

## Outlook Email Management

Use of the University's electronic storage areas is increasing at a greater rate than ever before. In order to keep systems running efficiently, we are all responsible for ensuring that we store only the information that needs to be stored – and store it in the correct place. Currently, email storage limits are set at:

- **Over 400mb** you will receive an email warning message informing you that your email storage limit is approaching its maximum
- **Over 450mb** you will be unable to send emails
- **Over 500mb** you will be unable to send or receive emails

This guide presents various quick tips and guidelines to help you manage your own email storage.

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### 1. Finding out how big your folders are

As a responsible user, you need to be aware of how large your files and folders are. Identifying which folders are very large might help you prioritize areas to tackle first.

To find out how big a folder is:

1. Right-click on your Mailbox
2. Choose **Properties for "Mailbox – [name]"...**
3. Click on **Folder Size...**

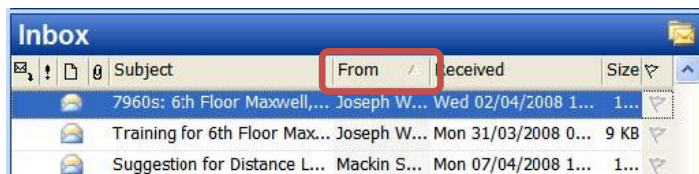
This displays the folder size for all your Outlook folders. Compare the folder sizes and identify the largest ones.



## 2. Sorting your messages

By sorting the messages in a folder you can quickly find groups of emails to delete. For example, arrange emails by **Size**, identify large emails (over 1MB) and deal with those or any attachments.

To sort messages, simply click on the grey header at the top of the relevant column (e.g. From) to sort in that order.



## 3. Emptying Deleted Items

To free up the space gained by deleting messages, you must empty your Deleted Items folder.

Right-click on the **Deleted Items** folder  **Deleted Items**, and select **Empty "Deleted Items" Folder**.

You can set your Deleted Items folder to empty automatically when you quit Outlook.

From the **Tools** menu, select **Options** and then, on the **Other** tab, make sure that there is a tick against **Empty the Deleted Items folder on exiting**.

## 4. Managing multiple emails at the same time

You can select multiple emails at the same time, then delete or move them as a group.

To select several emails next to each other: click on the first one, hold down the **Shift** key and click on the last one, highlighting all items in between. Or, to select emails that are not adjacent:

1. Click on the first email
2. Press and hold the **Ctrl** key on the keyboard
3. Click on further items to select them

Once you have highlighted all the items, press the **Delete** key to delete them or drag and drop the items onto a folder to move them.

## 5. Identifying and managing large attachments

Attachments can take up a lot of room if they are filed away with your emails.

If you have access to an attached document elsewhere, if it is no longer relevant or if you have saved the attachment yourself, there is no need to retain the attachment with the email. Save files to a suitable location. To save an attachment:

1. Open the message
2. Right-click on the attachment
3. Select **Save As...**
4. Browse to a suitable location (e.g. shared drive)
5. Enter a filename and click **Save**

**You can now delete either the whole email or just the attachment(s).**

To delete an attachment from an email:

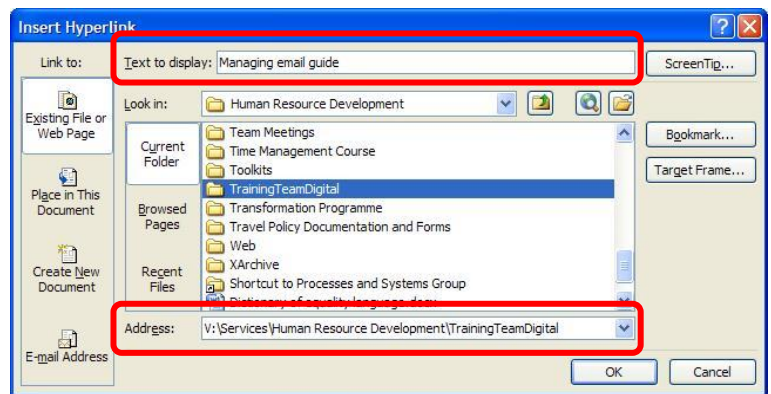
1. Open the message
2. Right-click on the attachment
3. Select **Remove**
4. Close the message and click **Yes** to save changes

## 6. Using hyperlinks where appropriate

If you need to share a document with colleagues who have access to a shared filestore, consider saving the document to an appropriate place and including a **hyperlink** rather than an attachment.

Once the document is saved, to hyperlink to it:

1. In the email message, insert the cursor where you would like the hyperlink to appear
2. From the **File** menu click on **Insert**, then **Hyperlink**. The **Insert Hyperlink** dialog box is displayed
3. Type the text you would like to display into the **Text to display** box at the top
4. Use the **Look in** box to navigate to the file you want to link to
5. The address for the file will appear below
6. When you have finished, click **OK**



## 7. Guidelines for managing emails

The following guidelines might help you decide which messages to keep and which to delete.

### a) Messages you should consider deleting include:

- Personal copies of in-house publications, policies etc.
- Meeting requests, updates and responses.
- Announcements.
- CC and FYI copies.
- Working papers and drafts once the official document is complete.
- Previous emails in a conversation string.
- Committee documents (unless you are the secretary).

## b) Keep an email if it:

- Documents making of decisions or formulation and execution of policy.
- Contains information upon which business decisions may be based.
- Commits the University or its staff to certain courses of action.
- Documents the establishment, negotiation and maintenance of business relationships or contractual arrangements.
- Is needed to demonstrate the initiation, authorisation or completion of a business transaction.
- Satisfies legal and/or compliance purposes.

## 8. Creating a rule to help manage sent items

A rule is a powerful Outlook tool that automatically performs sequences of actions that you specify. Here we show you how to create a rule that directs your sent message copies to your Inbox. This means you can immediately file any sent messages you need to keep and delete those that are not important, thereby reducing the number of sent items you store.

Make sure you are in **Mail** view. To start creating the rule:

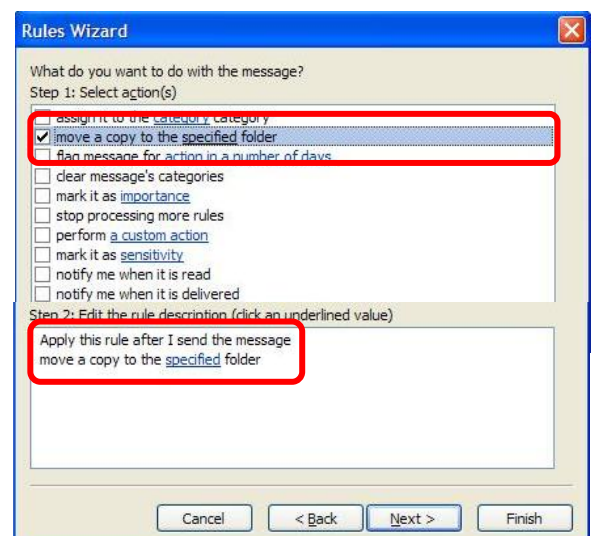
1. Click on **Tools**
2. Click on **Rules and Alerts**
3. On the **Email Rules** tab, choose **New Rule...**

You are now using the **Rules Wizard**.

4. Under **Start from a blank rule** choose **Check messages after sending**
5. Click **Next**
6. Click **Next** again
7. Click **Yes** to apply to every message



8. Check the **move a copy to the specified folder** box
9. Click on the blue text **specified** in the bottom field
10. Leave **Inbox** highlighted, click **OK** and click **Next**
11. Click **Next** again
12. Give the rule a name and click on **Finish**
13. Click **OK** to confirm that this is a **client-only rule**
14. Click **Apply** then **OK**



Finally, tell Outlook to stop saving copies of messages in Sent Items.

15. Click on **Tools**, then **Options**
16. Click on the **Preferences** tab
17. Click on **Email Options...**
18. Uncheck the box beside **Save copies of messages in Sent Items folder**
19. Click **OK**, then **OK** again

A copy of all emails you send will now appear in your Inbox. File items you need to retain; delete those you will not need to refer back to.

## 9. Local archiving

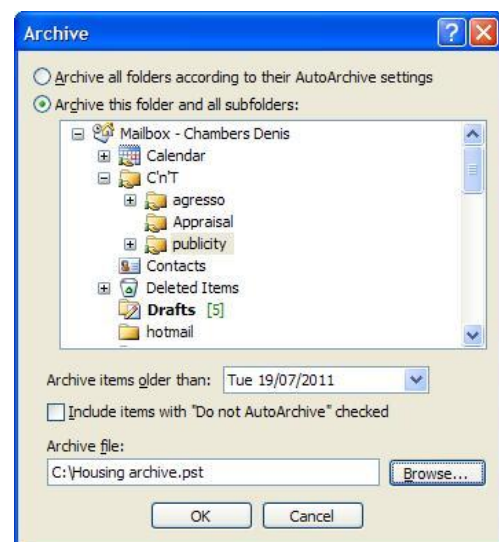
Archiving your emails reduces the amount of space you use on the Exchange mail servers, whilst still allowing you to access the emails you want to preserve.

We suggest archiving locally to your C: drive. **Note, however, that C: drives are not backed up by ITS. We therefore strongly recommend that you make regular backup copies of the .pst archive file – for example to external hard disk or memory stick – and store your backups securely.**

### Archiving for the first time

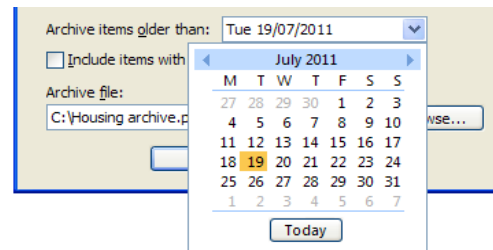
Before you can archive freely you need to go through the short process of creating an initial **Archive Folder**. This only needs to be done once (the first time you want to archive). Don't worry too much about what you archive initially – just begin by archiving *something*.

1. Click on **File**
2. Choose **Archive**
3. Ensure that the **Archive this folder and all subfolders**: radio button is selected
4. Pick a folder to archive by clicking on it once



5. Archive everything in the selected folder by clicking on **Today**  
**OR**

archive everything older than a particular date that you select from the **Archive items older than:** drop-down calendar



6. Specify where your archive will be stored – either accept the default (normally in C:\Documents and Settings\\Local Settings\Application Data\Microsoft\Outlook) or use the **Browse...** button to find a suitable location on your C: drive
7. Click **OK**

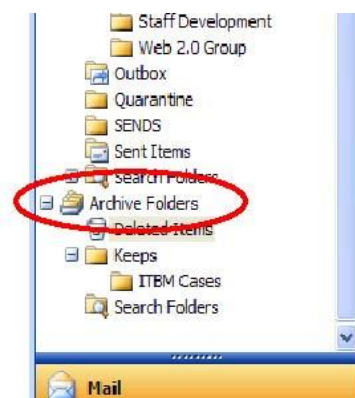
Your archive file is then stored on your C: drive in the location you specified.

## Viewing your archive and adding more items

Once you have completed the initial archiving process (as outlined on the previous page), you will see a new item called **Archive Folders** in the left-hand column (your list of mail folders). Click on the '+' sign to view the folders. You should see the folders that you archived previously.

To add further messages or folders to your archive, simply drag and drop them into this structure.

Each time you add a new message or folder to the archive the file on the C: drive is automatically update



## 10. Further information and advice

If you need further information or advice, please contact the ITS Service Desk in the first instance.

Phone: 52444 (internal); 0161 295 2444 (external)

Email: [its-servicedesk@salford.ac.uk](mailto:its-servicedesk@salford.ac.uk)

Please note: The information contained in this guide was correct at the time of publication. A more recent version may be available on the ITS website at [www.its.salford.ac.uk/](http://www.its.salford.ac.uk/)