

DELETING EMAIL

Remember to delete these items:

When you send an e-mail, a copy of it is saved in your *Sent Items* folder. Don't forget to delete these Sent items from time to time.

When you delete an e-mail it only gets moved to your *Deleted Items* folder. Don't forget to empty your *Deleted Items* folder.

To delete a lot of messages at a time:

Click to select the first message you want to delete

Hold down the Shift key, and select the last message you want to delete. This will select all the mail in between the two. Release the Shift key. Press the Delete key.

Note: This will not work in Web Access if using a Mac

Empty Deleted items all at once:

Manually: Right-click the **Deleted Items** folder and click **Empty "Deleted Items" Folder** on the shortcut menu

Automatically: On the **File** menu, click **Info**, and click the **Mailbox Cleanup** tab. Under **Cleanup Tools**, check **Empty the Deleted Items folder**. This will empty your Deleted items folder.

Note: You should receive a notification before everything is deleted asking you to verify.

Recover items you've deleted:

After you delete an item from your Deleted Items folder it is permanently deleted. However, for a limited time - approximately 7 days - you can recover a deleted item if you change your mind about deleting it. However, if you have used the Shift-Delete option to permanently delete your email, it CANNOT be recovered.

From on campus Outlook:

Select the Deleted items folder




On the Folder menu, select Recover Deleted Items...

In the Recover Deleted Items dialog box, select the item you want to recover. Hold down CTRL or SHIFT to select multiple items.

Note: If the item you want to recover isn't there, it's likely that the recovery time has expired for that item.

To return the selected items to your Deleted Items folder, click **Recover Selected Items** button on the toolbar, or click the **Delete** button to permanently destroy the items.

From Web Access: (Adapted from Microsoft help.outlook.com)

Right-click the Deleted Items folder in the Navigation Pane. Click **Recover Deleted Items**. Select the item you want to recover by clicking it in the **Recover Deleted Items** list. Click  to recover the item or  to purge the item. If you clicked , select the folder you want to recover the item to and click **Recover**.