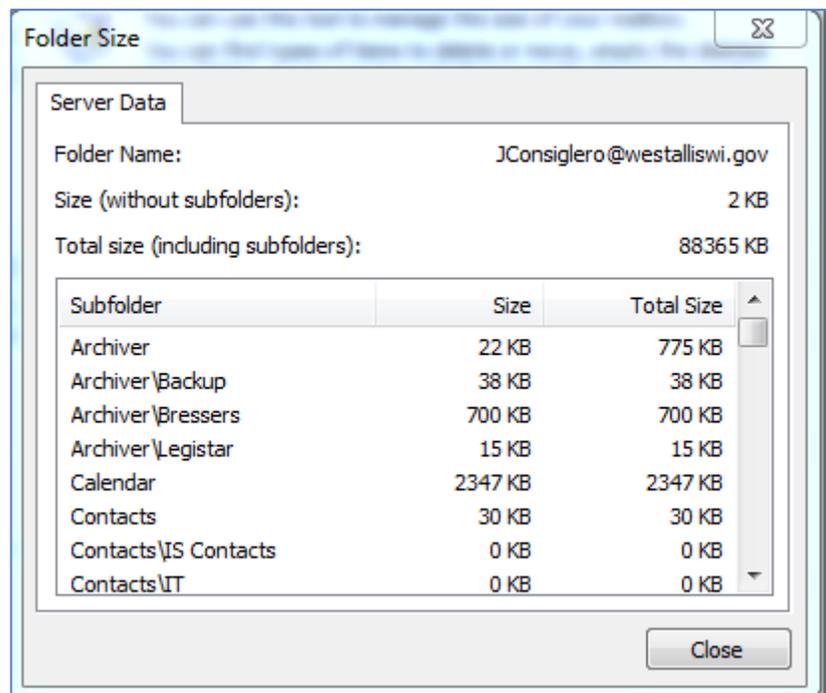**Tips for Managing Your Outlook Mailbox**

The City's Microsoft Exchange server maintains mailbox accounts for City users. On your workstation, you have an Outlook profile that connects Microsoft Outlook to your Microsoft Exchange mailbox.

Our Microsoft Exchange Mail Server has limited storage capacity and mailbox accounts for each City staff person, so you can help manage our Mail Server by managing your own Mailbox. Each user should regularly clean out his/her mailbox and delete messages that are no longer needed to keep the mailbox under the maximum size. You will receive a warning email when your mailbox exceeds 200 MB, and may be unable to send and receive mail when you are over that limit.

Since July, 2008, all emails sent or received from your mailbox are automatically archived. You can access your email archive from the City Intranet (http://intranet). Select *Your Email Archive* from the *Document Libraries* menu. If you have removed an email from your mailbox, you can always retrieve a copy from the Email Archive.

To view your mailbox size, in Outlook click to select the mailbox at the top of the All Mail Folders list. Select *File > Mailbox Cleanup > Mailbox Cleanup > View Mailbox Size….* This displays the Folder Size dialog box, which lists the total size of your Outlook mailbox and the size of any subfolders. This list will help you identify those folders that should be cleaned out. When cleaning out your mailbox, three areas to focus on are email attachments, the Deleted Items folder and the Sent Items folder.

Folder Size

Server Data

Folder Name:	JConsiglero@westalliswi.gov
Size (without subfolders):	2 KB
Total size (including subfolders):	88365 KB

Subfolder	Size	Total Size
Archiver	22 KB	775 KB
Archiver\Backup	38 KB	38 KB
Archiver\Bressers	700 KB	700 KB
Archiver\Legistar	15 KB	15 KB
Calendar	2347 KB	2347 KB
Contacts	30 KB	30 KB
Contacts\IS Contacts	0 KB	0 KB
Contacts\IT	0 KB	0 KB

Close

For additional assistance, please call the IT Hotline at x8330 or email ITSupport@westalliswi.gov

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When cleaning up your mail folders, focus first on those messages with large attachments. To see the size of messages in a mail folder, use the new *Large Mail* search folder in Outlook. Search folders gather together messages from all mail locations into one view. This view will help you locate those messages that are taking up the most mailbox space.
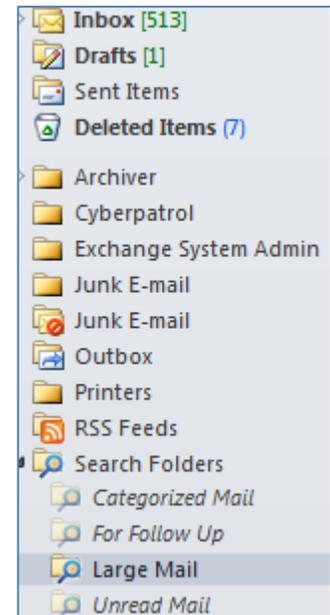
Managing Email Attachments: email messages by themselves are not large. What consumes storage space in your mailbox are files attached to email messages. Photo and video files can be quite large.

When sending messages with attachments to other City users, consider if it is necessary to attach the document to the message. Other alternatives to an attachment are to save the file to a network drive accessible to the other user and direct him/her there with a link in the email. Alternatively, a document library page on the Intranet can be created to give your department or group a place to share documents. Since image files are so large, any images that you want to distribute throughout the City should be put in a public folder rather than sent through email attachments.

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When you receive an email with a file attachment, after viewing the attachment, decide if you need to keep a personal copy. If you want to keep the message in Outlook, move the message to your Personal Folders. Alternatively, you can save the attached file separately on your H: drive (your personal drive) or other network drive, and then delete the attachment from the email message. The message will still be saved in your mailbox, but without the attachment. Here's how to save the attachment, then delete the attachment from the message.

1. Open the message.
2. Right click on the attachment and select the command *Save As* from the context menu. Save the attachment to your H: drive in a file location of your choice. You may want to make a folder for Email Attachments or you may want to store it in another folder.

3. After the attachment has been saved, make sure that the attachment icon is still selected, and then touch the delete key on your keyboard.
4. Close the email message. When you are prompted to save changes to the message, click *Yes*. The email message is still in your mailbox, but the attachment has been stored in a new location, conserving resources on the Exchange server.
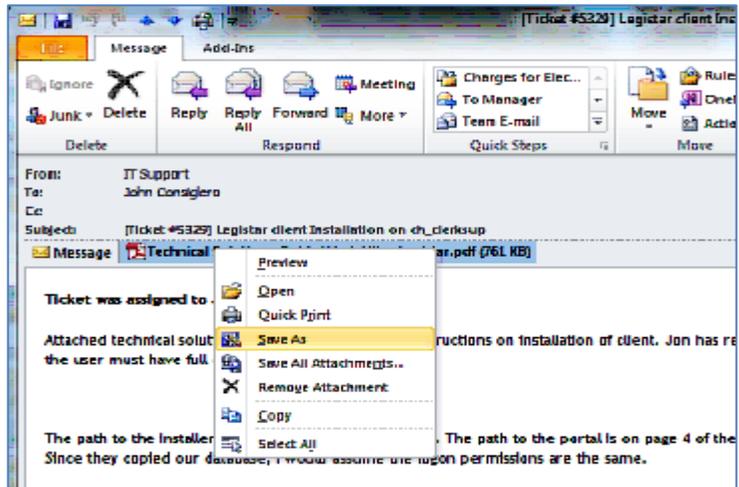
Managing Deleted Items: when you delete an email, it is not removed from your mailbox, just moved to the *Deleted Items* folder. Here's how to empty the *Deleted Items* folder automatically making sure those items are truly deleted from your mailbox automatically when you exit Outlook.

1. On the File Tab select *Options > Advanced* .
2. *Check the box mark Empty Deleted Items folders when exiting Outlook.*

3. Click the OK button.
4. Note, you will need to click on *Yes* to confirm that you want to permanently all items and folders in the "Deleted Items" folder for all accounts
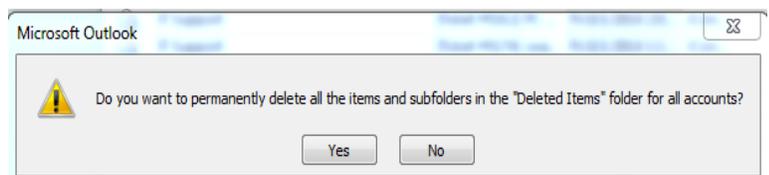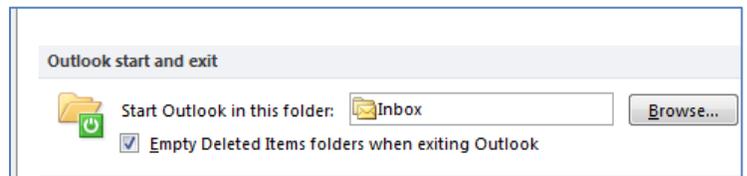
To bypass the Deleted Items folder and delete an Outlook item in one step, hold down the shift key while clicking the delete button or delete key on any Outlook item.

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Managing Sent Items: A copy of each email you send is saved in the *Sent Items* folder. This folder should be cleaned out regularly, saving only those items that you need. In fact, any items sent since July 1, 2009 don't need to be kept in your mailbox since a copy of each sent item is automatically archived and you can access that archive at any time. If you do want to save some recent items, all items that have attachments should have the attachment deleted, following the directions under *Managing Email Attachments*. If you attached the file to the message, then you already have a copy of it stored somewhere else, so it shouldn't be necessary to keep the attachment in *Sent Items*.

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