

Your mailbox is over its size limit – What Now?

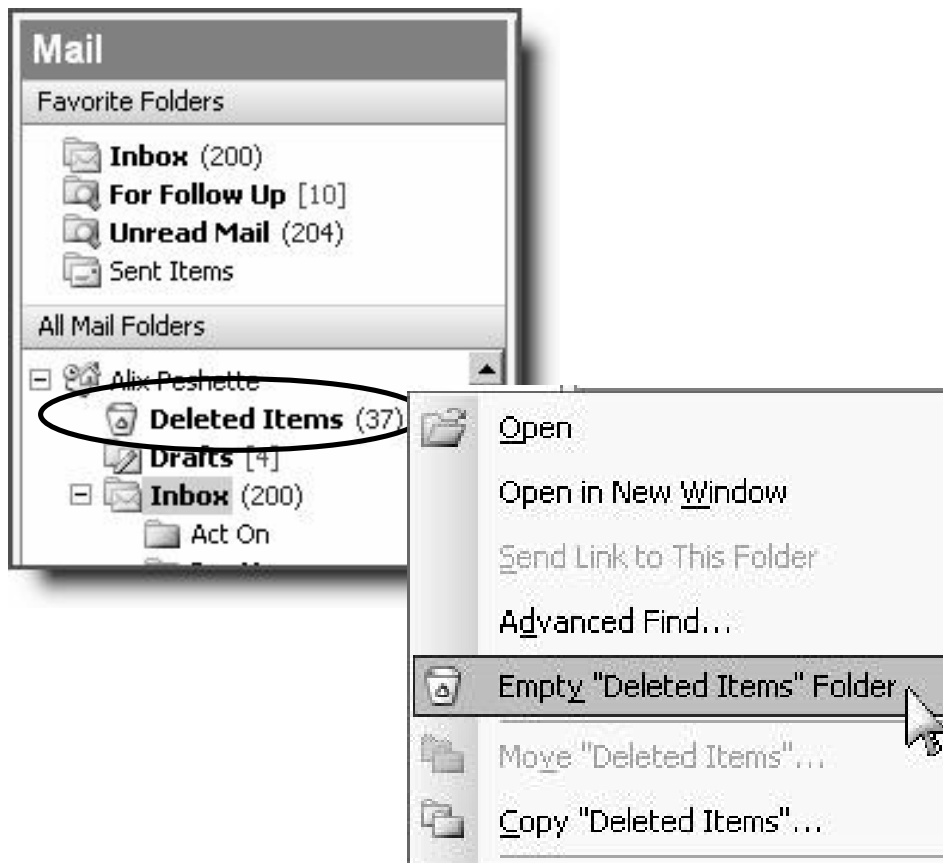
What can make your mailbox be over its size limit?

- Email in the **Inbox** and subfolders
- Email in the **Sent Items** folder
- Email in the **Deleted Items** folder

Where to Start

1. Empty the Deleted Items Folder – Outlook 2003

- Look for the **Deleted Items** folder in the navigation pane on the left
- **Right-click** on **Deleted Items** to drop down a menu
- **Left-click** on **Empty “Deleted Items” Folder**



Empty the Deleted Items Folder – Outlook 2000

- Look for the **Deleted Items folder** in the Shortcut Bar on the left
- **Right-click** on **Deleted Items** to drop down a menu
- **Left-click** on **Empty “Deleted Items” Folder**

OR

- Go to **View, Folder List**
- **Right-click** on **Deleted Items** to drop down a menu
- **Left-click** on **Empty “Deleted Items” Folder**



2. Deleting Email with Attachments

- Attachments such as images, PowerPoint presentations and Excel spreadsheets can add megabytes to the total mailbox size
- **Right-click** on the attachment icon in the email
- Left-click on **Save as...**
- Navigate to a folder in which to save the attachment
- Click **OK**
- **Delete the email**

Finding Emails with Attachments – Outlook 2003 only

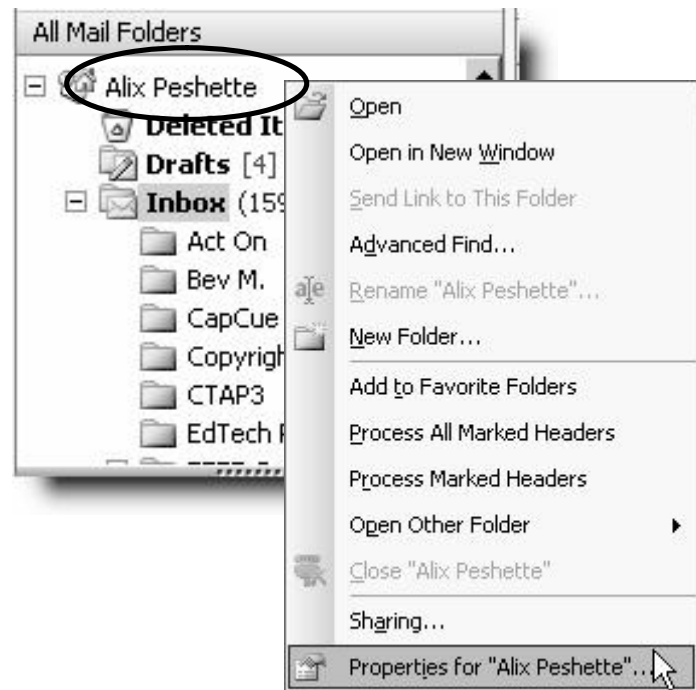
- Go to **View, Arrange by, Attachment**
- Emails with attachments will be listed at the top of the **Inbox**

3. Deleting Sent Items

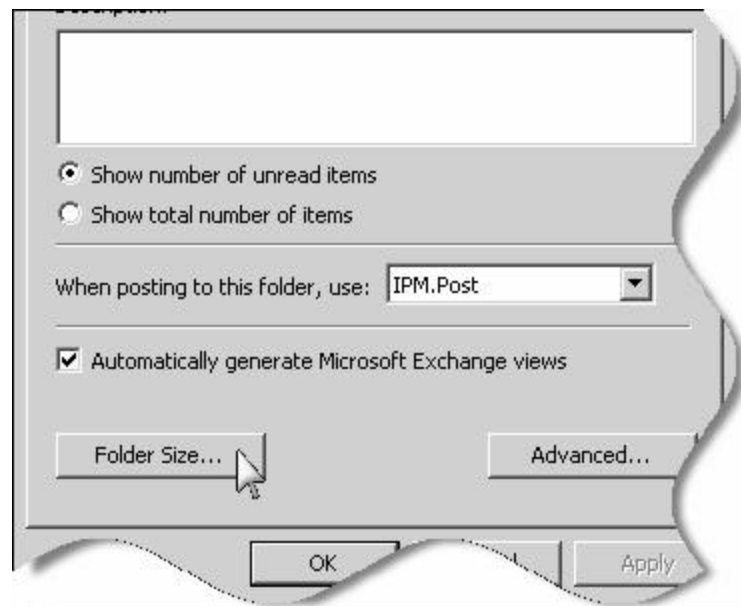
- **Left-click** on the **Sent Items icon** in the left navigation pane or folder list
- To delete all items, **left-click** on the first email,
- Hold down the **SHIFT key** and left-click on the last email to select everything
- **Right-click** in the **highlighted area** and select **Delete**

4. Checking the Size of Your Mailbox

- Right-click on the **your name** in the navigation pane on the left
- Go to **Properties** and left-click

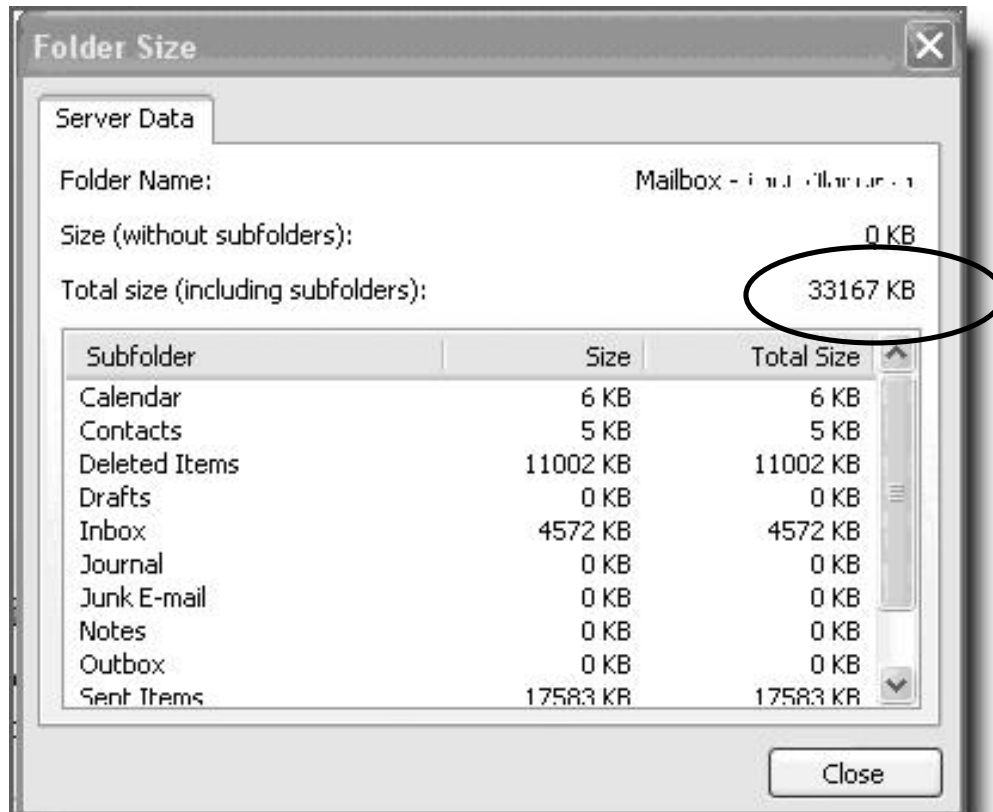


- Click the **Folder Size** button at the lower left



Folder Size

- Scroll down to look at **Inbox**, **Sent Items** and **Deleted Items** sizes
- Your Mail limit is 50 megabytes
- Look at the **Total Size**, eliminate the last three digits to see megabyte size



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