# How to tidy your university email

This guide details how to tidy up your University of Exeter email.

It is good practice to regularly check your mailbox and perform routine housekeeping clean-up tasks.

These are detailed in the following sections for Office365 email or in the Outlook client if you use that.

The Outlook client is more functionally rich and so provides more features and options for maintaining your mailbox.

You should have Outlook already installed on your university desktop or laptop as part of the standard build for Windows or Mac computers.

If you don't and would like to start using it, please contact the SID desk.

If you need any further assistance on any of the topics in this guide, please contact the SID desk.

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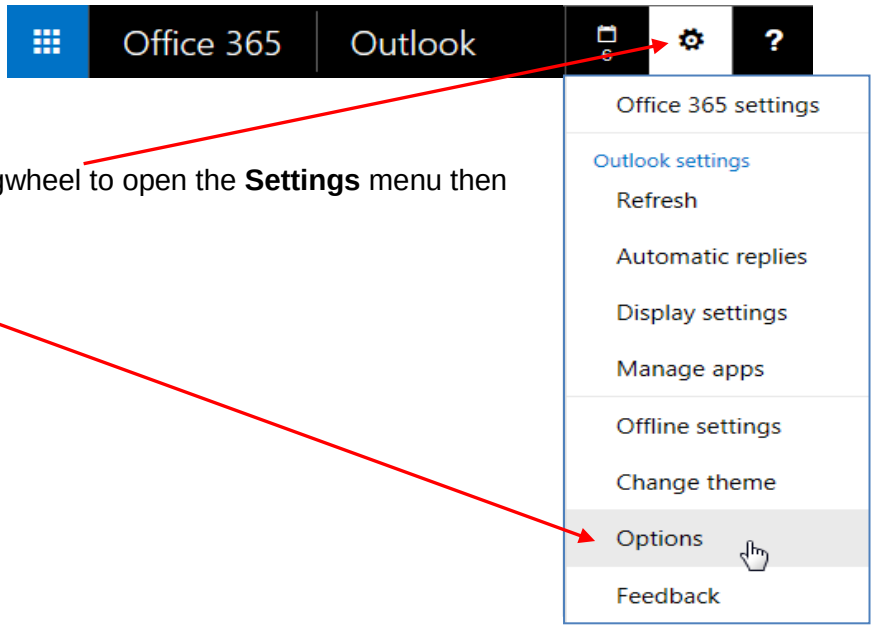
# O365 email

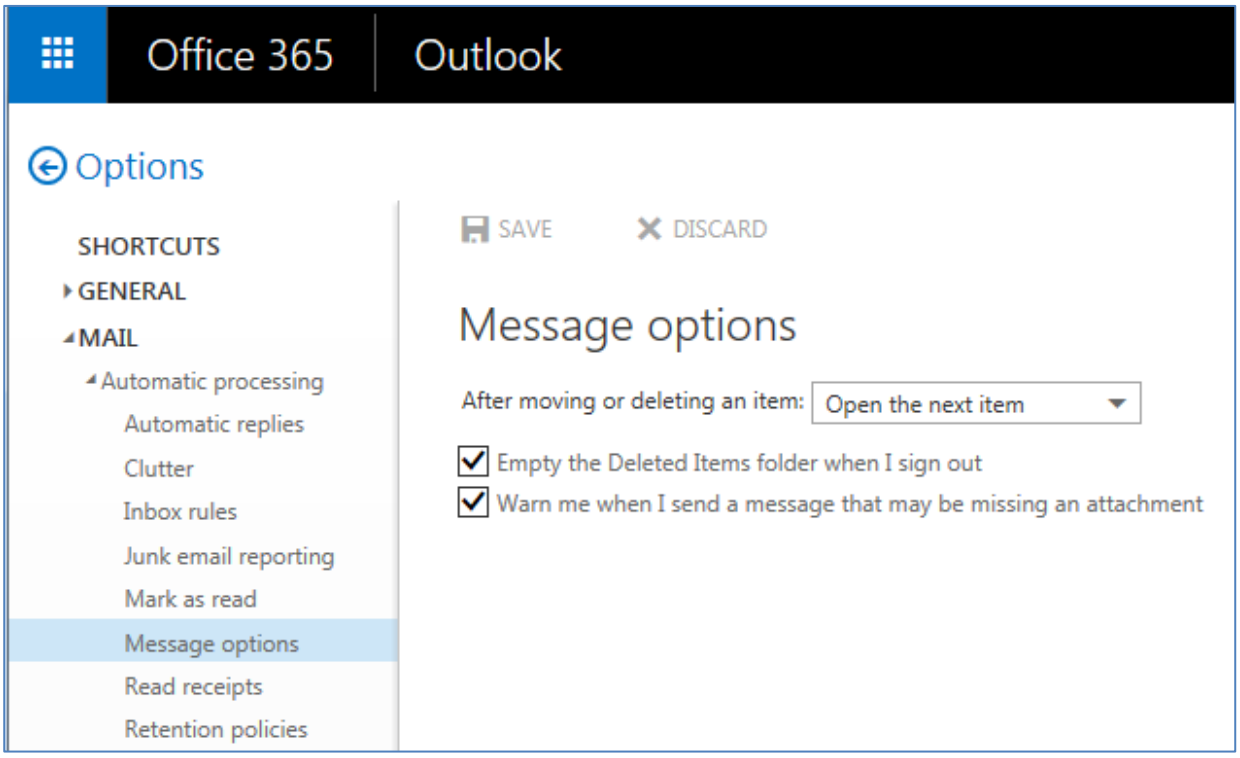
## O365.1 “Deleted Items” folder

It is good practice to empty your Deleted Items folder regularly. O365 email can do this automatically for you.

In your O365 email, click on the cogwheel to open the **Settings** menu then click on “**Options**”




Click on the “**Message options**” link in the left hand menu:




Then tick the “**Empty the Deleted Items folder when I sign out**” checkbox and click **Save** at the top of the page.

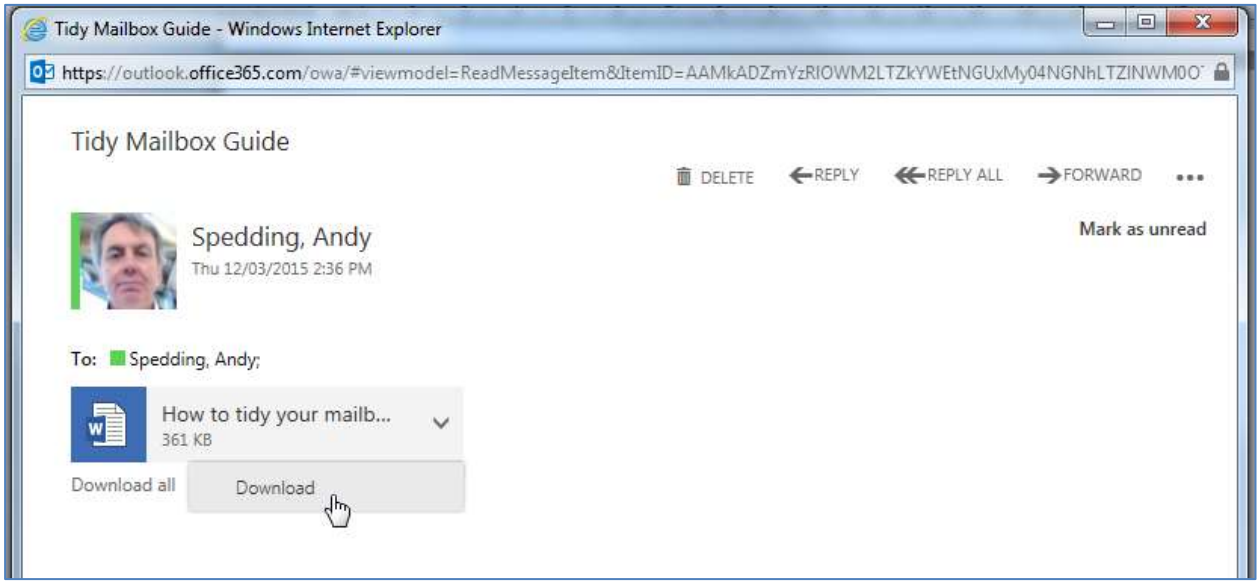
Then every time you log out of O365 email (i.e. when you log out of your PC or laptop at the end of each day ☺ ) this will automatically clear out your “**Deleted Items**” folder.

# O365.2 Saving attachments

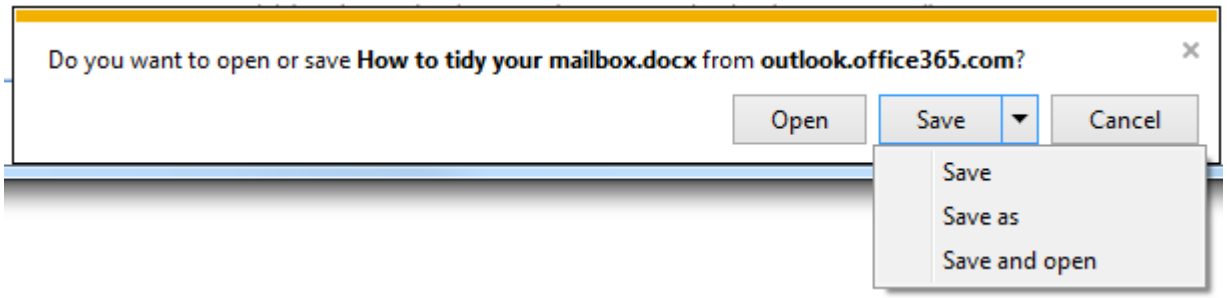
In your O365 email, open the message which has attached file(s) that you want to save to your file storage area.

Click on the down arrow next to the attached file and then click '**Download**'.

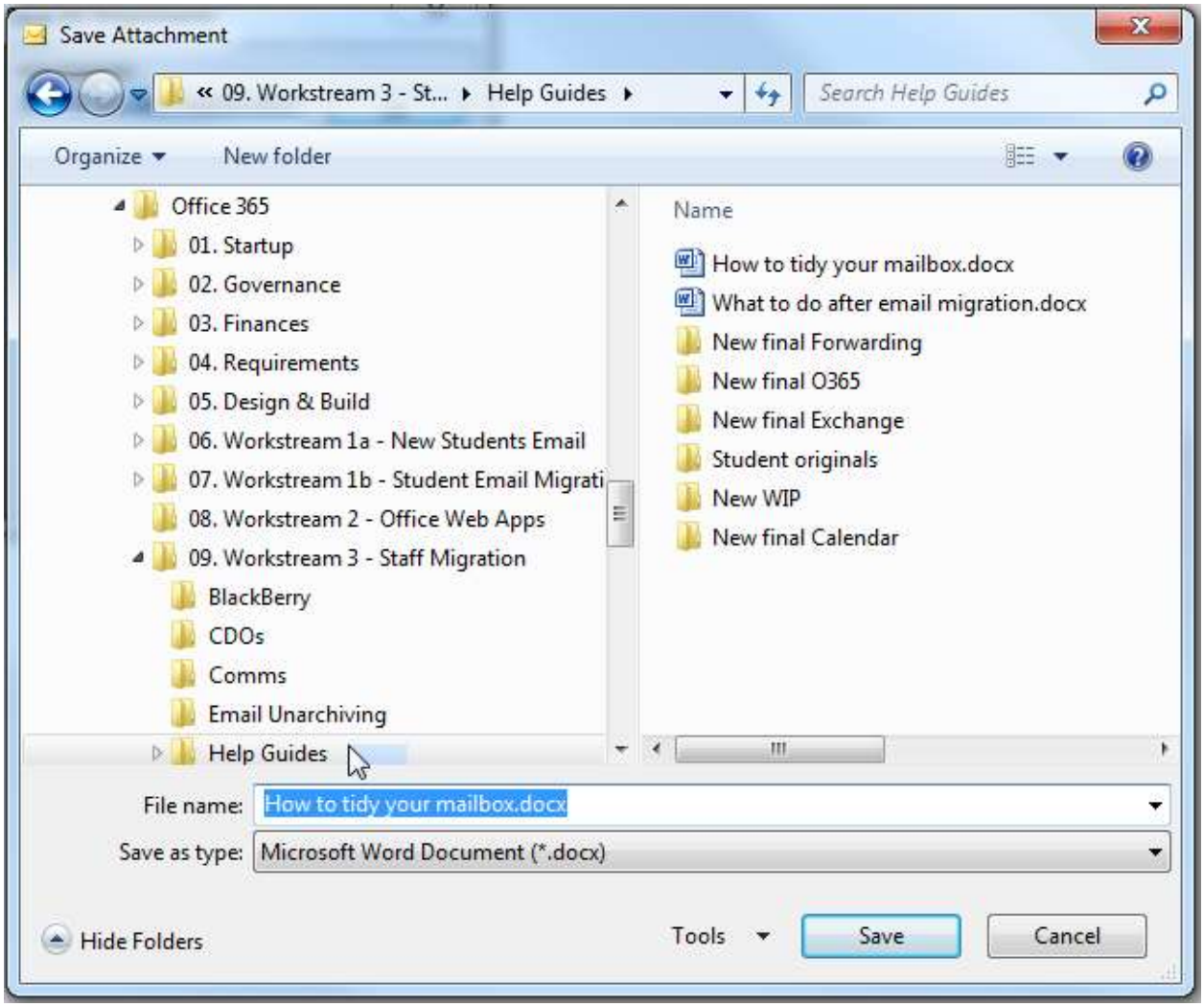
If there are several attached files that you want to save, click on "**Download all**" which will save all the files in one zipped file.




Clicking on either of these "Download" links will then show the Save / Save As options.




Click on "**Save As**" to show the "**Save Attachment**" dialogue box.




Navigate to the folder where you want to save the attached file and click **Save**.

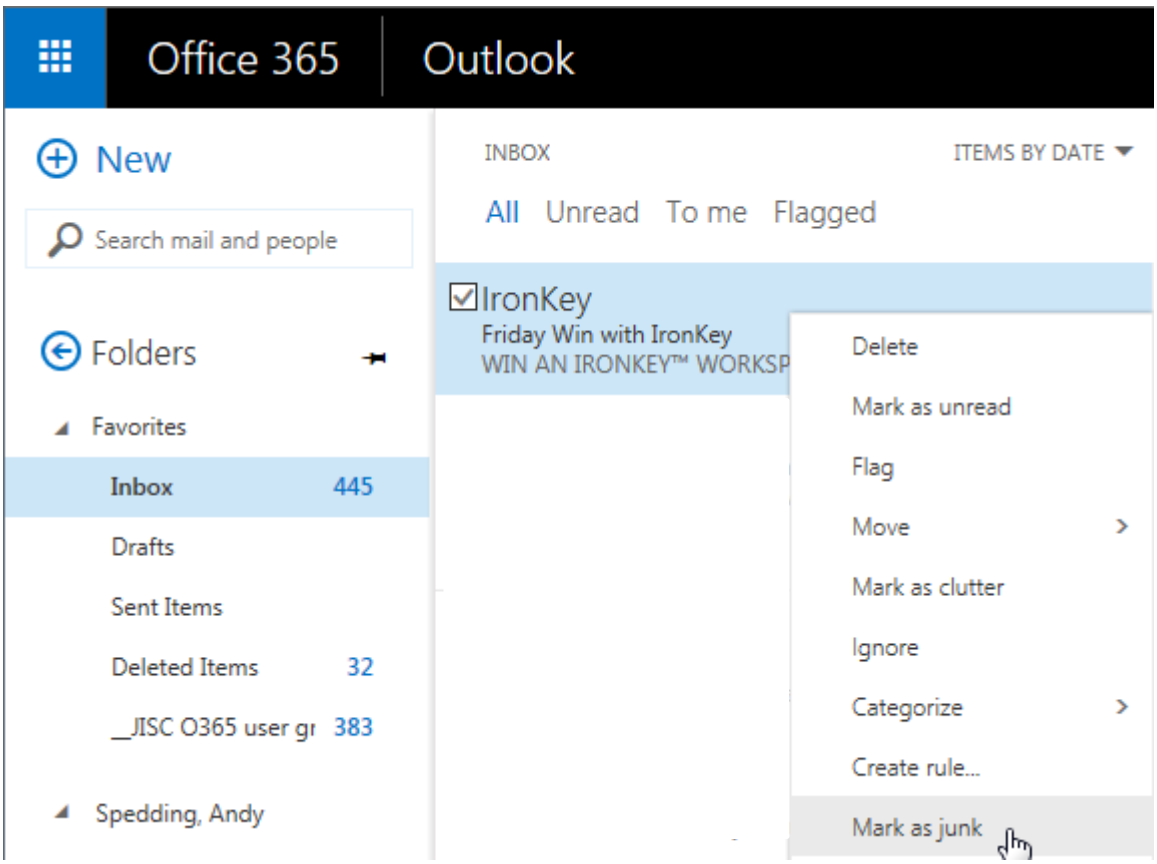
## O365.3 Calendar

It is good practice to ***not*** attach documents to meeting invitations in your O365 **Calendar**. If you do, this will store copies of the documents in all the meeting attendees' own Calendars and it is easy to let these unwittingly build up and take up storage space in your and their mailbox quotas.

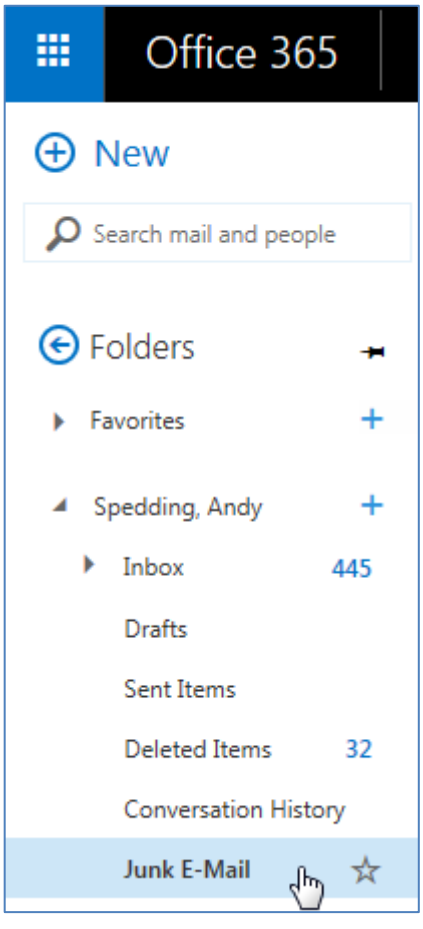
You should instead send meeting papers and documents as attachments in a separate email, or even better, send attendees a link in the meeting invitation to where the documents are stored in a shared file storage area accessible to all attendees (for example, the N: drive or cloud-based One Drive For Business or Google Drive, etc)

## O365.4 Junk Mail

You can flag incoming messages as '**Junk**'. Right click on a message in your Inbox and then click on "**Mark as junk**"




This will allow O365 to 'learn' that any future messages received from this sender are junk and it will automatically move them then on receipt to the "**Junk E-Mail**" folder

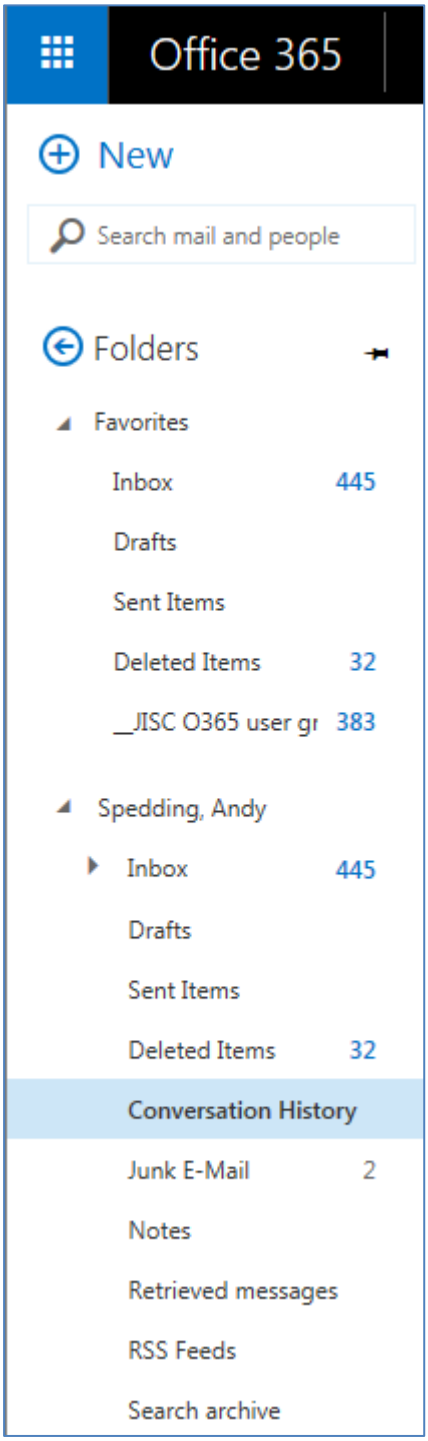


# O365.5 Lync Conversation History

If you use Lync for instant messaging it will build up a history of your conversations in the "**Conversation History**" folder

It is good practice to regularly clear these folders out by deleting all the conversation messages you don't need to keep. Given that Lync conversations are by nature transitory, this will probably mean you can delete all of them.

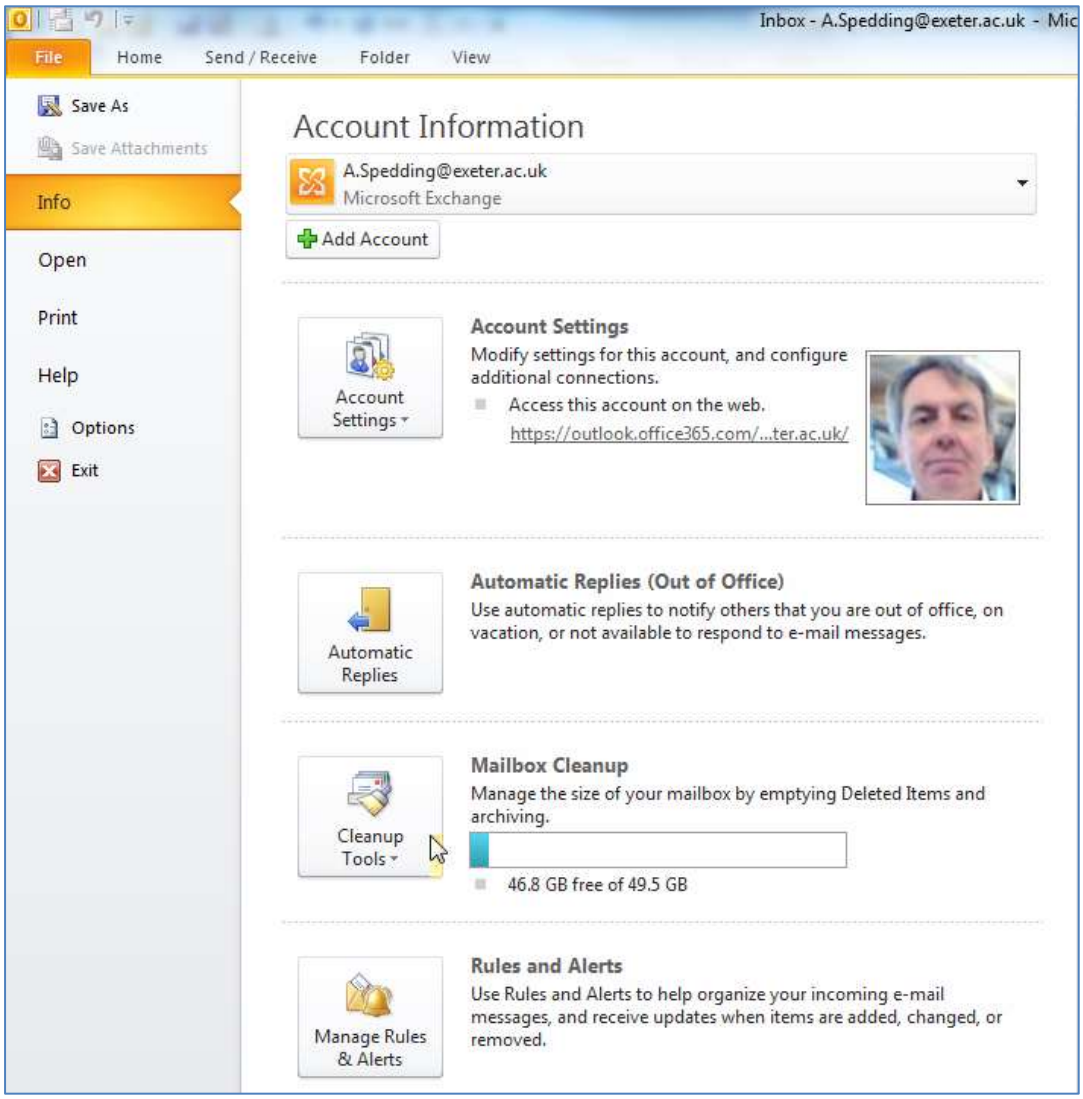
When you have, be sure to then empty your "**Deleted Items**" folder too.



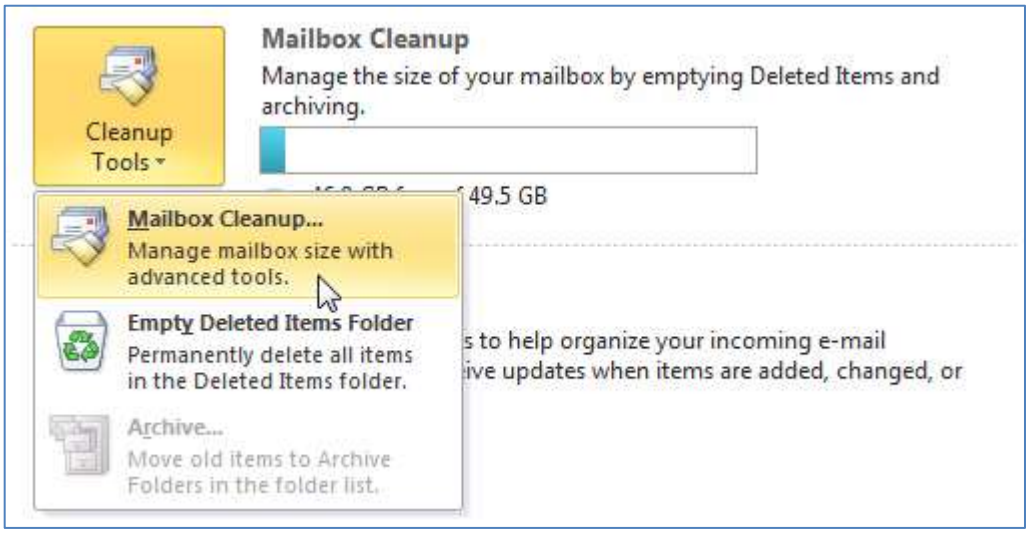
# Outlook client

## Outlook.1 Mailbox Cleanup

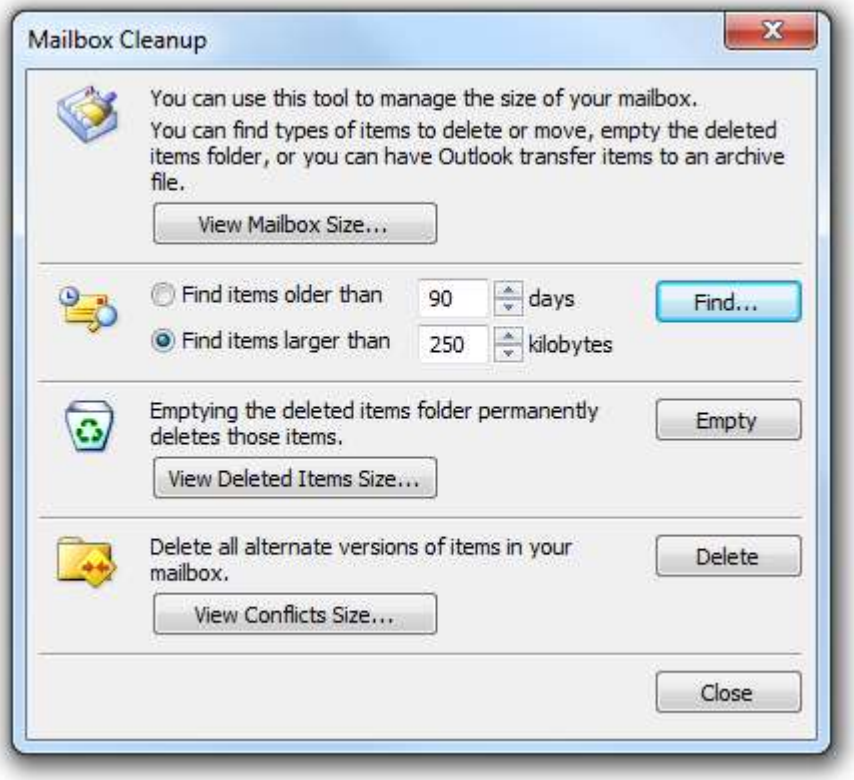
In your Outlook email client, navigate to the '**File**' tab, then under the '**Info'** page, click on the '**Cleanup Tools**' button.



This will show further options for tidying your mailbox:

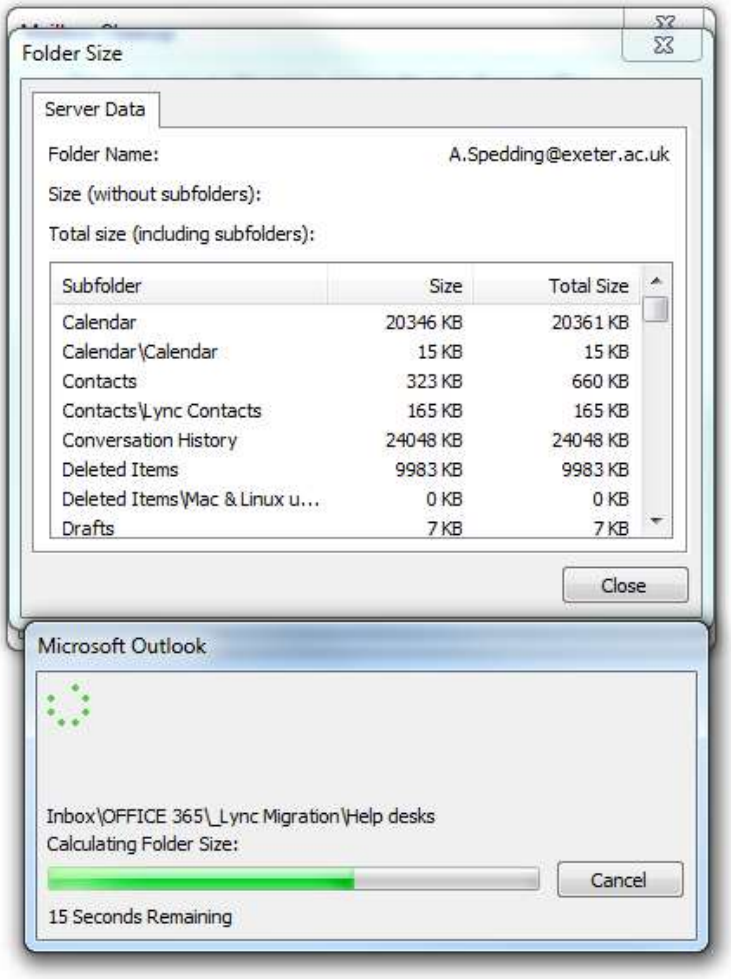



First click on '**Mailbox Cleanup'**. This will then display the following dialogue box:




Click on '**View Mailbox Size**'.

This will run through all your mailbox folders and subfolders as shown



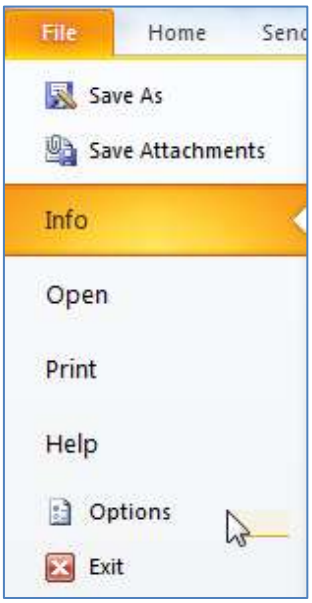

Make a note of any substantially large folders, then go back into your mailbox and check each of the noted folders to see which messages can be deleted.

See the sections below on how to clean up your **Calendar** and default mailbox folders, e.g. **Deleted Items** and **Conversation History**.

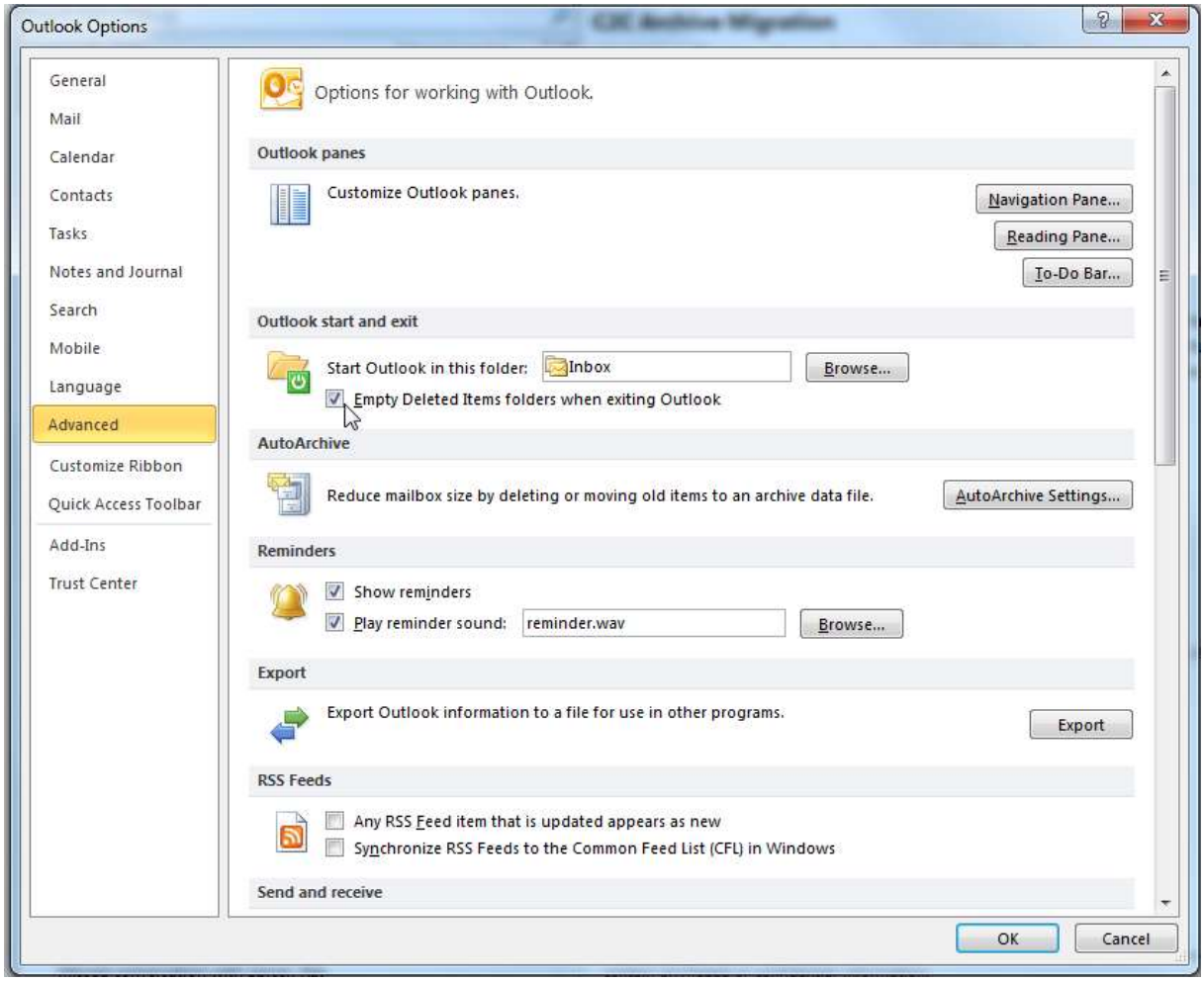
# Outlook.2 “Deleted Items” folder

It is good practice to empty your Deleted Items folder regularly. Outlook can do this automatically for you.

In your Outlook email client, navigate to the ‘**File**’ tab, then click on ‘**Options**’.




This will then display the Options dialogue box as shown. Click on the **Advanced** tab:

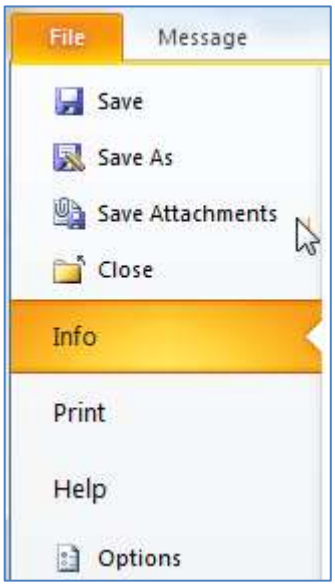



Then tick the “**Empty Deleted Items folder when exiting Outlook**” checkbox and click **OK**.

Then every time you log out of the Outlook client (i.e. when you log out of your PC or laptop at the end of each day ☺ ) this will automatically clear out your “**Deleted Items**” folder.

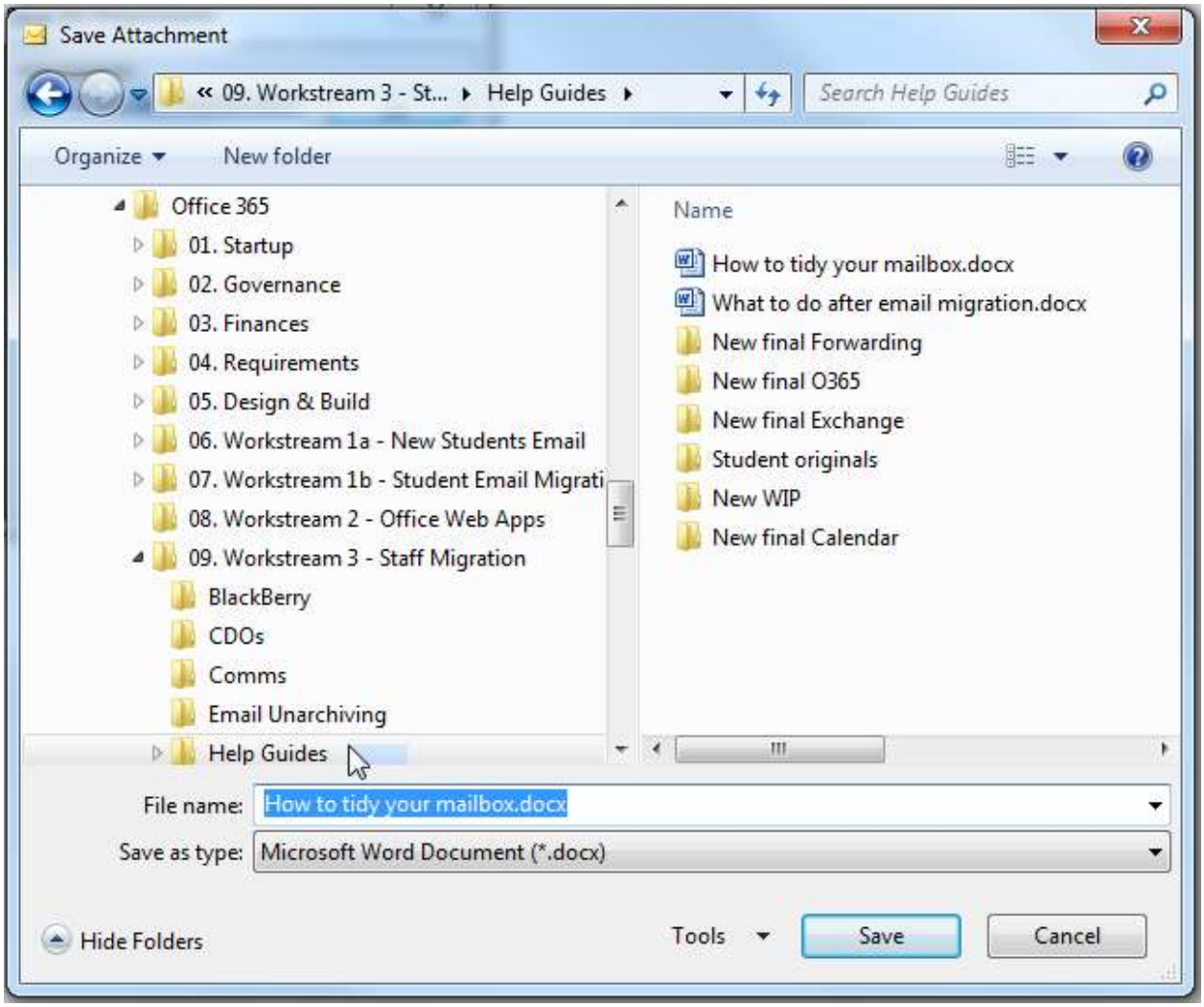
# Outlook.3 Saving attachments

In your Outlook email client, with your email message which has attachment(s) open, navigate to the '**File**' tab, then click on '**Save Attachments**'.




This will display the following dialogue box. Highlight the file(s) you want to save then click **OK**.

This will then display the “**Save Attachment**” dialogue box.



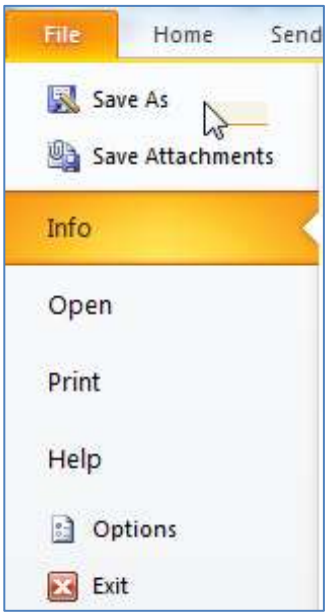

Navigate to the folder where you want to save the attached file(s) and click **Save**.

# Outlook.4 Saving email messages

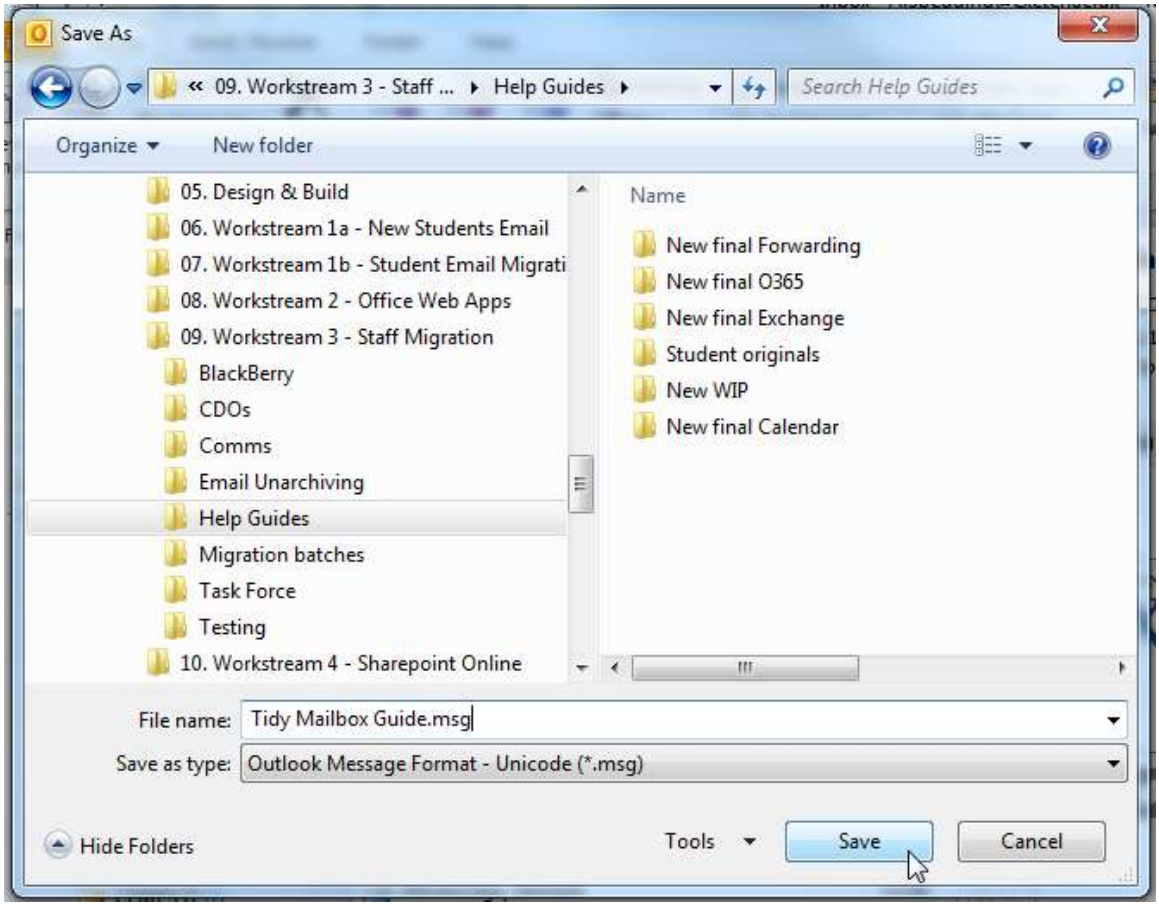
You can save email messages to your file storage area if required. This should only be done for particularly important messages (e.g. for project documentation, audit trail, evidence etc) so as not to waste file storage space.

The email message will be stored as a .MSG file. Whenever you want to open this stored message, even if it has been deleted from your mailbox, you can open it from your file storage area and it should automatically open with your email application or client.

In your Outlook email client, with your email message open, navigate to the '**File**' tab, then click on '**Save As'**




This will then open the "**Save As**" dialogue box:




Navigate to the folder where you want to save the email message and click **Save**.

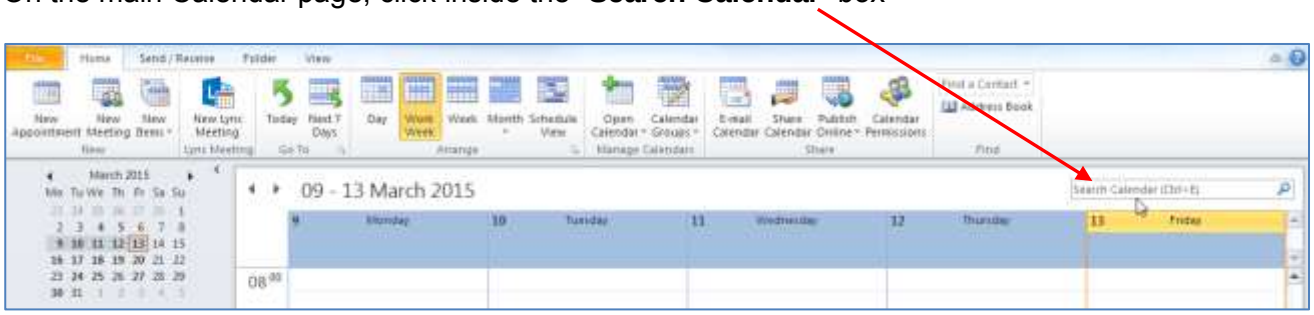
# Outlook.5 Calendar

It is good practice to ***not*** attach documents to meeting invitations in Outlook **Calendar**. If you do, this will store copies of the documents in all the meeting attendees' own Outlook Calendars and it is easy to let these unwittingly build up and take up storage space in your and their mailbox quotas.

You should instead send meeting papers and documents as attachments in a separate email, or even better, send attendees a link in the meeting invitation to where the documents are stored in a shared file storage area accessible to all attendees (for example, the N: drive or O365's One Drive For Business or Google Drive, etc)

You can search for Calendar items which have attachments and clean them up as follows:

On the main Calendar page, click inside the "**Search Calendar**" box

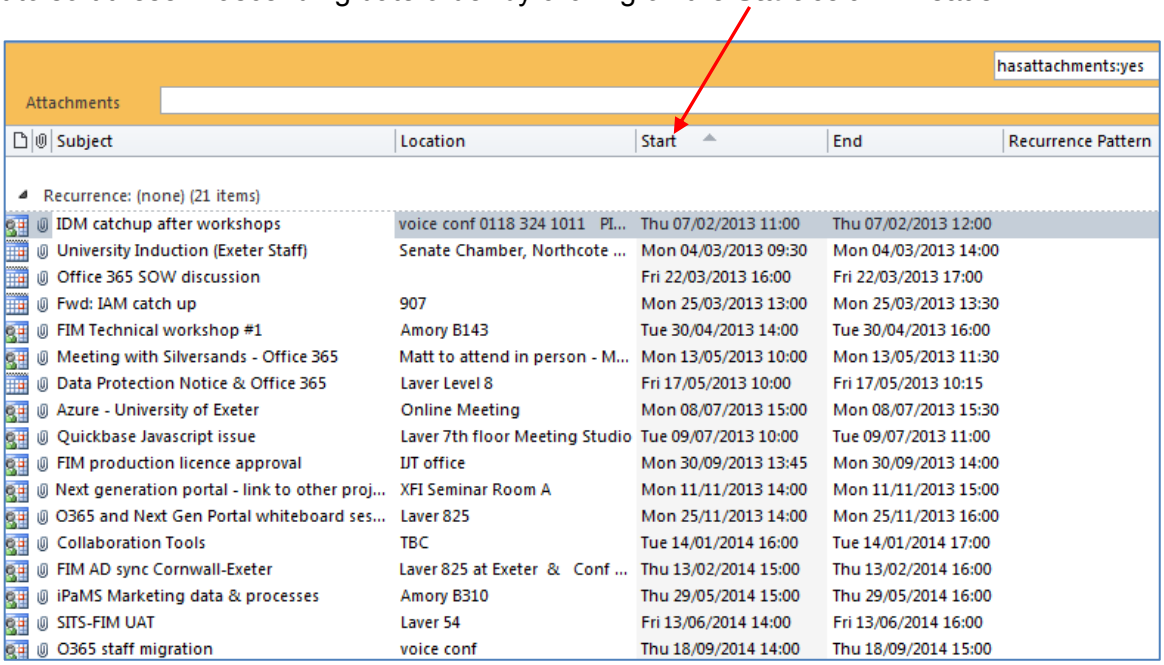



This will then display the **Search Tools** tab on the main menu toolbar:

Click on the "**Has Attachments**" button

This will then run a search and show you all calendar meetings, events, etc in your Calendar that have an attachment.

It's best to sort these in ascending date order by clicking on the **Start** column header.



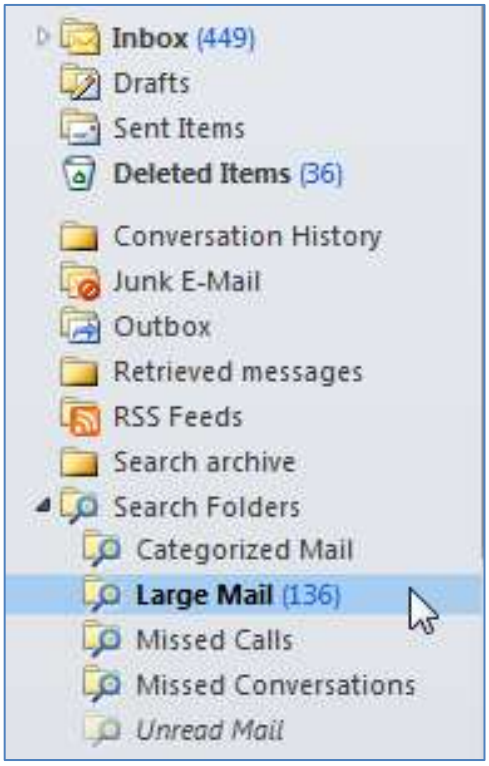
You can then double click on each event in turn to open it, remove the attached file(s), and "**Save & Close**" the event.

Or you can highlight a range of events and simply delete them. Make sure you don't delete any current or future events if you choose to do this, and that you are happy to have older events removed from your Calendar.

## Outlook.6 Large Mail items

You can see any large items (typically email messages with large attachments) in a default Outlook Search folder called "**Large Mail**".

Navigate down your Outlook folders until you see the "**Search**" Folders. Under this you should see the "**Large Mail**" subfolder.




Click on this subfolder to see all your large mail items, sorted by size. They will be categorised as:

| | |
|---|---|
| Enormous | > 5Mb |
| Huge | 1Mb to 5Mb |
| Very Large | 500Kb to 1Mb |
| Large | 100Kb to 500Kb |

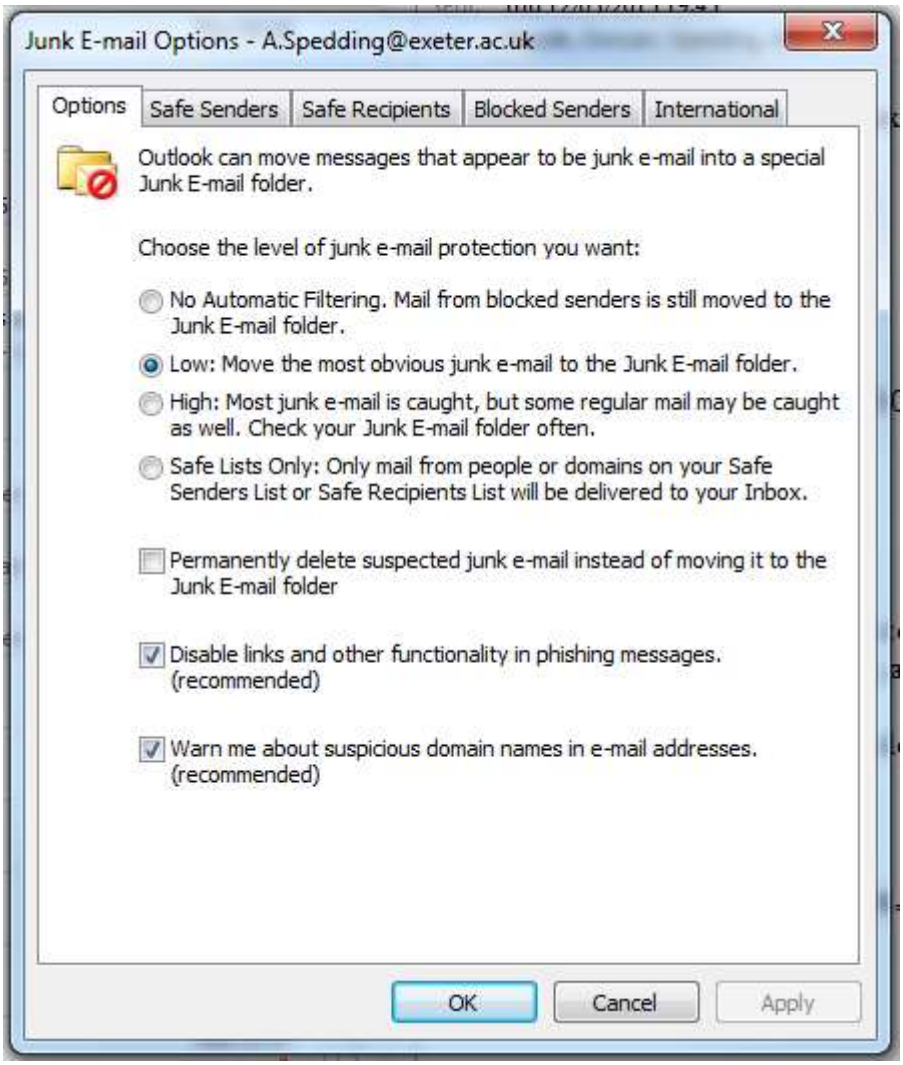
It is good practice to keep these to a minimum by saving the attachments to your file storage area instead of using your mailbox for document storage *(see section 5 above)*.

You should certainly reduce the number of "enormous" and "huge" mail items as these will eat into your mailbox size quota (see http://as.exeter.ac.uk/it/email/quota/ ).

# Outlook.7 Junk Mail

You can manage how Outlook flags incoming messages as Junk. Navigate to the "**Home**" tab in Outlook and then click on the dropdown arrow next to the "**Junk**" icon.

Click on "**Junk E-Mail Options**". This will open the Options tab where you can set the level of junk categorising that Outlook can do for you automatically:

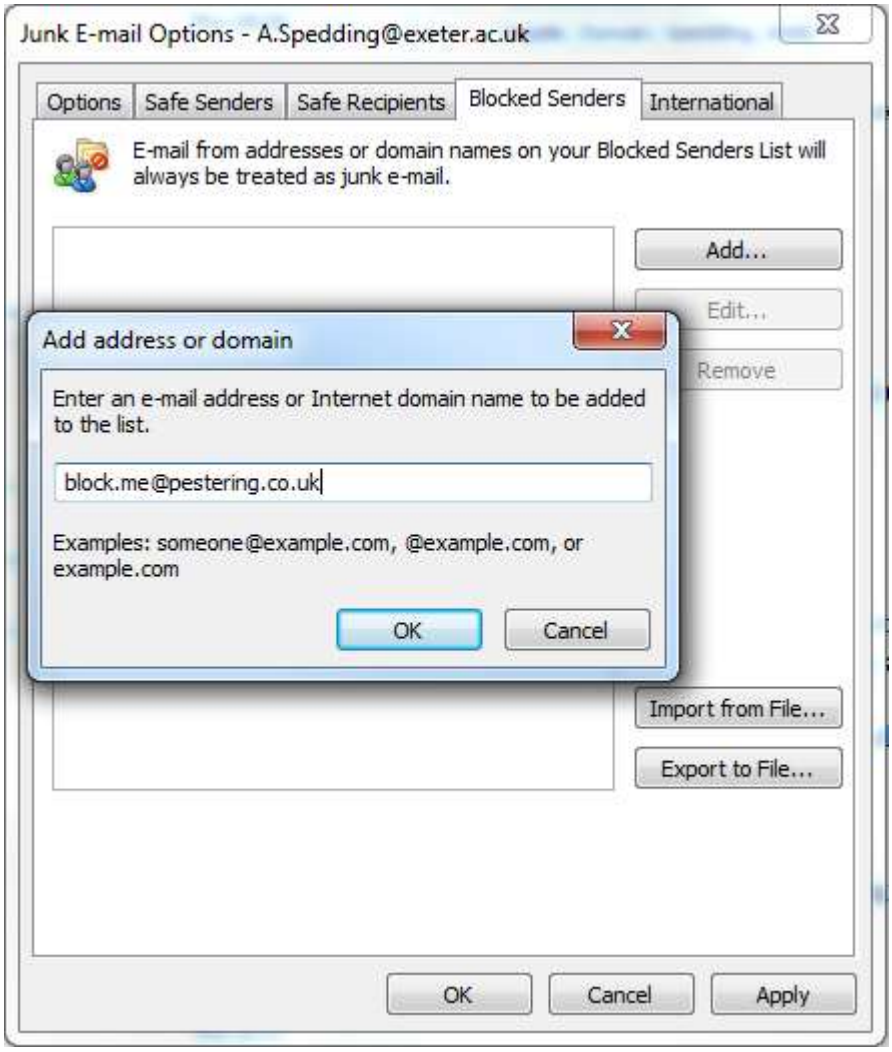



The default options as shown are usually good enough for day-to-day use of University email, but you can make them more stringent if you wish. You will however then need to do more administration of blocking and allowing senders' email addresses.

If you receive a message that is junk email, you can block the sender's email address by highlighting the message in your Inbox, then clicking on the "**Junk**" menu icon, and then clicking on "**Block Sender**"

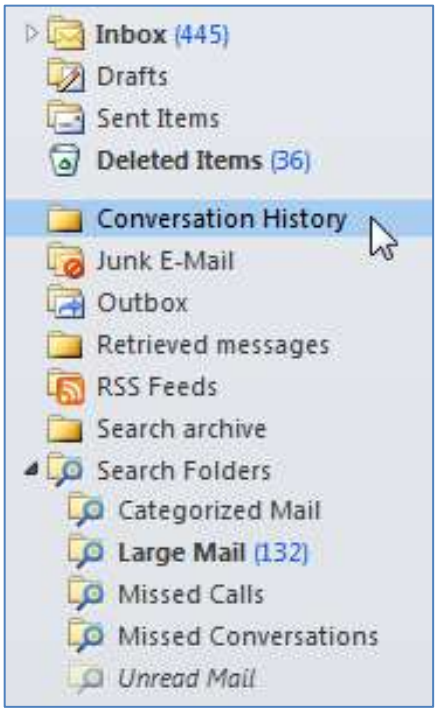
This will add this sender's address to the list of Blocked Senders.

You can also Add, Edit, or Delete other sender's addresses from this list on the "**Blocked Senders**" tab under "**Junk E-Mail Options**", as below:

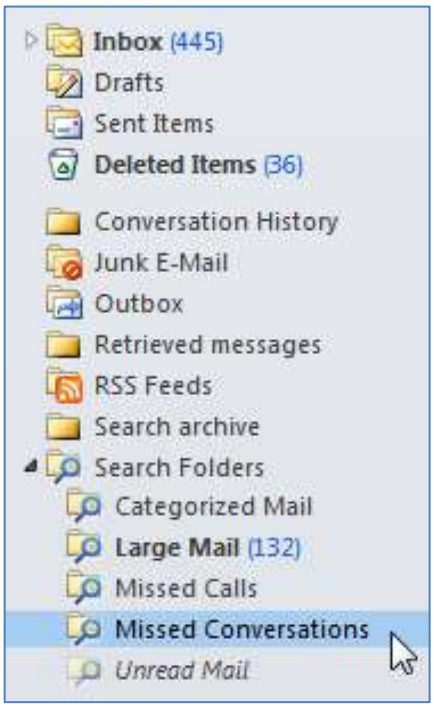


# Outlook.8 Lync Conversation History

If you use Lync for instant messaging it will build up a history of your conversations in the "**Conversation History**" folder




Any missed conversations will also build up in the "**Missed Conversations**" subfolder under Outlook's "**Search**" folders




It is good practice to regularly clear these folders out by deleting all the conversation messages you don't need to keep. Given that Lync conversations are by nature transitory, this will probably mean you can delete all of them.

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