Techniques for Reducing Mailbox Sizes

This document provides instructions on methods to reduce the size of individual mailboxes. Each mailbox within an agency must be less than 200MB before the agency will be transferred to the Idaho Consolidated Services System.

Determining Your Mailbox Size

To see the size of your mailbox, click **Tools** on the Outlook toolbar, **Mailbox Cleanup** on the drop-down menu and then **View Mailbox Size**. This will display the total size as well as the size of each folder including your Calendar, Contacts and Tasks. This should be re-checked the day before conversion to ensure your mailbox size is below 200MB.

Cleaning up

Every time you delete an e-mail message, it goes into the **Deleted Items** folder. This folder can grow quickly if you do not clean it out. Unless there are messages that you are intentionally retaining, this folder can be quickly purged by right-clicking on the **Deleted Items** folder name, selecting **Empty "Deleted Items" Folder** and **Yes**. A permanent method to control the size of this folder is to set it to empty every time you exit Outlook. Click **Options** on the **Tools** menu, click the **Other** tab, check the box **Empty the Deleted Items folder upon exiting** and click **OK**.

Similarly, every time you send an e-mail message, it goes into the **Sent Items** folder. This can also grow quickly if you do not clean it out. Unless there are messages that you are intentionally retaining, it can be purged in the same manner.

Identifying and Reducing Large Messages

All large messages in all your folders can be displayed on one screen. Click **Tools** on the Outlook toolbar and **Mailbox Cleanup.** In the second section of the drop-down menu, you might change the size limit from the default (250 kilobytes) to 500 or 1000 (to shorten your list) and click **Find**. The list will be in descending date order (newest first), so change it to size order by clicking **Size** in the column heading (just above the message list). Scroll to the top of the displayed messages.

If you no longer need a message, right-click it and select **Delete** to remove it. If you would like to retain the message but not the attachment, open the message, right-click the attachment, click **Remove** (in Outlook 2007) or **Clear** (in Outlook 2003) and then re-save the message.

Relocating Messages and/or Attachments

You may have items in your mailbox that are important but not frequently used. The rest of this document explains three techniques to relocate messages and/or their attachments outside your mailbox, and yet continue to access them. Keep in mind, however, that relocated documents will still be subject to public records requests.

You can use any combination of the techniques. Each has different benefits and requirements that will be more appropriate in different situations. Read about each before proceeding.

Saving Attachments outside your Mailbox

Attachments take most of the space in your mailbox (most text-only messages are less than 10KB in size). If you don't need to store large attachments in your mailbox, don't. Often, they are revised, re-sent and multiple variations end up being saved with different messages.

Attachments must be moved individually, so this technique is most useful if you have a relatively small number of large attachments, or only need one version of an attachment.

Attachments can be saved into one or more folders outside your mailbox. This allows you to delete the messages from your mailbox, or re-save them without the attachments. The folders (and sub-folders) can be organized however you like, perhaps relating to projects, organizations or time periods. This makes retrieving your attachments easier later on. They will be accessible through the **Open** command in the creating program (Excel, Word, etc.) and also through **My Documents** in the Windows Start Menu.

The first step is to identify or create a storage location on your hard drive or on a server that meets your and your agency's needs for privacy/sharing, security and back-up. Unless your agency has a policy against creating files on your hard drive, the simplest method is to click **My Documents** in the **start** menu (in the bottom left corner of your screen), click **File**, **New** and **Folder**. A folder icon will appear on your screen with **New Folders** in blue. Type a name and hit the **Enter** key. By default, this folder will not be available to others. If you would like to change this, right-click the folder, click **Properties**, the **Sharing** tab, **Share this folder** and **OK**.

If this folder is on your hard drive, backing it up will be your responsibility. You should do so immediately after moving your attachments, and frequently (perhaps weekly) thereafter. To back-up, place a DVD or CD that you want to use for back-up in a write-capable drive, click **My Documents** in the **start** menu, the folder, **Edit**, **Copy to folder,** your DVD or CD and **Copy**.

For each attachment you want to move, open its e-mail message, right click the attachment, left click **Save As**, select the location at the top of the dialogue box and click **Save**. You can then delete the message (if you don't need it anymore), or you can right-click the attachment, click **Remove** (in Outlook 2007) or **Clear** (in Outlook 2003) and then re-save the message without the attachment (if you want a record of the correspondence).

Using Personal Folders

Using Personal Folders is similar to **Saving Attachments outside your Mailbox**, except that the e-mail messages are moved with the attachments and are opened with Outlook. A Personal Folder file is created outside your mailbox and can contain sub-folders organized however you like, so you can group related email messages together. If you have already created sub-folders within your mailbox, they can be easily moved, quickly reducing your mailbox size. Otherwise, messages must be moved individually, so this technique would be most useful with a small number of large messages.

If you want to create a Personal Folder, start by pointing to **New** on the **File** menu (in Outlook 2007) or clicking the down arrow next to **New** on the line under the toolbar (in Outlook 2003). Click **Outlook Data File**, select **Office Outlook Personal Folders File (pst.)** and click **OK**. Click **OK** again to accept the default name ("Personal Folders") and location (the "Outlook" folder on your hard drive. If your agency has a policy against creating files on your hard drive, you can change the location by clicking the down arrow to the right of **Outlook** in the box at top and selecting a location on one of your agency's servers. In Outlook 2003, you can choose between **No Encryption**, **Compressible Encryption** and **High Encryption**. If you want to protect your file by setting a password, type the same one in the **Password** and **Verify Password** boxes. Click **OK** and your new folder will appear at the bottom of your Folder List.

If you would like to create one or more sub-folders, right-click **Personal Folders** (or the name you entered above) in the **Folder List**, click **New Folder**, type a name and click **OK**.

If you have created sub-folders in your mailbox, an entire folder can be moved by dragging it into **Personal Folders**. Similarly, individual messages can be moved either by dragging the message header to the desired folder or right-clicking the message, clicking **Move to folder** and the desired folder. All moved messages will be accessible through Outlook by opening your **Personal Folder** at the bottom of your **Folder List**.

If your Personal Folder is on your hard drive, back-up will be your responsibility. You should do so immediately after moving your messages, and frequently (perhaps weekly) thereafter. To back-up, place a DVD or CD that you want to use for back-up in a write-capable drive, click **File**, **Import and Export**, **Export to a file**, **Next**, **Personal Folder File (.pst)**, **Next**, **Personal Folders** (or the name you entered), **Include subfolders**, **Next,** use the **Browse** command to select your DVD or CD and click **OK**.

Although Personal Folders are outside your mailbox, they still require storage space. This can be reduced by compacting periodically, perhaps twice per month. Right-click **Personal Folders** (or the name you entered), click **Properties for**, the **General tab**, **Advanced** and **Compact Now**.

Archiving

Archiving moves all messages (with their attachments) older than a date you select but regardless of size, into a folder outside your mailbox. This is the quickest method of reducing your mailbox and is particularly useful if you have a large number of small messages.

Start by clicking **Archive** in the **File** menu. In the dialogue box, select the button **Archive this folder and all sub-folders** and then click either **Mailbox** at the top of the list (to archive all folders) or click an individual folder. Next, select a cut-off date in the box next to **Archive items**

older than. Archiving can be done progressively, so you could start with a date such as 7/1/08. Click **OK** to accept the default name and location, and the folders you selected will be created within **Archive Folders** at the bottom of your **Folder List**. If your agency has a policy against creating files on your hard drive, you can change the location by clicking **Browse** and selecting a location on one of your agency's servers. If this does not reduce your mailbox sufficiently, you re-archive with a more recent date.

If your Archive Folder is on your hard drive, back-up will be your responsibility. You should do so immediately after moving your messages, and frequently (perhaps weekly) thereafter. Follow the same back-up and compacting procedures as described above for Personal Folders.