

Tips to Free Space in Your Email Account

UMAIL (Outlook Web Access)

- Tip #1. Delete large messages or messages with attachments (first save any attachments you want to keep). To see if messages have attachments, click on the **Paperclip** column heading.
- Tip #2. To quickly identify large messages to delete, click the **Size** column heading to sort the messages by size. For further instructions, see:
<http://its.union.edu/documentation/acad/UmailSizeCheck.pdf>
- Tip #3. Make sure your Deleted Items folder is empty. Messages you've recently deleted are in the Deleted Items folder, but haven't yet been removed from the mail server. If you use Internet Explorer (on a PC), right-click on the Deleted Items folder and select **Empty Deleted Items**. If you use other browsers (Firefox or Safari, for example), click the **Empty Deleted Items Folder** icon while in your OWA Inbox. This icon looks like the **Recycle Bin** on a Windows desktop and is located near the top of your Inbox window, to the right of the **Messages** drop-down menu
- Tip #4. Make sure your Junk E-mail mailbox is empty. Be sure to empty the Deleted Items folder **after** emptying Junk E-mail.

Outlook

- Tip #1. Delete large messages or messages with attachments (first save any attachments you want to keep). To see if messages have attachments, click on the **Paperclip** column heading.
- Tip #2. To see the size of each message, choose click the **Size** column heading to sort the messages by size; you may need to click twice to have largest messages at top.
- Tip #3. Make sure your Deleted Items mailbox is empty. Messages you've recently deleted are in Deleted Items, but haven't yet been removed from the mail server. Right-click on the Deleted Items folder and select **Empty "Deleted Items" Folders**
- Tip #4. Make sure your Junk E-mail mailbox is empty. Right-click on it and select **Empty "Junk E-mail" Folder**.
- Tip #5. Move some of your messages from the server to mailboxes on your computer. Choose **File > New > Outlook Data File**, then choose **Office Outlook Personal Folders File (.pst)** from the dialog that appears. Select the directory where you want to put the mailbox (**My Documents\Outlook** is a good suggestion) and select a name for it. A mailbox with a plus (+) sign next to it will appear below your Exchange mailbox. Right-click on the new mailbox and select **New Folder**. Enter a name for the folder and click **OK**. Next, click your Inbox, select the messages you want to put in the new mailbox, and drag them to the new mailbox you created. The messages are copied from the mail server to your hard disk and then deleted from the server.
- Tip #6. Once you have downloaded attachments from email you have a copy of the attachments on your computer. To make more space available on the server, you can remove the attachments from the message on the server. Open a message with attachments you want to remove. Right-click on the message and choose **Remove**.
- Tip #7. Move older messages in your Sent Items mailbox to a mailbox on your computer if you wish to keep them. If you don't already have a local mailbox, create one (see tip #5 above).

Create a folder in the local mailbox; name it something like “Old Sent Mail” so that you know that it contains older sent mail messages. Click the Sent Items folder on the server, select the messages you want to move and drag them to the “Old Sent Mail” folder that you created.

Mac Mail

- Tip #1. Delete large messages or messages with attachments (first save any attachments you want to keep). To see if messages have attachments, choose **View > Columns > Attachments**. Then, click the column with the **Paperclip** icon to sort the messages by those with attachments.
- Tip #2. To see the size of each message, choose **View > Columns > Size**. To quickly identify large messages to delete, click the **Size** column heading to sort the messages by size.
- Tip #3. Make sure your **Trash** mailbox is empty. Messages you've recently deleted are in the **Trash** mailbox, but haven't yet been removed from the mail server. Choose **Mailbox > Erase Deleted Messages** and then select your Exchange account to remove the messages.
- Tip #4. Make sure your Junk E-mail mailbox is empty.
- Tip #5. Move some of your messages from the server to mailboxes on your computer. Choose **Mailbox > New Mailbox**, then choose **On My Mac** from the **Location** pop-up menu in the dialog that appears. Name the mailbox. Next, click your Inbox, select the messages you want to put in the new mailbox, and drag them to the new mailbox you created. The messages are copied from the mail server to your hard disk and then deleted from the server.
- Tip #6. Once you have downloaded attachments from email messages you have a copy of the attachments on your computer. To make more space available on the server, you can remove the attachments from the server. Select a message with attachments you want to remove and choose **Message > Remove Attachments**.

Entourage

- Tip #1. Delete large messages or messages with attachments (first save any attachments you want to keep). To see if messages have attachments, choose **View > Columns > Attachments**. Then, click the column with the **Paperclip** icon to sort the messages by those with attachments.
- Tip #2. To see the size of each message, choose **View > Columns > Size**. To quickly identify large messages to delete, click the **Size** column heading to sort the messages by size.
- Tip #3. Make sure your Deleted Items mailbox is empty. Messages you've recently deleted are in the Deleted Items mailbox, but haven't yet been removed from the mail server. Choose **Tools > Run Schedule > Empty Deleted Items Folder** to remove the messages.
- Tip #4. Make sure your Junk E-mail mailbox is empty. Be sure to empty the Deleted Items folder after emptying Junk E-mail.
- Tip #5. Move some of your messages from the server to mailbox folders on your computer. Choose **File > New Folder**. Name the mailbox folder (be sure to select **Mail Folder** for Type) and select **Folders on My Computer** for the location of the folder. Next, click your Inbox and select the message(s) you want to put in the new mailbox. Choose **Message > Move To**

and select the new mailbox folder you have just created. The messages are copied from the mail server to your hard disk and then deleted from the server.

Tip #6. Once you have downloaded attachments from email messages you have a copy of the attachments on your computer. To make more space available on the server, you can remove the attachments from the server. Select a message with attachments you want to remove and choose **Message > Remove All Attachments**.