

Outlook – Mailbox Size Reduction Strategies

Outlook folders that count against a user's mailbox size limit include: **Calendar, Contacts, Deleted Items, Drafts, Inbox, Journal, Notes, Outbox, Sent Items, and Tasks.** Folders that do <u>NOT</u> count against a user's mailbox include all **Personal Folders**. Users are encouraged to **delete** old messages and messages with large attachments as a first step towards mailbox reduction. If there is a pressing need to retain old Email messages or messages with large attachments, then use Personal Folders as a means to reduce your mailbox size.

Determining the Size of your Mailbox:

1) **Right click** on **Outlook Today** in the folder list or Outlook Bar and select **Properties**:



2) Click the Folder Size button:

Mailbox - Sabatino, Sue Properties
General Home Page Permissions
Mailbox - Sabatino, Sue
Type: Folder containing Mail Items
Location: Microsoft outlook
Description:
When posting to this folder, use: Post
I♥ Automatically generate Microsoft Exchange News
Ealder Size
OK Cancel Apply Help

3) The Folder Size window will appear. This window shows the **Total Size (Folder + Subfolders)**, as well as the broken down sizes of each individual folder that counts against the overall mailbox size limit:

older Size	<u>? ×</u>
Folder Size for: Mailbo	x - Helpdesk
Folder Size: OK	
Total Size (Fld+SubFld): 1717k	c l
SubFolder Name	Size(Fld/Fld+Sub)
Calendar	60K/60K
Contacts	78K/78K
Contacts Backup	0K/65K
Contacts Backup\Contacts	65K/65K
Deleted Items	1K/1K
Drafts	OK/OK
Inbox	504K/507K
Inbox\Content Submitted	2K/2K
	Close

Mailbox reduction steps should be performed in the following order:

- 1. **Delete** old messages and messages with large attachments from your **Inbox** and **Sent Items.**
- 2. Empty your **Deleted Items** folder.
- 3. Move messages to your **Personal Folders.**

Note: Although your Personal Folders do not count against your mailbox limit, there <u>is</u> a **1.8 GB limit** on the size of your Personal Folders file. Items in your Personal Folders are saved in a file named **mailbox.pst** located on your **I:\drive**.

To view the size of your Personal Folders file, within Windows Explorer, go to your **I:\drive** and look at the file size of the **mailbox.pst** file. The size should not exceed **1887437 KB**:





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Identifying Attachment Size:

1) To identify if a message contains a large attachment, display the size of each message in the Inbox window by right clicking on one of the column headers (i.e., From, Subject, etc), in the Inbox and selecting **Field Chooser**.

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2) From the Field Chooser window, scroll down to the **Size** field, then click and drag the Size field into the Inbox area. The two **red arrows** indicate between which two existing columns the size field will be placed. A common place to put the size field is between the Subject and Received fields:

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3) By clicking on the **Size** field, you will be able to sort messages by size, and identify which Inbox messages have the largest attachments:

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Moving messages to Personal Folders:

1) To move messages to your Personal Folders, you can highlight messages and drag and drop them. Another way to move them is to highlight them, right mouse click them, and choose **Move to Folder:**



2) Select (highlight) the folder in your Personal Folders that you want the messages to be moved to and click **OK:**

