

# Manage Your Mailbox

## Conversion information

1 megabyte (MB) = 1,024 kilobytes (KB)

1 gigabyte (GB) = 1,024 megabytes (MB) = 1,048,576 kilobytes (KB)

## Use Mailbox Cleanup

On the **Tools** menu, click **Mailbox Cleanup**.

You can do any of the following from this one location:

View the size of your mailbox

Find items older than a certain date

Find items that are larger than a certain size

View the size of your **Deleted Items** folder

Empty your **Deleted Items** folder

## Find mailbox size from the Folder List

1. In the Navigation Pane, click **Folder List** (or press CTRL+6). You'll see that the top of the Navigation Pane changes to show Folder List.
2. Scroll the Navigation Pane so that you can see the items below the list of folders. Click **Folder Sizes**.
3. In the **Folder Size** dialog box, notice the **Total size** entry at the top. That's the size of your mailbox.

If you have a **Server Data** tab, you may notice the Mailbox size listed there. If there's a difference between the number on the **Local Data** tab and the **Server Data** tab, don't worry. The difference occurs because your server (Microsoft Exchange, for example) and Outlook store information differently.

4. Click **Close** to close the **Folder Size** dialog box.
5. In the Navigation Pane, click **Mail** to switch back to that view (or press CTRL+1).

## Empty Deleted Items

You can specify when and how you want your **Deleted Items** folder tidied up: You can tidy up automatically every time you exit Outlook, or you can do it manually whenever you like.

**Tidy automatically** Click **Options** on the **Tools** menu in the main Outlook window. On the **Other** tab, select the **Empty the Deleted Items folder upon exiting** check box. Your mailbox will be trimmer in no time.

**Tidy manually** If you prefer to have more control over when items are dumped from **Deleted Items**, you can empty the folder anytime you like: Right-click the **Deleted Items** folder, and click **Empty Deleted Items**.

## Personal Folders

You'll be the one to create the local folders and subfolders, and you'll put the messages there. You move messages by dragging them, by using menu commands, or by creating your own rules. The advantage? Because you do the moving, you can organize your messages however you like.

## Archive Folders

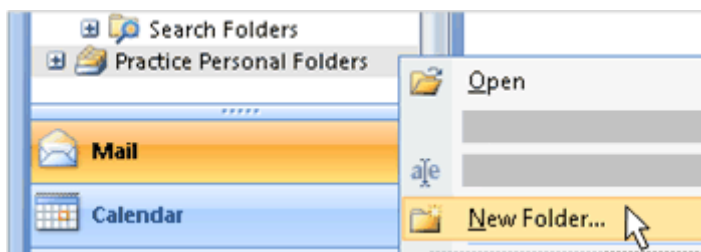
In a typical installation of Outlook, AutoArchive is on by default. That means that once you give Outlook the go-ahead by clicking **Yes** in the "Would you like to AutoArchive your old items now?" message, AutoArchive just does its thing.

## Archive and Personal Folders Comparison Table

	Archive	Personal Folders
Who moves messages?	Outlook does the moving	You do the moving
Default folder name in Outlook Navigation Pane	Archive Folders	Personal Folders
Default file name	Archive.pst	Personal Folders.pst
How are subfolders created	Automatically, depending on folders and messages in your Mailbox	You create the subfolders

## Create a subfolder in your Personal Folders

1. Right-click the **Personal Folders** folder, and click **New Folder** (or press CTRL+SHIFT+E).



2. In the **Create New Folder** dialog box, type the name for your subfolder.
3. Under **Select where to place this folder**, verify that your personal folder is selected, and then click **OK**.

## Move a message to Personal Folders

### Move by dragging

Select the message, and then drag it to the subfolder.

### Move by right-clicking

Right-click the message, and click **Move to Folder**. In the **Move Items** dialog box, locate the folder that you want to move to, and click **OK**.

### Move by using the Move to Folder button

Double-click the message to open it. On the **Message** tab, in the **Actions** group, click **Move to Folder**, and select the folder that you want to move to.

You also can move messages by using rules. For more information about that, see the link under "See also" at the top of this page.

## Delete the practice files from your computer

1. If you haven't already closed the files from Outlook, do that first. Here's how:

From Outlook, right-click the file in the Navigation Pane and click **Close**. For example, right-click **Backup Practice** and click **Close "Backup Practice..."** on the shortcut menu.

2. Exit Outlook.
3. Using Windows Explorer, locate the files on your computer.

The files should be located here: \My Documents\My Practice Files\Outlook (or, if you are using Windows Vista, look in the folder you saved the file to; for example, look in **Downloads**).

4. Right-click the file that you want to delete, and click **Delete**.

For more information about locating PST files on your computer, see the last course in this series. (We've included a link at the top of this Quick Reference Card.)

## Export messages to a file

This course series is mainly about actions you can take to reduce the size of your mailbox. Sometimes, though, your goal may be to make a backup copy (that is, you want to leave the messages where they are and make copies of them). You can do that by *exporting* messages to a PST file. Remember, this action won't reduce mailbox size because copying doesn't move anything out of your mailbox.

1. On the **File** menu, click **Import and Export**.
2. In the Import and Export Wizard, under **Choose an action to perform**, select **Export to a file** and click **Next**.
3. In the **Export to a file** dialog box, under **Create a file of type**, select **Personal folder file (.pst)** and click **Next**.
4. Under the words "Select the folder to export from," select the folder or folders that contain the messages that you want to export.
5. Click **Next**.
6. Under **Save exported file as**, click **Browse** and select the PST file that you want to export the messages to.

**Note** If you don't have a PST file already created that you want to export to, you can type a new name in the **File name** box, and Outlook will create a PST file for you when you click **Finish**. For example, you could type **My Backup**.

7. Under **Options**, verify that **Replace duplicates with items exported** is selected.

If you were to export messages to the same PST file on another occasion, these options would allow you to control how duplicates are handled.

8. Click **Finish** to start the export. (If you have a lot of messages to export, this step may take a while.)

**Note** If in step 6 you typed a name to create a new file, you'll be prompted with the **Create Microsoft Personal Folders** dialog box. In the **Name** box, type a name (for example, type **My Backup**) and click **OK**.

To see the copied messages, you'll need to open the PST file from within Outlook. Here's how to do that:

1. On the **File** menu, point to **Open**, and then click **Outlook Data File**.
2. In the **Open Outlook Data File** dialog box, locate the PST file that you created in steps 1-8 above, click to select it, and then click **OK** to open it.

**Note** If you see an **Open** button rather than an **OK** button, click **Open** to open the folder, select the file, and then click **OK**.

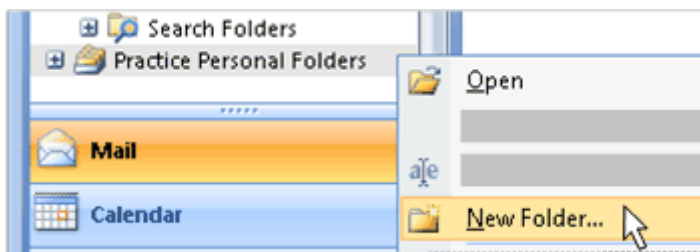
The focus will shift to the new folder, and the main Outlook window will be empty.

3. To see the copied messages, select the plus sign next to the folder in the Navigation Pane and click the subfolders folder in that folder.

For more information about opening and closing PST files, see the last course in this series. We've included a link to that under "See also" at the top of this page.

## Create a subfolder in your Personal Folders

1. Right-click the **Personal Folders** folder, and click **New Folder** (or press CTRL+SHIFT+E).



2. In the **Create New Folder** dialog box, type the name for your subfolder.
3. Under **Select where to place this folder**, verify that your personal folder is selected, and then click **OK**.

## Move a message to Personal Folders

### Move by dragging

Select the message, and then drag it to the subfolder.

### Move by right-clicking

Right-click the message, and click **Move to Folder**. In the **Move Items** dialog box, locate the folder that you want to move to, and click **OK**.

### Move by using the Move to Folder button

Double-click the message to open it. On the **Message** tab, in the **Actions** group, click **Move to Folder**, and select the folder that you want to move to.

You also can move messages by using rules. For more information about that, see the link under "See also" at the top of this page.

## Delete the practice files from your computer

1. If you haven't already closed the files from Outlook, do that first. Here's how:

From Outlook, right-click the file in the Navigation Pane and click **Close**. For example, right-click **Backup Practice** and click **Close "Backup Practice..."** on the shortcut menu.

2. Exit Outlook.
3. Using Windows Explorer, locate the files on your computer.

The files should be located here: \My Documents\My Practice Files\Outlook (or, if you are using Windows Vista, look in the folder you saved the file to; for example, look in **Downloads**).

4. Right-click the file that you want to delete, and click **Delete**.

For more information about locating PST files on your computer, see the last course in this series. (We've included a link at the top of this Quick Reference Card.)

## Export messages to a file

This course series is mainly about actions you can take to reduce the size of your mailbox. Sometimes, though, your goal may be to make a backup copy (that is, you want to leave the messages where they are and make copies of them). You can do that by *exporting* messages to a PST file. Remember, this action won't reduce mailbox size because copying doesn't move anything out of your mailbox.

1. On the **File** menu, click **Import and Export**.
2. In the Import and Export Wizard, under **Choose an action to perform**, select **Export to a file** and click **Next**.
3. In the **Export to a file** dialog box, under **Create a file of type**, select **Personal folder file (.pst)** and click **Next**.
4. Under the words "Select the folder to export from," select the folder or folders that contain the messages that you want to export.
5. Click **Next**.
6. Under **Save exported file as**, click **Browse** and select the PST file that you want to export the messages to.

**Note** If you don't have a PST file already created that you want to export to, you can type a new name in the **File name** box, and Outlook will create a PST file for you when you click **Finish**. For example, you could type **My Backup**.

7. Under **Options**, verify that **Replace duplicates with items exported** is selected.

If you were to export messages to the same PST file on another occasion, these options would allow you to control how duplicates are handled.

8. Click **Finish** to start the export. (If you have a lot of messages to export, this step may take a while.)

**Note** If in step 6 you typed a name to create a new file, you'll be prompted with the **Create Microsoft Personal Folders** dialog box. In the **Name** box, type a name (for example, type **My Backup**) and click **OK**.

To see the copied messages, you'll need to open the PST file from within Outlook. Here's how to do that:

1. On the **File** menu, point to **Open**, and then click **Outlook Data File**.
2. In the **Open Outlook Data File** dialog box, locate the PST file that you created in steps 1-8 above, click to select it, and then click **OK** to open it.

**Note** If you see an **Open** button rather than an **OK** button, click **Open** to open the folder, select the file, and then click **OK**.

The focus will shift to the new folder, and the main Outlook window will be empty.

3. To see the copied messages, select the plus sign next to the folder in the Navigation Pane and click the subfolders folder in that folder.

For more information about opening and closing PST files, see the last course in this series. We've included a link to that under "See also" at the top of this page.

## Open a PST file

To display a Personal Folder in Outlook and to gain access to its contents, you must open it from within Outlook.

1. On the **File** menu, point to **Open**, and then click **Outlook Data File**.

In the Open Outlook Data file dialog box, locate and open the .pst file that you want to open.

2. Select the .pst file that you want to open, and then click **OK**.

If you see an **Open** button rather than an **OK** button, click **Open** to open the folder, select the file, and then click **OK**.

The Personal Folder will appear in the Navigation Pane. To see its contents click the plus sign next to the top level folder.

## Close a PST file

In the Navigation Pane, right-click the file and click **Close "file name"** on the shortcut menu.

## Use data file management

The **Data Files** tab of the **Account Settings** dialog box will help you to quickly identify the file name and location of all of the PST file that you have open in Outlook.

To open the dialog box, click **Data File Management** on the **File** menu in the main Outlook window.

**Tip** Before you close Outlook, you can select the file that you want to work with (for example, if you want to make a copy of it) and click **Open Folder**. Then you can switch back to Outlook and close it. The folder containing the PST will remain open so that you can copy it.

## Rename a Personal Folder

Using unique names can make it easier to distinguish different personal folders. If you forget to give a Personal Folder a unique name when

you create it, you can rename it at anytime. Here's how:

1. In the Navigation Pane, right-click the file and click **Properties for "folder name"** on the shortcut menu (where *folder name* is the name of your Personal Folder).
2. Click **Advanced**.
3. In the **Name** box, select the name that you want to replace and type the new name.
4. Click **OK** to close the **Personal Folders** dialog box and to accept the name change and click **OK** to close the **Folder Name Properties** (where **Folder Name** is the name of your Personal Folder) dialog box.

## Avoid problems

**Avoid the Open With caution message** Always open a PST file from within Outlook. To do this, point to **Open** on the **File** menu, and click **Outlook Data File**.

**Use unique names** for your PST files and remember each PST has two names: a file name and a folder name. It's the folder name that you see in the Outlook Navigation Pane.

**Limit the number of open PST files to fewer than ten** (and be aware of their sizes). If you have more than ten open at one time or if you have a smaller number of really large PST files open, Outlook will be slow when you start it and when you search for messages.

**Close, close** Close PST files from Outlook and close Outlook before you move, rename, or copy them. And remember that with PSTs it's one person at a time. If you're sharing you'll need to remember to close the file before the next person can access it. Finally, more open PSTs means more for Outlook to keep track of. Close the PST files you're not actively working with — you'll be able to find what you need in less time.