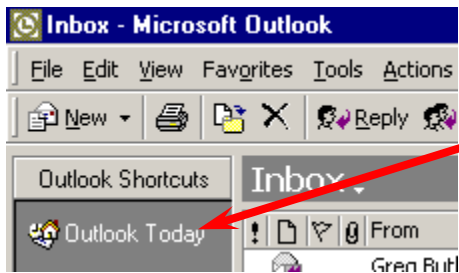


Outlook Mail Folders

Managing the Files in Your Outlook Mailbox

Many institutions and businesses limit the amount of mail that may be “held” in the user’s Outlook Mail mailbox (account). Outlook Mail users may determine the “amount” of mail in their mailboxes (Inbox, Sent Items, Deleted Items, etc.) by following the steps outlined below. If the user allows their mailbox to become “filled,” with too many messages, they will normally receive a cautionary message and be asked to remove messages from their account.

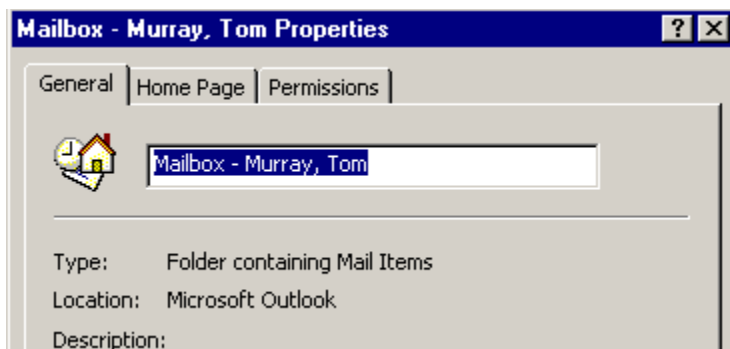
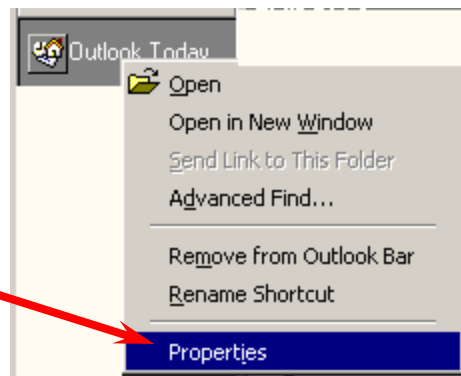
In order to determine “how full” your mailboxes are, follow the steps below to view your various Mailboxes/Folders.



Load your **Outlook Mail** and look at the **upper left corner** of the Microsoft Outlook screen (see **image on left**). Make sure that you can see the **Outlook Today link**.

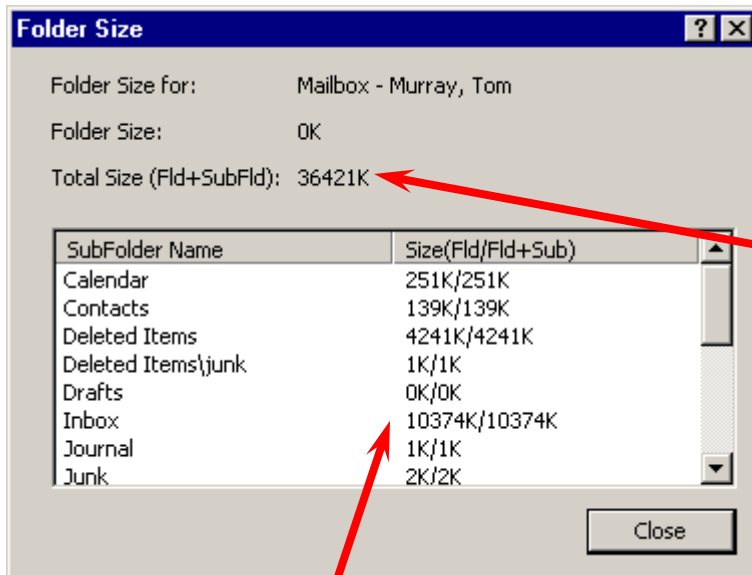
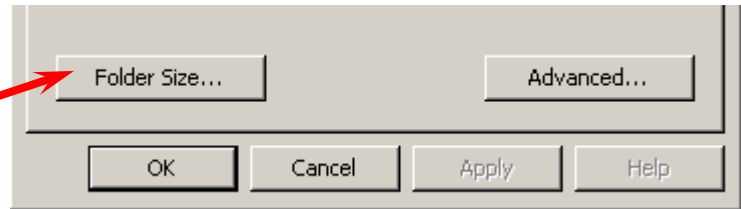
Move your cursor over the **Outlook Today link** and click the **RIGHT** mouse button.

When you click the **RIGHT** mouse button a **drop down Menu Screen** (image on right) will appear. Move your cursor over the **Properties** selection and click the **left** mouse button.



A **Mailbox screen** (similar to the one at the left) will appear and **indicate your name**.

The **lower portion** of the **Mailbox** screen should look like the **image** to the **right**. Move your **cursor** over the **Folder Size...** button and click the left mouse button.



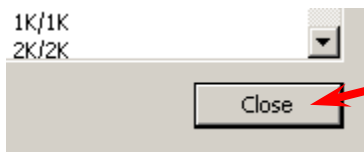
A **Folder Size** menu screen will appear – similar to the **image** on the **left**.

There are **several areas** of this screen that you'll **want to look at**. **First**, notice the **Total Size number** indicated in the **top portion** of the screen. In this example **36,421 KB** or **36.2 MB** of storage **has been used**.

This tells you the **amount of file space** that **you** have **used** on the Outlook Mail Server.

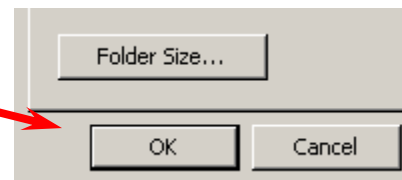
Next, **look at** the **white area below SubFolder Name** (**image above**). You will see **each** of your **Outlook Mail folders** that are maintained on the Outlook Mail Server (Inbox, Sent Items, Deleted Items, etc.). If you were to add these individual “amounts,” you would arrive at the Total Size number. So, this SubFolder Name area gives you an idea of what folders contain the most messages.

NOTE: If you created **Personal Folders** and placed them in **YOUR** Personal Folder they will not “count” against this total. **Personal Folder** messages are stored on the hard drive of your computer. To learn more about creating and using **Personal Folders** look at pages 20-24 of the **Introduction to Microsoft Outlook 2000 Mail tutorial**, or pages 16-18 in the **Outlook 98 tutorial**.



After you have **viewed** your various folder sizes, click the **Close** button in the **lower left corner** of the **Folder Size** menu screen.

This will **return** you to the **Mailbox** menu screen. Click-on **either** the **OK** or **Cancel** buttons.



Once you have **returned to your Outlook Mail screen**, if you **need to Delete** some messages to **increase the capacity available** in your Mailbox, **follow the Delete instructions in the Outlook tutorial or see below.**

Moving, Deleting, and Recovering Mail Messages

We can move a message from any folder to any folder simply by clicking-on it and dragging the message to another folder. You could **also** click-on a message and, either using **Edit** (in the Menu Bar), then **Copy** or **Cut** in the **Menu bar**, and then **Paste**, to move or copy a message in this manner. You can also use the **Cut, Copy** and **Paste buttons** in the button bar.

To **delete** a message, you have already learned that you can click-on the message and then on the **“X”** in the **button bar (not the X in the upper right hand corner)**. If you click-on the upper right hand corner X this will simply **close** the message and return you to the Inbox, etc.

When you **delete** an e-mail message in your **Inbox, Sent Items**, or a **Personal Folder**, this places the message in the **Deleted Items “trash can.”** You can **“drag”** an item from **Deleted Items** to **any folder** to **retrieve** it, or use the methods above to **recover** a message to a folder.

“Really” Deleting Messages

To **“really”** delete an e-mail message in the **Deleted Items trash can**, you can **click-on** the **message** and **click-on** the **“X” button**, or tap the **Delete key**. Outlook 2003 will ask you if you **“really”** want to delete the message. When you say **“yes,”** it’s **gone**. To delete **several individual messages at once**, click-on the **first** message, then **hold down** the **Ctrl** key, and **while holding down Ctrl, click-on** the **other items**. You will see that they turn **“blue,”** indicating that you are **“marking”** them (just like we covered before). Now click the **“X”** button or tap the **Delete** key. If you want to delete **ALL** of the **items** in the **Delete Items** trash can, **click-on Edit** in the **Menu bar** and then **Select All**. Then, click-on the **“X”** button or tap the **Delete** key.

A **message box will appear** asking if you **really want to delete all the items**. If you do, click-on **Yes**.

