

This document provides tips and tricks to help you manage your Outlook email quota efficiently so you can stay within your mailbox limits on the Harvard Exchange Server.

What are Email Quotas?

In IceMail!, all incoming mail messages are stored in a central, shared location called the Exchange Server. Messages, contacts, calendar items, and other Outlook resources on the server can be easily viewed from any location with Internet access.

However, to keep the shared server operating efficiently, mail storage quotas have been assigned to each users Mailbox, and these limits will be enforced more rigorously than in the past. Because of this, it is extremely important for you to periodically remove old or unneeded email messages and attachments from the server. These items can be deleted or saved to your local computer through a process called archiving.

Techniques for Managing Your Mailbox Quota

Remove Messages from the Server: To stay within your Mailbox storage quota, you'll need to periodically reduce the number of messages and attachments you are storing on the server. You can do this by deleting items you no longer need and archiving messages you want to keep. Archiving a message removes it from the server and stores it on your computer. This means that it will no longer be accessible over the Internet, but it will also no longer count towards your mailbox quota.

To manage your quota automatically:

• Set up AutoArchiving

1. Select **Tools** → **Options** from the menu bar.
2. Select the **Other** tab and click the **AutoArchive** button.
3. With **Run AutoArchive every # days** selected, specify how often AutoArchive should check for old messages.
4. Select **Archive or delete old items**.
5. By **Clean out items older than**, set how long items should stay on the server before being archived.
6. Click **Apply these settings to all folders now**.
7. Click **OK** twice.

Further details about archiving and AutoArchive settings are available on the Eureka website listed below.

• Set the Deleted Items Folder to Empty Automatically

Under **Tools** → **Options**, select the **Other** tab, then click the **Empty the Deleted Items Folder upon exiting** checkbox.

Use the Mailbox Cleanup Tool:

• Access the Mailbox Cleanup Window

Select **Tools** → **Mailbox Cleanup** from the menu bar to open the **Mailbox Cleanup Window**, a utility that lets you quickly check how much of your quota you are currently using and easily access a variety of quota management tools, including:

- View Mailbox Size (shows the size of each folder)
- Search for old or large emails messages
- Launch AutoArchive
- Empty Deleted Items
- Delete duplicate copies of the same message

To manage your quota manually:

• Remove unnecessary attachments

Attachments count against your quota, so save them to your computer by right-clicking on the attachment and selecting **Save as**. After saving an attachment, you can delete it from the server by right-clicking on it and selecting **Remove**. This allows you to keep an email message but delete the attachment. Deleting the email will remove both the message and the attachment.

Remember that Calendar items may have attachments as well. To search for these, you can do the following:

1. Select **Tools** → **Find** → **Advanced Find**.
2. With "Appointments and Meetings" selected in the **Look for** box, choose the **More Choices** tab.
3. Click the **Only items with** checkbox with "One or more attachments" selected in the drop-down box.

• Use Search Folders and Sorting Options

Below the Sent Items folder in your Mailbox is an item named **Search Folders**. This tool allows you to easily search for large messages, old messages, or messages containing attachments that you may want to archive or delete. For further options, right-click on **Search Folders**.

You can also right-click the grey header bar in the View pane to sort your messages by size, age, or attachments.

• Empty the Deleted Items and Junk E-mail Folders

Since all items on the server count towards the quota, it's important to regularly clean out the Deleted Items and Junk E-mail folders. Each of these can be quickly emptied by right-clicking on the selected folder and clicking on **Empty "Deleted Items" Folder** or **Empty "Junk E-mail Items" Folder**. The Sent Items folder also counts against the quota, so don't forget to archive it as well.

Additional Outlook job aids, simulations and Quick Bites are available online at

<http://eureka.harvard.edu/Eureka/jobaids.cfm?categoryID=262&y=0> under the "Desktop" category: