Outlook 2000 Mailbox Maintenance

The contents of your Outlook 2000 mailbox resides on our e-mail server. This includes all e-mail attachments, deleted items, and sent items. Over time mailboxes will accumulate many unused items that are occupying storage space on the e-mail server. As a result:

- Outlook 2000 may take longer to start
- The e-mail server’s storage is being used inefficiently.

This document will help you maintain the size of your mailbox by showing you how to delete e-mails, folders, etc.

2. If your current view does not display your Folder List, click View | Folder List from the menu bar. This will bring up a list of all your folders.
3. Collapsed folders are indicated by a "•" next to them. To expand them click on the "•".

4. You cannot delete the following folders; however you can delete items contained within them. Public Folders cannot be modified unless you are an authorized user.

5. To delete folders, e-mails, notes, tasks, etc., select them and click on the Delete icon on the Standard toolbar. You may also use your "Delete" key on your keyboard to delete items. Once deleted, these items will be moved to the Deleted Items folder.
6. Every time you send an e-mail, a copy is stored in the **Sent Items** folder. As a result, this folder will become very large over time. To empty your **Sent Items** folder, click on the **Sent Items** folder. Click on any message within the **Sent Items** folder and click **Edit | Select All** from the menu bar. Click the **Delete** icon on the Standard toolbar or use the "Delete" key on your keyboard. Once deleted, these items will be moved to the **Deleted Items** folder.

7. To empty your **Deleted Items** folder, click on **Tools | Empty Deleted Items Folder** from the menu bar.

   A confirmation dialogue will appear confirming the deletion. Click **Yes** to empty your **Deleted Items** folder.