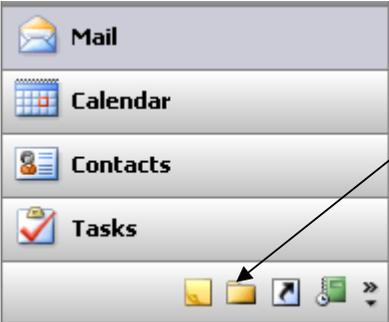


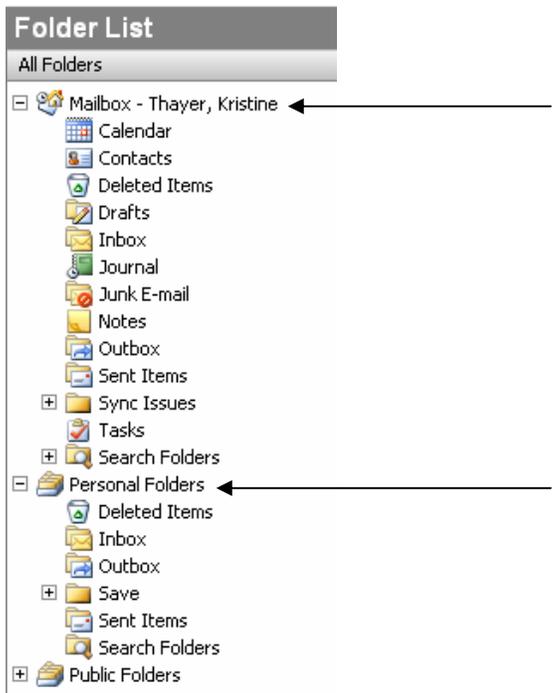
When Outlook Mailbox Exceeds Storage Limit

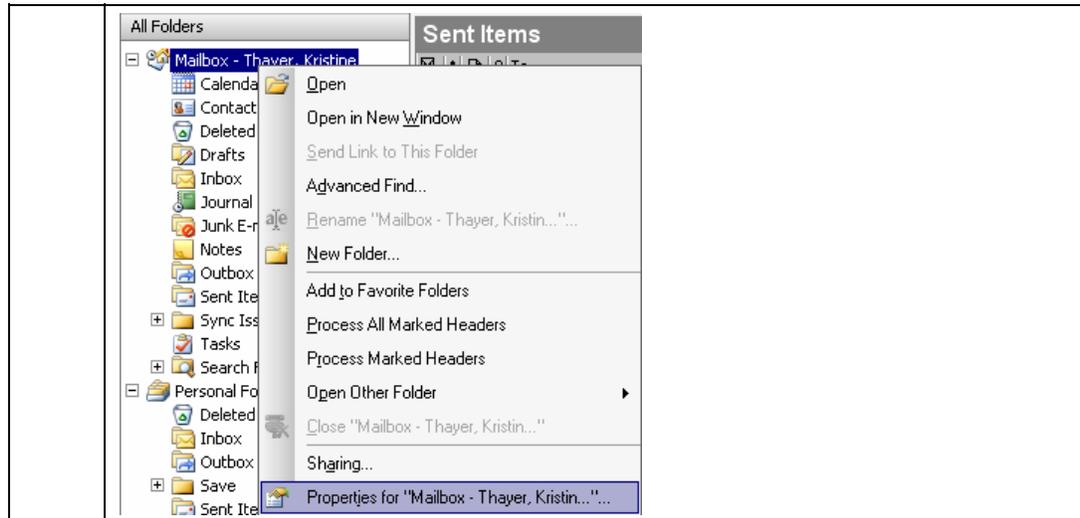
If you have ever received a message from your System Administrator telling you that your mailbox has exceeded the allowed user limit, then this job aid is for you. When your Mailbox contains 80 Megs worth of messages, you will get a warning from the System Administrator that you're close to exceeding your total allotment of storage. When your Mailbox reaches 100 MB, you will not be able to send or receive any more email until you clean out the mailbox (deleting or moving messages from this location).

How big is My Mailbox Your Personal folder (the Messages.pst file stored on your U: Drive) is not at issue here as there currently is no limitation on the size for this file. A practical size limit is recommended however, because .pst files can become unstable.

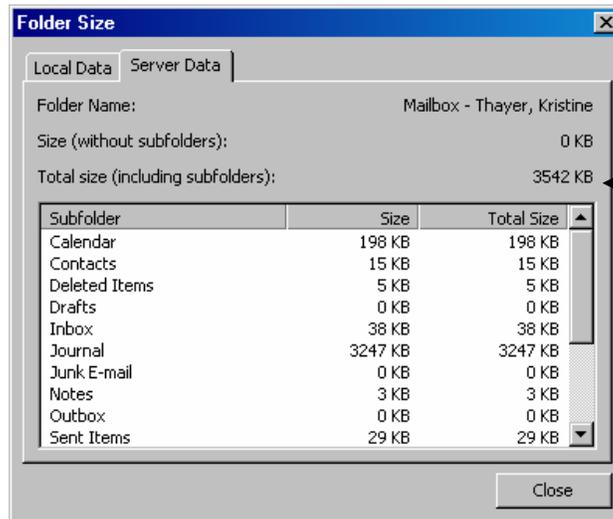
We are most concerned with your Mailbox sitting on the Exchange server and this job aid will provide suggestions for keeping the Mailbox cleaned out so as not to get so full that you can't receive or send further emails.

Step	Action
1.	<p>Open Microsoft Outlook 2003 Click the Start button >> Programs >> Microsoft Office >> Microsoft Office Outlook 2003 OR Double click on the Microsoft Office Outlook 2003 Icon on your desktop.</p> 
2.	<p>Identify your Exchange Server Mailbox On the left side of the screen is a Panel that displays a listing of all the features found in MS Outlook (i.e. Mail, Calendar, Contacts, Tasks, and Notes etc.) On the bottom section of this panel click on the Folder List icon </p> 
3.	<p>Exchange Server Features/Tools This Folder List view will display all of the features that are located on the server. The first listing header under All Folders is the Mailbox located on the Exchange server. It is listed as Mailbox – Last, First (should display your name)</p>

	 <p>The screenshot shows the Outlook Folder List. At the top is 'All Folders'. Below it is 'Mailbox - Thayer, Kristine' with an arrow pointing to it from the text 'Mailbox on Exchange Server'. Under this mailbox are folders: Calendar, Contacts, Deleted Items, Drafts, Inbox, Journal, Junk E-mail, Notes, Outbox, Sent Items, Sync Issues, Tasks, and Search Folders. Below that is 'Personal Folders' with an arrow pointing to it from the text 'Messages.pst folder stored on your U: Drive'. Under Personal Folders are: Deleted Items, Inbox, Outbox, Save, Sent Items, and Search Folders. At the bottom is 'Public Folders'.</p> <p>Mailbox on Exchange Server</p> <p>Messages.pst folder stored on your U: Drive</p> <p>Within the Mailbox on the server you'll find the following features/ tools (those that accumulate a lot of messages and need cleaning out regularly are bold):</p> <p>Calendar, Contacts, Deleted Items, Drafts, Inbox, Journal, Junk E-mail, Notes, Outbox, Sent Items, Sync Issues, Tasks, Search Folders.</p> <p>This Mailbox is an online storage account that can be compared to a Post Office where all mail is collected at the initial stage of delivery. It resides on the exchange server first and each email user is limited to 100 MB worth of email storage. You will not be able to send or receive e-mail if you exceed this amount of storage usage on the server.</p> <p>Once you have received any email message and have responded or taken appropriate action, you should move the message to your Personal Folders (where it has been fully delivered to you and in your full control for storage and archiving). Moving messages to your Personal Folders completely removes them from residing on the server.</p>
4.	<p>Find the Size of your Mailbox</p> <p>Right click on the heading Mailbox - Last, First in the Folder List window.</p> <p>Select Properties for "Mailbox – Last, First"...</p>



5. Select the **General** tab
 Click on the button **Folder size...** found in the lower left hand corner.
 Select the **Server Data** tab



Total storage used by this account

This Folder Size – Server Data window provides all of the details for which folders are using up the most storage space on the server. This will give you an idea of which folders you need to clear out and either delete or move messages to your Personal Folders to get your Mailbox size well below the 100 MB limit.

In this window look at the **Total Size (including all subfolders)** which tells you the total amount of storage being used by your account.

6. **Folders to Clean Out**
 The two folders most commonly known to cause this problem (besides your Inbox) is the **Deleted Items** folder and the **Sent Items** folder. In order to clean out these folders and minimize your current storage usage, you should select all the items in each of these folders and either:
1. Delete OR
 2. Move to Personal Folders.

Delete Items no Longer Needed

In order to delete a message from any folder in your Mailbox, Select the message (click on the message row) and Delete it (there are many ways to delete)

To Delete either:

1. Click the **X** in the toolbar at the top of the screen
2. Press the **Del key** on your keyboard, OR
3. Right click on the message, select **Delete**

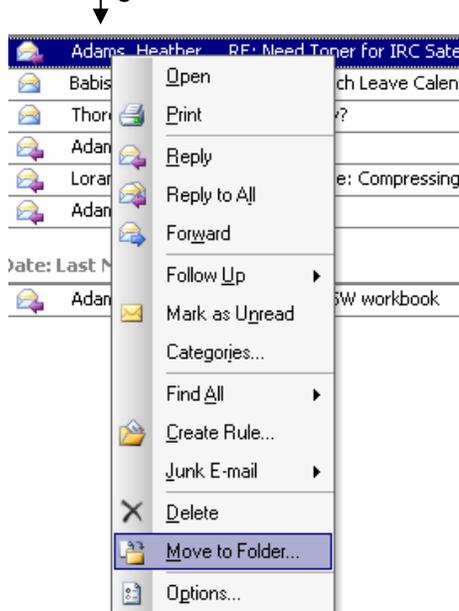
7. Move Items you Want to Store and Archive

Make sure you have created a specific folder to store your message (based on its content or who it was from etc.)

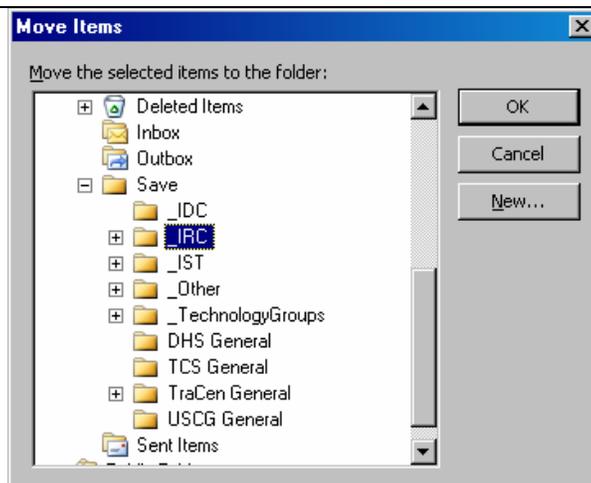
To create a new folder in Personal Folders, right click on Personal Folders, select **New Folder...**, type in the **Name** for the folder, click **OK**.

To move a message to your specified folder, **select** it, then either:

1. Drag and drop to the folder in your Personal Folders OR if you're uncomfortable dragging and dropping then...
2. a. Right click and select **Move to Folder...**



- b. Select the folder you want to move it to in the **Move Items** window.



c. Click **OK** button (the item will automatically move and will now be located in the folder you selected to move the message to).