the header row, then select Size. This will display e-mails according to their size, with the largest e-mails at the top. Delete the largest e-mails to free up space. 	
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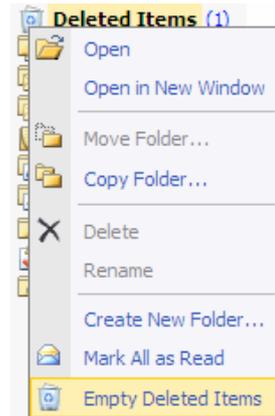
Emptying deleted items

<p>1. You can set OWA to automatically empty deleted items: Click the Options buttons on the top right corner of the page.</p>	
<p>2. On the Options page, select Deleted Items in the menu on the left.</p>	
<p>3. Check the box next to Empty the deleted items folder on logoff.</p>	

Reducing the size of your mailbox

4. To manually empty deleted items, click the **Mail** section.

Right-click the **Deleted Items** folder and select **Empty Deleted Items**.



Outlook Web Access Light (non-Internet Explorer)

Selecting multiple items

To select multiple messages in the **Mail** view In Outlook Web Access Light:

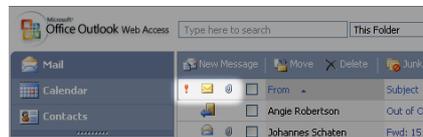
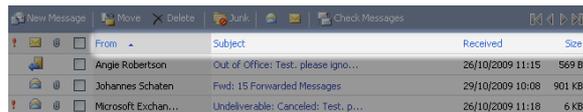
- Use the check boxes displayed next to the **From:** field to select one or several e-mails.
- Use the check box in the **header row** to select all emails in that folder.



Deleting large e-mails

To sort e-mails by size, or according to whether they have attachments:

- In your mailbox, click the heading **Size**. This will display e-mails according to their size, with the largest e-mails at the top.
- Delete the largest e-mails to free up space.
- Click the paper clip icon in the header row to display e-mails which have attachments.
- Delete e-mails with attachments to free up space.

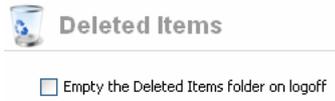
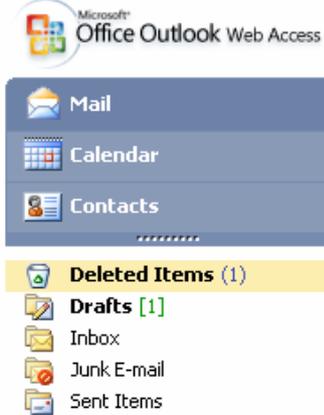


Emptying Deleted Items

1. You can set OWA to automatically empty deleted items: Click the **Options** buttons on the top right corner of the page.

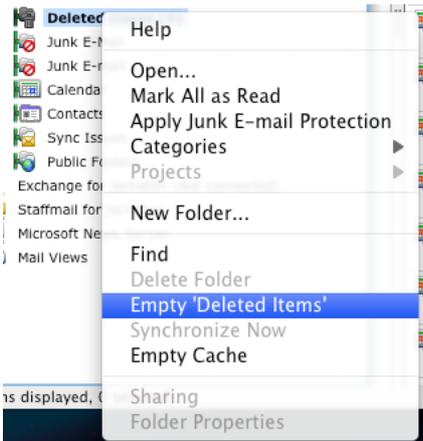


Reducing the size of your mailbox

<p>2. On the Options page, select Messaging in the menu on the left.</p> <p>3. Check the box next to Empty the deleted items folder on logoff.</p>	
<p>4. To manually empty deleted items, click the Mail section, then click the Deleted Items folder.</p>	
<p>5. In the top row of buttons, click the button for Empty Deleted Items. This is the fifth icon from the left. It is represented by a recycling bin.</p>	

Entourage for Mac

Emptying deleted items

<p>1. In Entourage, click the Mail icon.</p>	
<p>2. Right-click or control-click the Deleted Items folder and select Empty Deleted Items.</p>	

Finding Messages with Attachments:

Attachments in Entourage are shown by the paperclip symbol, usually next to the **From** column. To sort messages by those that have attachments versus those that do not, click on the paperclip at the top of the inbox. All those emails that have attachments will be at the top of the inbox.

Reducing the size of your mailbox

Saving Attachments from messages:

You might not want to save the whole message, but just the attachment. To save the attachment to your desktop, right click on the email. Click on **'Save Attachments'**. A window will pop up. The default view should be to your Desktop. Click **Open** if you want to save it directly to your Desktop. Or highlight the folder that you want to save it in, then click **Open**. You can now delete the message.

Deleting large emails

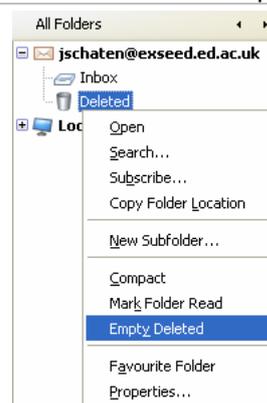
- You can sort your messages by size. Click on **Size** on the top of your Inbox. The messages should be sorted by size. Review and delete those you don't need any longer.
- Also sort your "Sent Items" folder by size and remove large unneeded messages. Look for mail items you may have in your "Junk E-mail" folder, review and delete unwanted messages.
- Once you are finished, please **empty the deleted items folder** as described above.

Thunderbird

Emptying Deleted Items

The **Deleted Items** folder may not be set to automatically empty when you close Thunderbird. In this situation it is easy to build up a very large **Deleted Items** folder. To empty the folder:

1. While in Thunderbird, right-click your **Deleted Items** folder and select **Empty Deleted**.
2. You should also press the **Purge** button on the toolbar. This removes any emails which were previously marked for deletion:



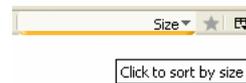
Compact Folder

Compacting physically removes messages marked for deletion and hidden from view. To do this, click the **File** menu and select **Compact Folder**.

Deleting large emails

You can see the largest emails in your mailbox by displaying the inbox according to size:

- While viewing your inbox, click the **Size** column (on top of the inbox) to display the largest emails first..



- Also sort your "Sent Items" folder by size and remove large unneeded messages. Look for mail items you may have in your "Junk E-mail" folder (if present), review and delete unwanted messages.
- Once you are finished, please **empty the deleted items folder** as described above