

How to reduce your mailbox size by email deletion

Delete your Deleted Items (remember, anything in Deleted Items still counts as email space).

1. Go to your “Deleted Items”, right-click it and select “Empty Trash”.
2. This can also be done in Outlook Webaccess (if using Internet Explorer).
3. One other method: in the full Outlook on your office computer, go to Tools/MailboxCleanup and in the Delete Items section, click on the “Empty” button.

Delete large emails using the Mailbox Cleanup tool.

1. In the main Outlook screen, go to Tools/Mailbox Cleanup.
2. Check off “Find items larger than” and change the value to, for example, 1000 kB in order to find emails larger than 1 MB in size.
3. A new window pops up and starts searching for emails according to your criteria.
4. IMPORTANT: in order to easily see all the columns in the search window, you should maximize the search window (or at least drag it to be larger).
5. You should see From, Subject, Received Date, Size and “In Folder”. “In Folder” tells you whether you have moved the email to a special folder to save it (so you will have to decide whether to delete it or not).
6. You can also click on the Size column to sort largest-to-smallest or smallest-to-largest. This is helpful in finding the largest emails which, if deleted, will free up space in your mailbox in the fastest manner.
7. IMPORTANT: any email deleted from this screen will immediately show in “In Folder” as being in Deleted Items. Therefore you can either hit the Delete key to permanently delete it (out of Deleted Items) or you can wait until you are finished deleting and then empty your Deleted Items just once at the end (for how to do this, see the instructions at the top of this page).