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Server Space

Each employee has a dedicated 650 MB of server space for their Outlook Account. As messages move to the Mimosa archive area, they are then housed on a different server.

Check your mailbox size

There are posted instructions near the top of the Outlook Web Support page to show how to check your mailbox size. There are slightly different methods dependent if you are using the full desktop version of Outlook or the Webmail version. View the section on the support page called “Check Your Mailbox Size.”

Tips to clear up space in folders

- **Deleted Items Folder**— By default, Outlook is set to permanently delete items in the deleted items folder upon exiting Outlook. This helps to clear space in the deleted items folder. To change this setting, click on Tools-Options-Other. Clear the checkmark in “Empty Deleted Items upon exiting.” To manually delete items, right click on the Deleted Items folder and choose Empty Deleted Items Folder. It is wise to keep this folder cleared out as much as possible to save space. *(If using webmail, deleted items settings can be found under Options – Deleted Items.)*

- **Sent Items Folder**— The sent items folder contains a copy of every email message you send. To delete items just click on the Sent Items folder and delete as desired.

- **Junk email Folder**— Look at your junk email folder regularly to make sure you see legitimate email that you would want to view. If you wish to move items in your junk email to your inbox, just click on that line entry and drag it to your Inbox folder. *Empty items in junk email folder by right mouse clicking on the junk email folder and chose “Empty junk email.”*
Recovering deleted items
If you accidentally permanently delete something from the deleted items folder that you intended to keep, there is help! For a limited time (up to 7 days after deletion) you may recover items you permanently deleted (from your deleted items folder). Click on the Deleted Items folder. Click on Tools. Choose Recover Deleted Items. Highlight the item you want to recover and use the icon to recover them. (The item will be moved back into your Deleted Items folder. You may then move it somewhere else if you so desire.)
  • If using Webmail, click Options – Deleted Items to recover items.

Use Search Folders to Find and Delete Large Attachments
Large attachments affect total mailbox size. To search for large attachments easily, right click the folder called Search Folders – choose New Search Folder. Then choose the option under Organizing Mail called “large mail.” This creates a folder and shows you all large mail items. Delete what you can to clear out space.

Be Careful When Sending Large Attachments
There are attachment size limitations. Please use care when emailing attachments. Be especially careful if emailing photos. Some tips are provided in the Attachment Size Limitations tutorial.