

Managing Mailbox space and Using Personal Folders



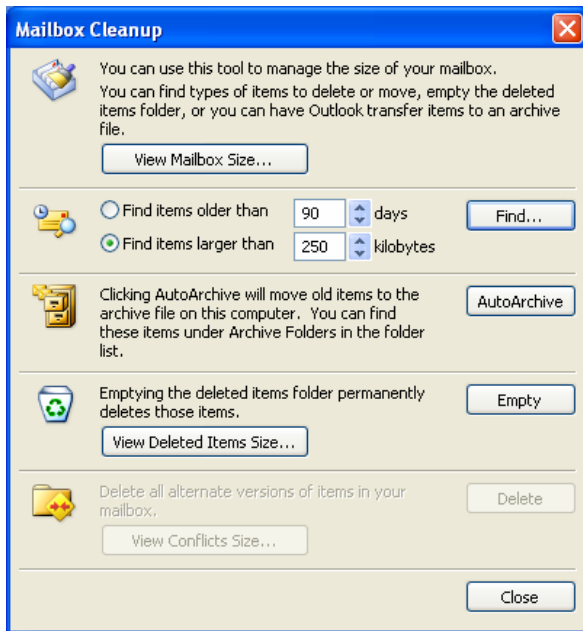
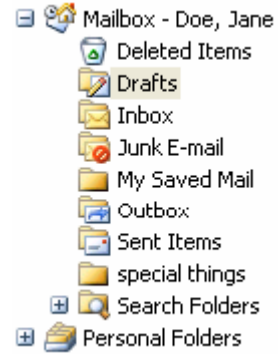
*Based on documentation developed at the University of Iowa
Revised for Iowa State University Extension
August, 2005*

ISU Extension Information Technology
100 EIT Bldg
Iowa State University
Ames, IA 50011
515-294-8658
eit@iastate.edu

Outlook Mailbox Space Limits

Ordinarily, items you create or receive in Outlook 2003--e-mail messages, appointments, tasks, etc.--are stored in folders in your Mailbox on the Microsoft Exchange server.

Each Mailbox folder contains a specific type of Outlook item: the Inbox contains e-mail messages; the Calendar folder contains appointments and events; the Tasks folder contains tasks, etc.



Mailboxes on the Exchange server are currently limited to 100 Megabytes of disk space.

You will receive an e-mail warning when the 100 Megabyte limit is reached. At that point, you will need to either delete or archive items.

To see how much space you use for each of your folders, select **Tools** on the menu bar. Choose **Mailbox Cleanup**. Click on **View Mailbox Size**.

Reducing Space Usage in Mailbox Folders

Removing Messages from the Sent Items Folder

Each time you send an e-mail message, a copy of the message is saved in your Sent Items folder.

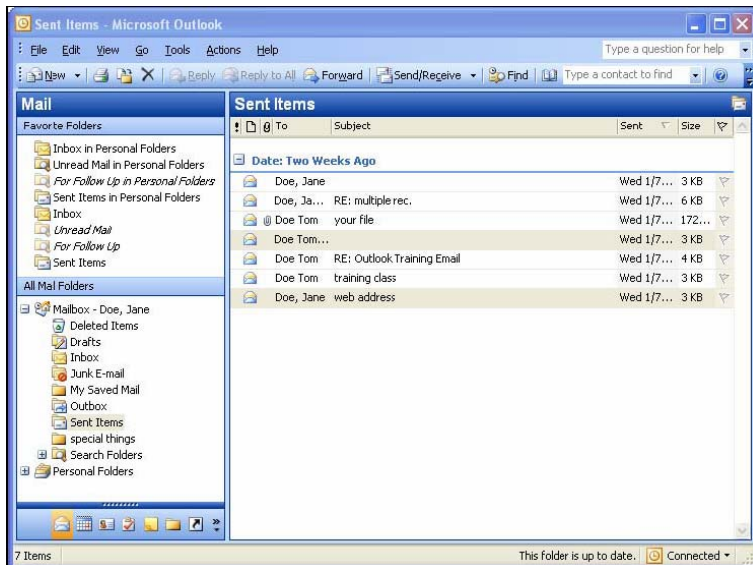
Messages in the Sent Items folder, calendar entries, tasks, etc. remain there for two months (by default), after which they are sent to an Archive using Outlook's AutoArchive feature.

If you send a large number of messages or if you send messages with attachments, the contents of the Sent Items folder can cause your Mailbox to exceed your 100 Megabyte size limit.

If this happens, you may need to delete items from your Sent Items folder.


To do so:

- Click on the **Sent Items** folder
- Select the messages you want to delete



NOTE: To select multiple messages that are adjacent to each other, click on the first message in the group. Holding down the **Shift** key, click on the last message in the group. All the messages should now be highlighted.

To select nonadjacent messages, click on the first message. Holding down the **Ctrl** key, click on each additional message you want to select.

- After selecting the messages to be deleted, click the **Delete**  button to send those messages to the **Deleted Items** folder.

NOTE: Items you delete from the Sent Items folder are moved to the **Deleted Items** folder. They will still count against your 100 Megabyte limit until they are deleted from the **Deleted Items** folder.

HINT: Hold down the **Shift** key while clicking on the **Delete** button and the items you've selected will be completely deleted without first going through the **Deleted Items** folder. (This option is only available when you're in **Folder List** view and have selected the items to be deleted from the list of folder contents. You can not delete without going to **Deleted Items** from inside the opened message.) *This procedure is irreversible. If you delete items without sending them through the Deleted items folder, you cannot undelete them.*

Removing All Messages from the Deleted Items Folder

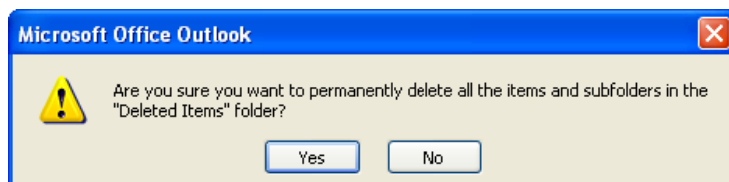
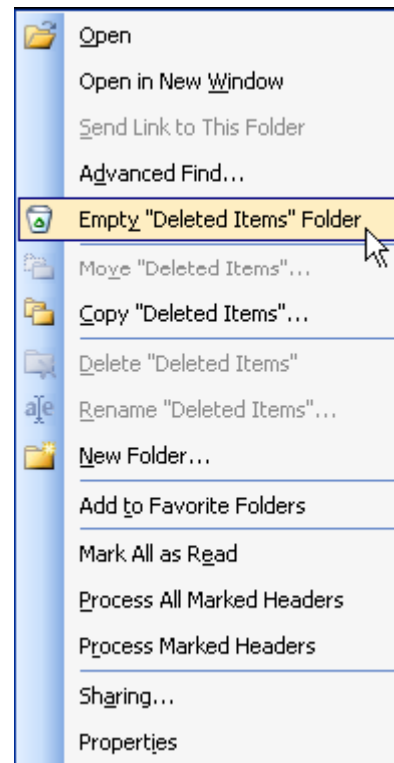
When you delete items from Outlook 2003 folders, those items are sent to the **Deleted Items** folder.

If you delete large numbers of messages, appointments, or other Outlook items, the accumulated contents of the **Deleted Items** folder can cause your Mailbox to exceed the 100 Megabyte limit. Although they have been deleted from the Inbox, Calendar, Tasks, etc., they are still a part of your Mailbox and still count against the 100 Megabyte limit.

To permanently delete items that are in your **Deleted Items** folder:

Right-click on the **Deleted Items**  Deleted Items button in the **Navigation** pane

From the menu, select **Empty "Deleted Items" Folder**





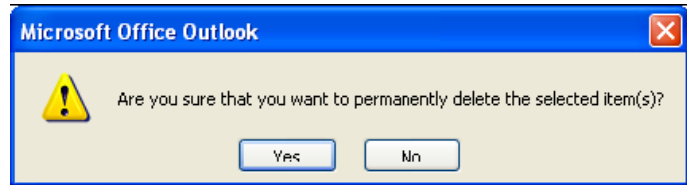
When Outlook asks 'Are you sure you want to permanently delete all the items and subfolders in the "Deleted Items" folder?' Click **Yes**.

Doing the above, will place the deleted items in "Recover Deleted Items" which can be accessed through the Tools menu. You have 30 days to recover a message before it is permanently deleted.

Removing Selected Items from the Deleted Items Folder

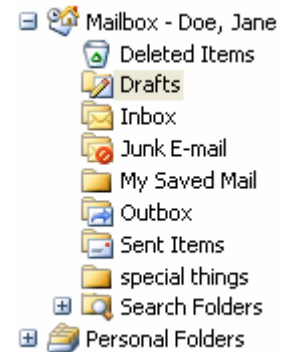
It is possible to delete only a portion of the items of your **Deleted Items** folder.

- Click on the **Deleted Items**  Deleted Items folder from your folder list.
- Select the items you want to delete
- After selecting the items to be deleted, click the **Delete**  button to delete those items.
- When Outlook asks if you want to delete the selected items, click **Yes**.



Using Outlook Personal Folders

Normally, messages, appointments, contacts, and other items in Outlook are stored in folders in the Mailbox, which contains the Calendar, Contacts, Deleted Items, Inbox, Journal, Notes, Sent Items, and Tasks folders.



If the combined contents of these folders exceeds 100 Megabytes, you will need to either delete items from your folders to reduce the total Mailbox size to less than 100 Megabytes or you can move items, especially older items that you don't need to refer to regularly out of your Mailbox folders and into Personal Folders.

Personal Folders are not stored on the Exchange Server, so their contents do not count against the 100 Megabyte limit for your Mailbox.

Personal Folders can be stored on network drives (S: drives) so they will be backed up regularly. Folders stored on a networked drive, like your S: drives may be slower to access, however. They can also be stored on a local drive (C:), but you will need to make sure you back them up on a regular basis.

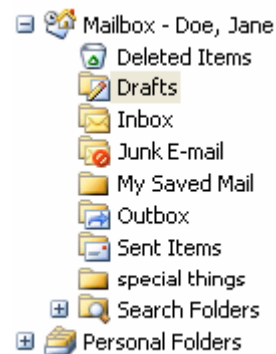
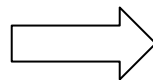
Checking for Personal Folders (.pst)

If you already have a Personal Folder (.pst), you can immediately begin creating subfolders and moving items into those subfolders.

To verify that your computer already has Personal Folders:

Click on the **Go** menu and select **Folder List** to display your current folder list.

Your Personal Folders should appear in your folder list below the Mailbox folder(s).



Checking the Location of Personal Folders

To check where your Personal Folders are stored:

Click on the **Go** menu and select **Folder List**.

In the Folder List dialog box, right-click on **Personal Folders**.

Click on **Properties**.

In the Properties window under the General tab, click on the **Advanced** button.

The location of your Personal Folders is listed under Filename and should indicate that your Personal Folders are stored on either your hard drive (C:) or a network drive (S:), The default filename is: Outlook.pst



After verifying the location of your personal folders, click on the **Cancel** button to exit the Personal Folders (Advanced) window.

Click the **Cancel** button to exit the Personal Folders Properties window.

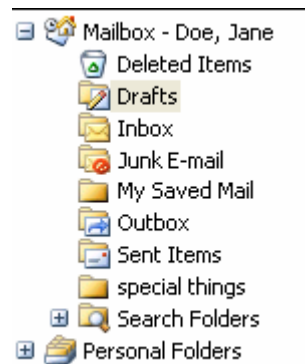
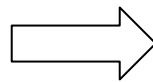
Creating Subfolders in Personal Folders

Before you can store Outlook items (email, tasks, events) in your Personal Folders, you must create subfolders in which to store those items.

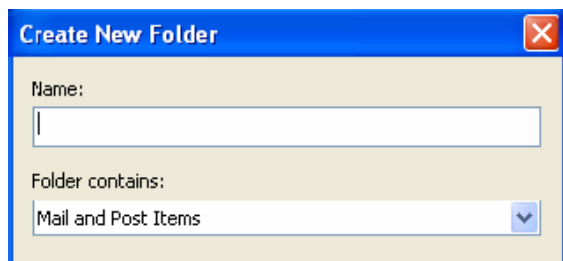
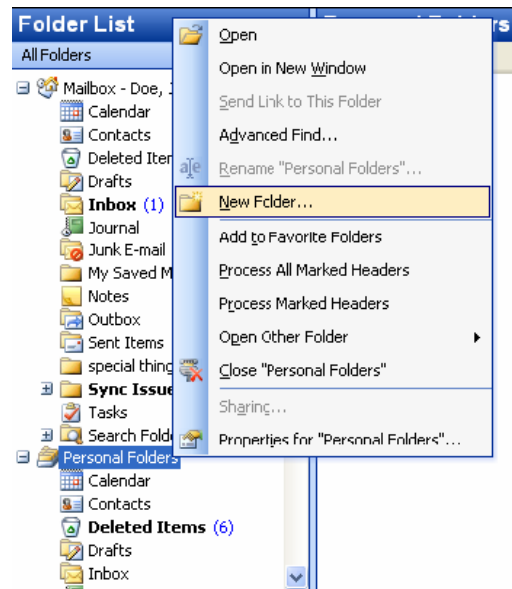
To create a subfolder in Personal Folders:

Click on the **Go** menu and select **Folder list** to display your folder list.

Click on the plus sign (+) to the left of Personal Folders to display any subfolders.



Right-click on **Personal Folders** and select **New Folder** from the shortcut menu that appears.



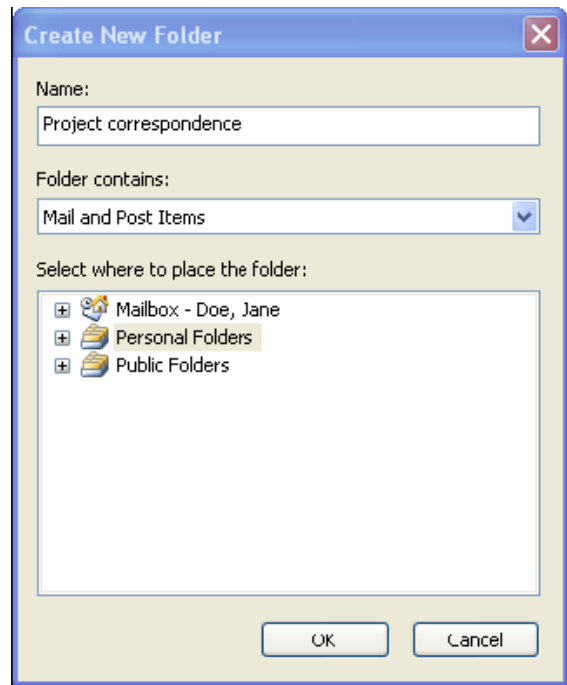
In the **Create New Folder** window, enter a name for the folder.

An Outlook subfolder regardless of whether it is in the Mailbox or in Personal Folders, can store only one type of Outlook item. For example, a folder that stores e-mail messages can't store tasks or contacts and a folder that stores tasks can't store e-mail messages or contacts.

Pull down the **Folder Contains** list and select the type of Outlook item you will be storing in the folder.

NOTE: The default folder type is Mail, so if you are creating a folder in which you will be storing e-mail messages, it isn't necessary to select a folder type.

Click **OK**.



The new subfolder should now appear in your folder list, under Personal Folders.

There is virtually no limit to the number of personal folders you can create.

If you want to, you can create subfolders within subfolders.

For example, you could create an e-mail subfolder and, within it, create subfolders for e-mail messages related to specific projects, or specific topics.

You could also create calendar folders in which to store room schedules, vacation schedules, or you could create a personal tasks folder for tasks you don't want to place in your Mailbox Tasks folder.



Dragging Items to Personal Folder

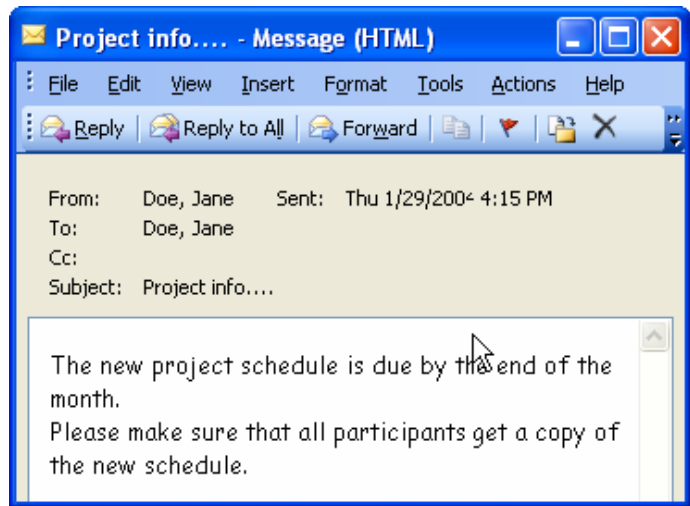
After creating a Personal Folder subfolder, you can drag Outlook items to it from other folders.

An Outlook folder can store only one type of Outlook item. For example, a folder that stores e-mail messages can't store tasks or contacts and a folder that stores tasks can't store e-mail messages or appointments.

If you drag an item between two folders that contain the same type of information, the drag and drop operation moves the item between the two folders.

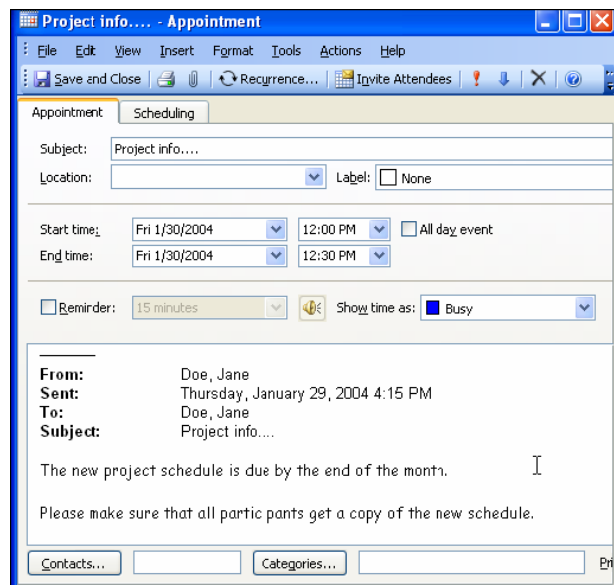
If you drag an item to a folder that contains a different type of item, the item you drag will remain in its original folder and a new item with an identical subject will be created in the destination folder.

For example, if you drag an e-mail message to a folder that contains appointments, a new appointment with the same subject will be created in the destination folder. The contents of the e-mail message will appear in the Notes area of the appointment form.



Original Mail Message

Same message after transferring to a folder for calendar items



Outlook Item Dragging Behaviors

The following table describes the effects of dragging Outlook items between folders that store different types of items.

<i>Item Type</i>	<i>To Folder Type</i>	<i>Result</i>
E-Mail	E-Mail	Move the e-mail message to the subfolder.
	Appointment	New Appointment with message content in notes area.
	Contact	New Contact with sender's name and e-mail address in appropriate fields and message content in notes area.
	Task	New Task with message content in notes area.
Appointment	Appointment	Move the appointment to the subfolder.
	E-Mail	New Message with appointment information in message body.
	Contact	New Contact with your name and e-mail address in the appropriate fields with appointment information in notes area.
	Task	New Task with appointment date set as the due date and other appointment information in notes area.
Contact	Contact	Move the contact to the subfolder.
	E-Mail	New Message to contact
	Appointment	Meeting invitation addressed to contact
	Task	Task Assignment form addressed to contact
	Task	Move the task to the subfolder
Tasks	E-Mail	New Message with task information in notes area
	Appointment	New Appointment with task information in notes area
	Contact	New Contact with your name and e-mail address in the appropriate fields and task information in the notes area.

The Move to Folder Button

The **Move to Folder** button provides an alternate way to move Outlook items to a Mailbox or Personal Folder subfolder.

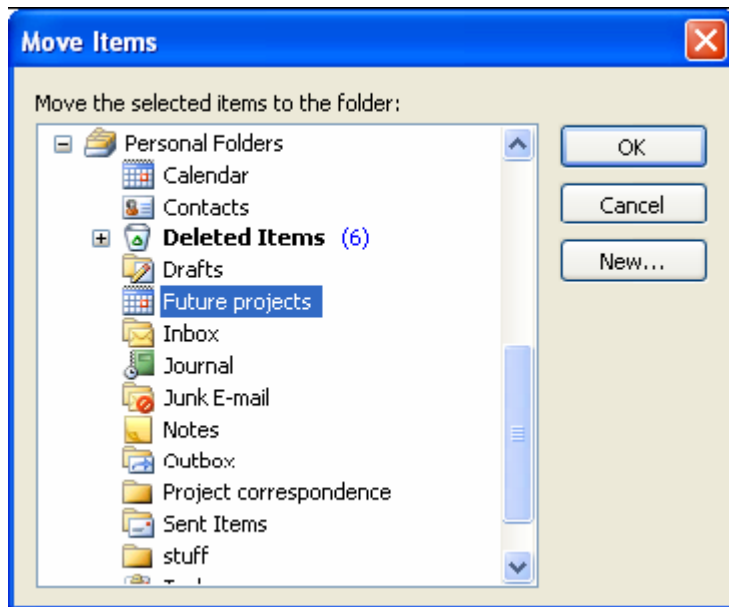
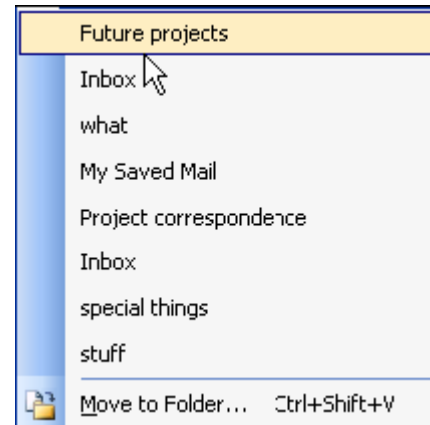
Using the Move to Folder Button

Select the item you want to move.

Click the **Move to Folder** button on the Outlook toolbar.

If you have previously moved Outlook items between folders, either by dragging or by using the **Move to Folder** button, a list of recently used folders will appear.

If you want to move the selected item to a recently used folder, click on the folder name.

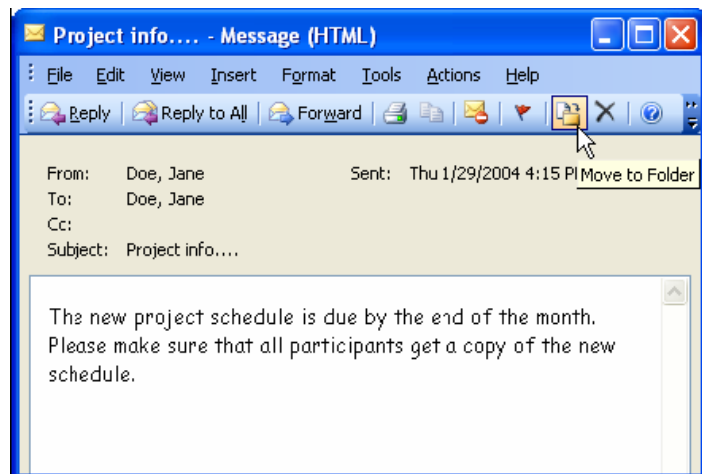


If you want to move the selected item to a folder that is not on the list, click on **Move to Folder** at the bottom of the menu.

Select the folder you want to move your item to. Click **OK**.

NOTE: The **Move to Folder** button also appears on the Outlook Read Mail toolbar when you have an e-mail message open.

You can use this button to move an open e-mail message directly to a folder.



Using a Rule to Move Incoming Messages to A Folder

You can instruct Outlook to automatically move specific incoming messages to a Mailbox or Personal Folder subfolder by using the Rules Wizard.

Rules created with the Rules Wizard consist of two parts: a set of conditions which determine which incoming messages will be affected by the rule and a set of actions which will occur if a messages meets the specified conditions.

Please note: The instructions on the next pages represent only one of many possible rules you can create using the Rules Wizard. By analyzing your needs and the options available in each of the Rules Wizard screens, you can create rules tailored to your specific needs.

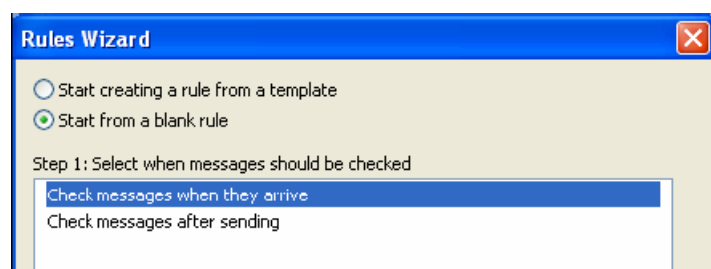
With the **Inbox** displayed, click on the **Tools** menu and select **Rules and Alerts**.

Click the **New Rule** button



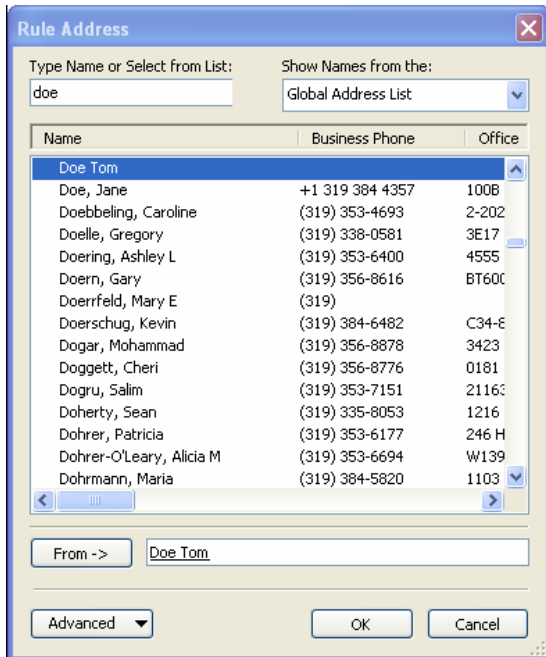
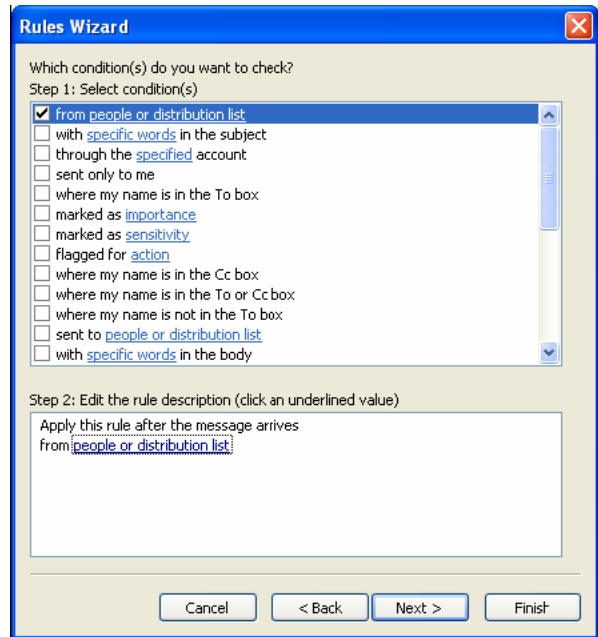
In the Rules Wizard window, select **Start from a blank rule**.

When the list of Conditions appears, select the condition or conditions under which you wish to have the rule invoked. For example, **Check messages when they arrive**. Click **Next**.



When the list of Conditions appears, select the condition or conditions under which you wish to have the rule invoked. For example, If you want to move messages from a specific person to a folder other than the Inbox, select **From people or distribution list**.

In the Rule distribution box, click on **people or distribution list**.



When the Rule Address window appears, select the person or distribution list whose messages should be moved to a folder.

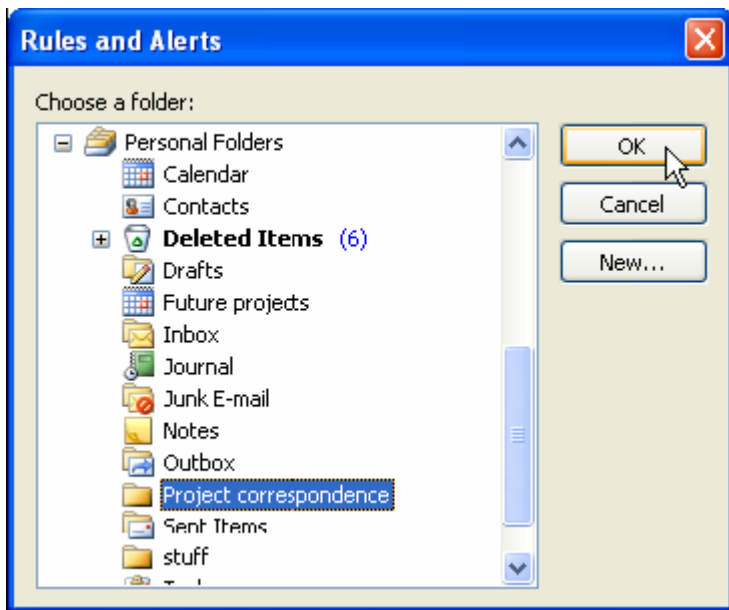
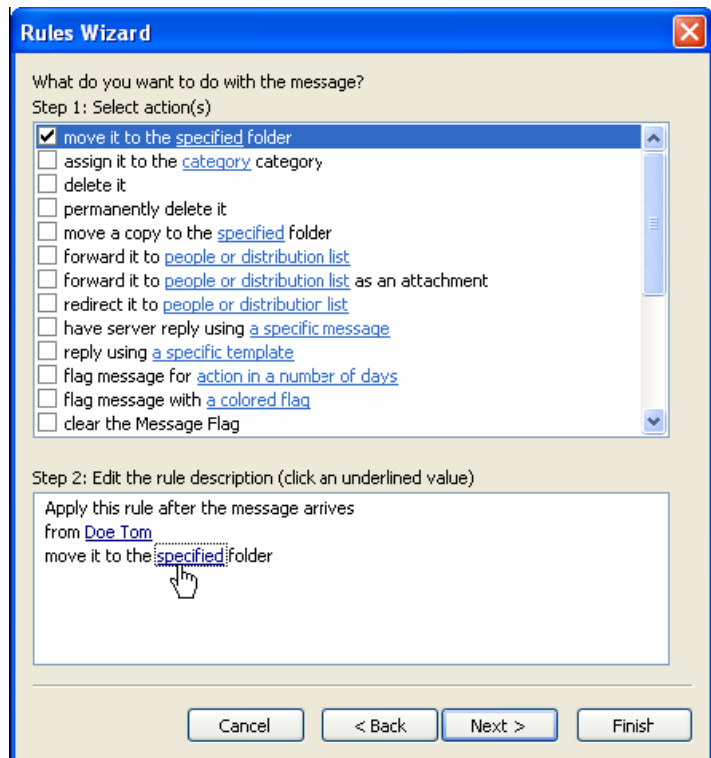
After selecting the names of senders whose messages you wish to move to a folder (You may choose multiple names/lists.). Click **OK**.

After verifying your choices in the resulting Rules Wizard window, click **Next**.

In the **Rules Wizard** window, under **What do you want to do with this message?**, select one or more actions.

For example, if you want messages from specified people to be moved to a specific folder, select **move it to a specified folder**.

In the rule description box, click on the word **Specified** to begin the process of selecting a folder into which to move messages.



When the folder list appears, select the name of the folder into which you wish to move messages from the specified people.

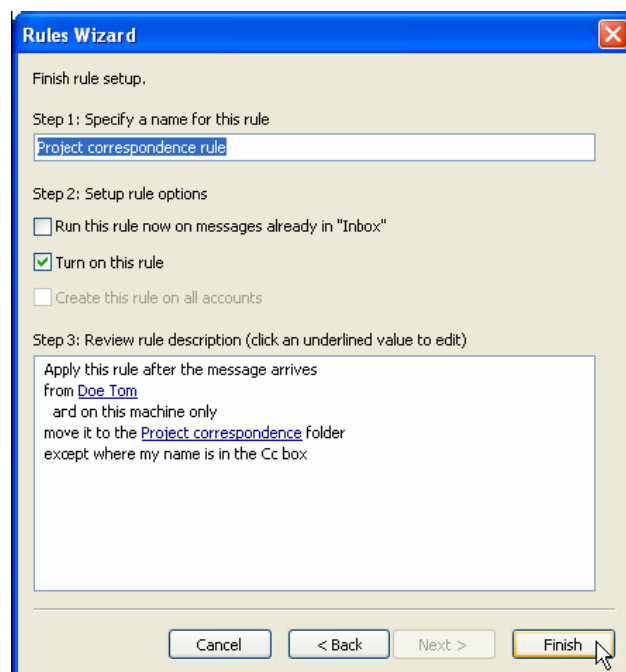
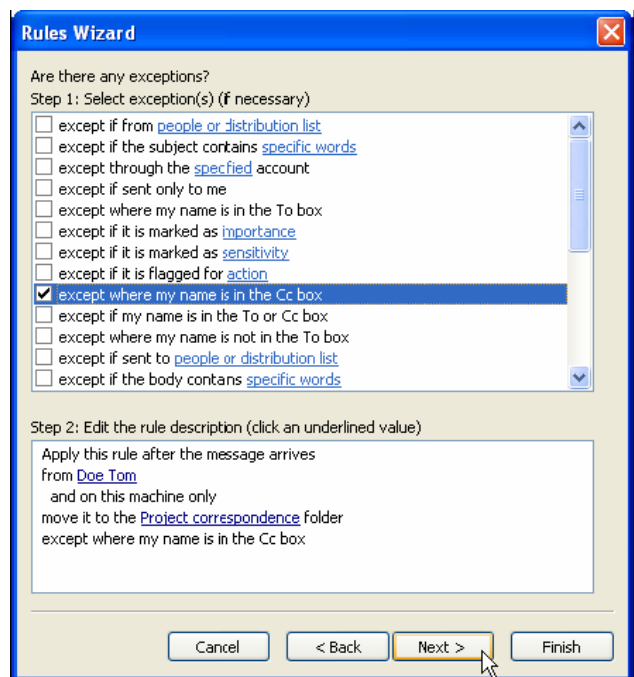
(If an appropriate folder doesn't exist, select the location when you want to create a new folder, click the **New** button, type a name for the new folder. Click **OK**.

Click **OK**. Then, click **Next**.

In the **Rules Wizard** window under **Are there any exceptions?**, select any exceptions to the general conditions of your rule.

For example, if you don't want messages moved to another folder if your name is in the Cc: list, select **except where my name is in the Cc: box**.

Click **Next**.



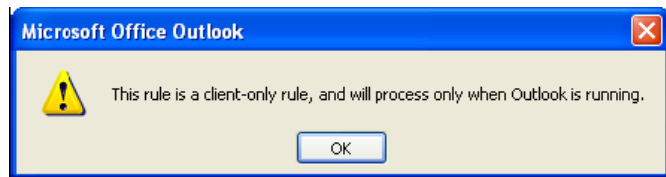
Type a name to identify your rule.

Verify that **Turn on this rule** is selected.

Review the rule description to verify that the rule will do what you want it to do.

Click **Finish**.

An information window may appear, informing you that this rule will run only when Outlook is running on your PC. If such a message box appears, click **OK** to acknowledge the message, and click **OK** again to close the Rules Wizard.

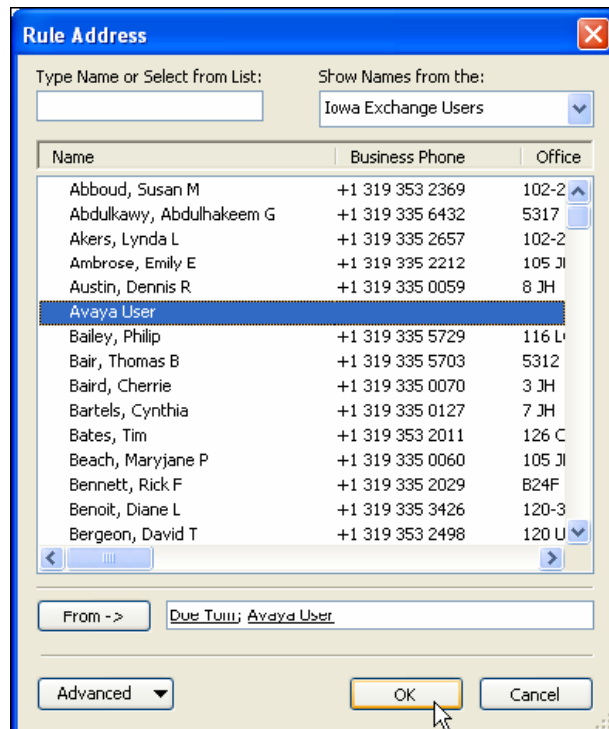
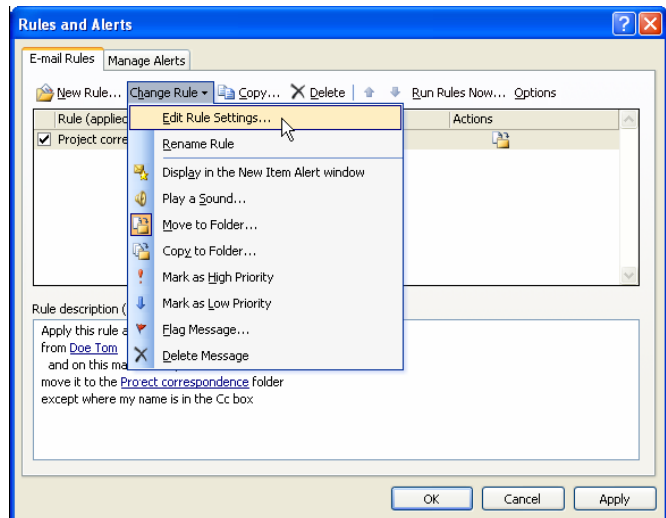


Editing a Rule

With the Inbox displayed, pull down the **Tools** menu and select **Rules and Alerts**.

Select the rule you want to edit.

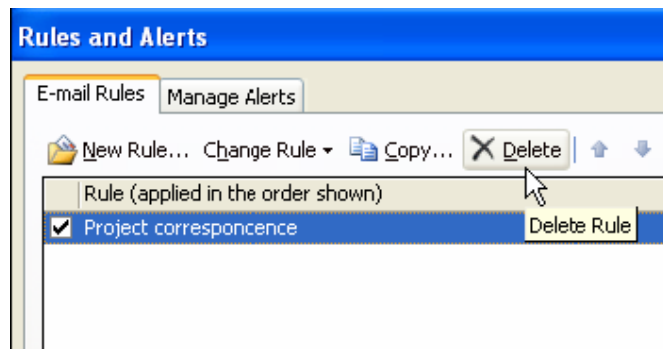
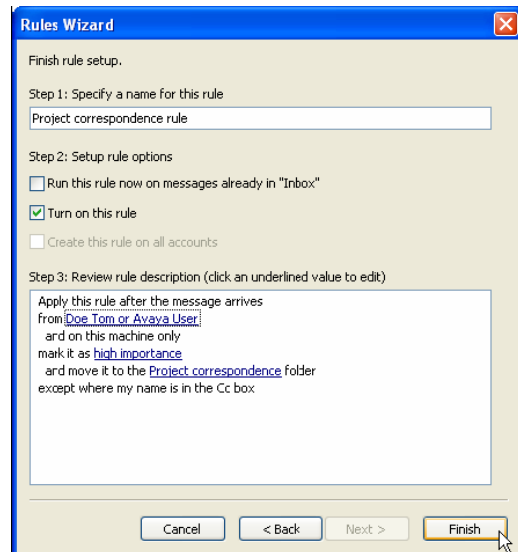
Click on **Change Rule** and from the pull down list, select **Edit Rule Settings**. Follow the instructions in each subsequent box to select additional conditions, exceptions, or edit descriptions as needed using the **Next** and **Back** buttons to navigate the screens.



For example, if you want to change the list of people whose messages to you will be moved to another folder, click on the existing list of names and/or distribution lists.

When the Rule Address window opens, make your changes to the list of names and click **OK**.

Remember to review the description in the **Finish rule** setup box and confirm that **Turn on this rule** is checked before clicking **Finish**.



Deleting a Rule

With the **Inbox** displayed, pull down the **Tools** menu and select **Rules and Alerts**.

Select the rule you want to delete

Click the **Delete** button.

Click **Yes** to verify that you want to delete the rule.

Click **OK** to close the Rules and Alerts window.