OUTLOOK E-MAIL CLEANUP

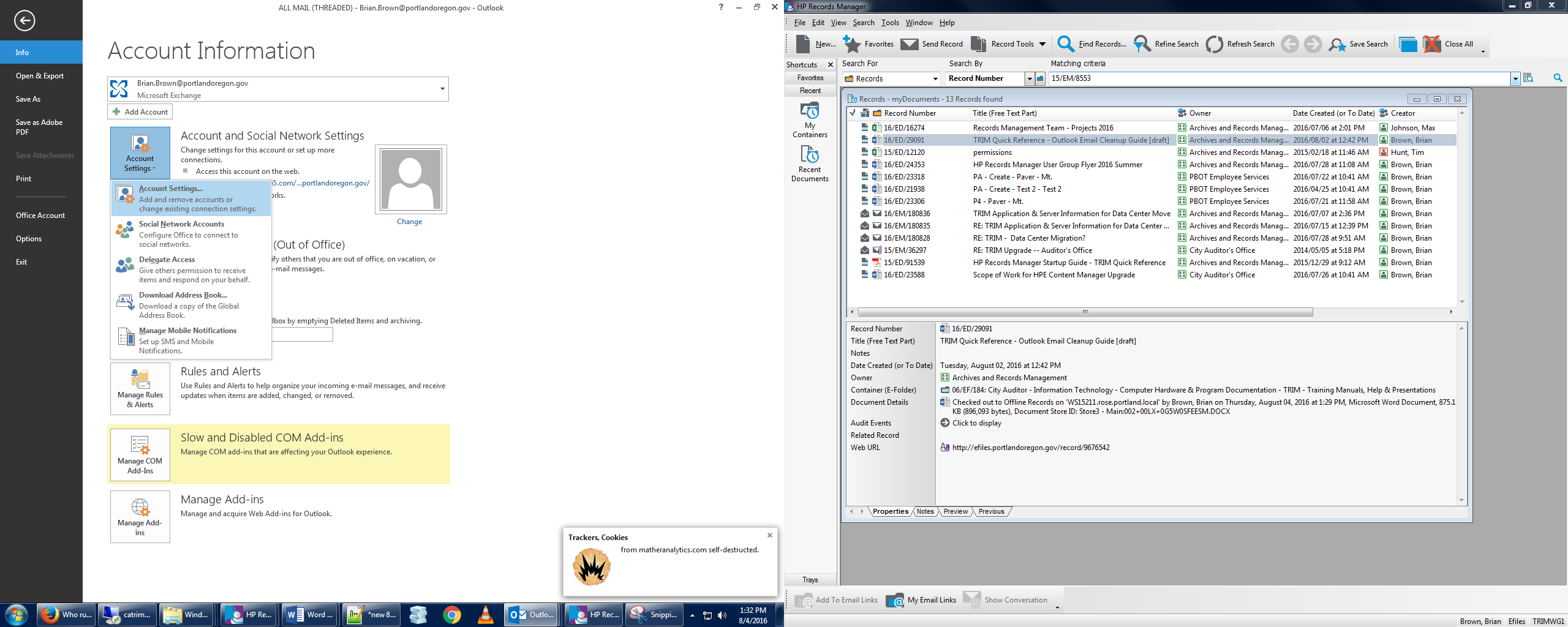
This guide will show you how you use built-in Outlook tools to perform some bulk clean up on a user’s mailbox.

The cleanup consist of 4 parts:

1. [Optimize Outlook Settings](#_Optimize_Outlook_Settings).
2. [Create a view of the messages as a single list](#_Create_an_All-Mail_1).
3. Run the [conversation cleanup](#_Conversation_Cleanup_Overview) tool.
4. [Remove redundant, obsolete, trivial (R.O.T.) messages](#_Removing_R.O.T._(redundant,) from the mailbox.

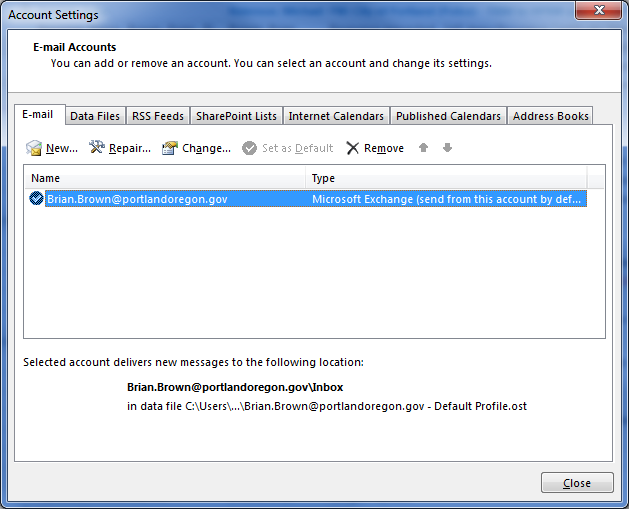
## Optimize Outlook Settings

To perform the cleanup effectively across all of the messages, regardless of age, a couple of changes to Outlook settings need to be made.

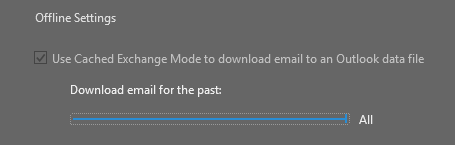


Load All Mail into View

1. Click **File** > **Account Settings** > **Account Settings**
2. Click **Change**.



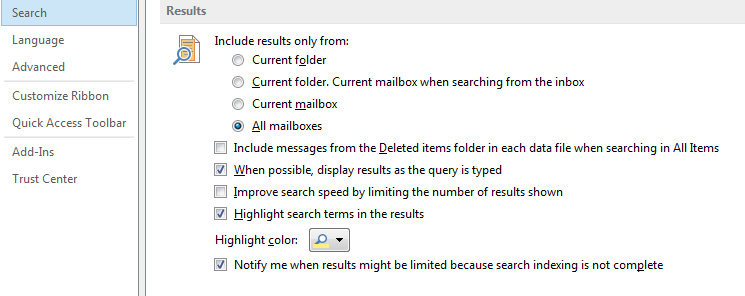
1. Drag slider for **Download email for the past** option to **All**.



1. Click **Next** > **Done**.

Change Search Result Options

1. Click **File** > **Options** > **Search**
2. Include results only from: **All Mailboxes**.
3. Uncheck **Improve search speed by limiting the number of results shown.**

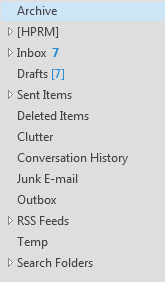


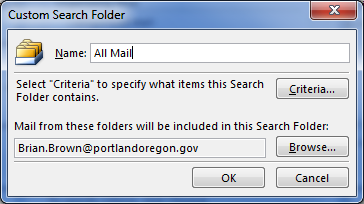
## Create a Search Folder for All-Mail

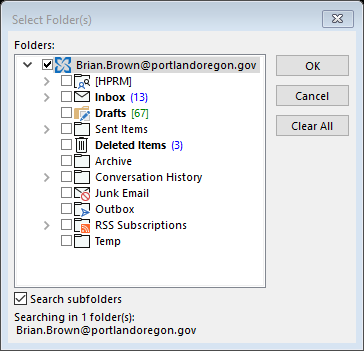
The most efficient way to perform a cleanup on all of your messages—especially including Sent Mail—is to create a search to display all of the messages in one list using a Search Folder.

A Search Folder is a virtual folder that provides a view of e-mail items that match specific search criteria.



1. Right-click on **Search Folders** > **New Search Folder**.
2. Select **Create a custom Search Folder**.
3. Click **Choose**.
4. Type **All Mail**.



1. Click **Browse**.
2. ****Check the top box next to the account name.
3. Check **Search subfolders** option.
4. Click **OK** > **OK**
5. **You have not specified…**Click **Yes**.
6. Click **OK**.

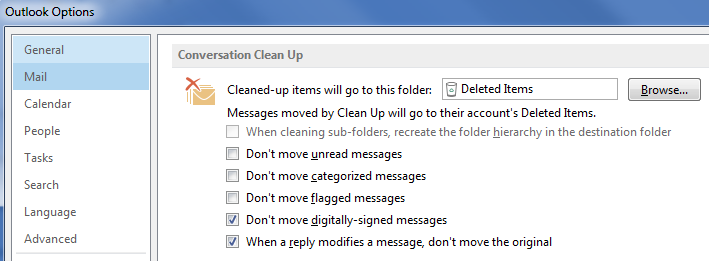
Note:

Depending on the amount of messages, the search folder results may take several minutes or longer to complete. Messages remain in their original location. Messages are not copied, but are displayed in this virtual folder.

## Conversation Cleanup Overview

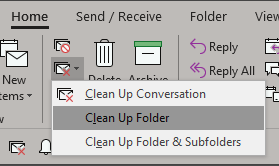
Conversation Clean Up is a built-in Outlook tool to reduce the number of messages in your mailbox by getting rid of redundant messages that are captured in a later email. It is possible to reduce an email conversation to one message because it captures the entire string.

## Set Conversation Cleanup Options

1. Click **File** > **Options** > **Mail**
2. Scroll down to **Conversation Clean Up** options
3. Set Cleaned-up items to go to **Deleted Items**
4. Uncheck other options as needed. *[See screenshot for recommended settings.]*
5. Check option for **When a reply modifies a message, don’t move the original**.

## Run Conversation Clean Up

1. Go to **Search Folders** > **All Mail** (created from the [steps above](#_Create_a_Search))
2. Click **Home** > [button] **Clean Up** > **Clean Up Folder**



1. Once the Clean Up starts running you should notice the total number of messages decreasing.



## Removing R.O.T. (redundant, obsolete, or trivial) messages.

Many of the messages in a mailbox are not emails that a user is responsible for keeping. These emails include FYI type emails, listserv messages, citywide messages, or automated response messages.

1. Copy Search 1 onto your clipboard:  
     
   SEARCH 1

from:(linkedin) OR from:(bts helpdesk) OR from:(info@twitter) OR from:(facebook) OR from:(google) OR from:(googlegroups.com) OR from:(worksnoreply@works.com) OR from:(noreply@portlandoregon.gov) OR to:(citywide all employees) OR MessageClass:IPM.Schedule OR from: (voicemail@portlandoregon.gov)

SEARCH 2

subject:”automatic reply” OR subject:”out of the office” OR subject:”out of office” OR subject:”Summary of junk emails blocked” OR MessageClass:IPM.Note.IMC.Notification OR MessageClass:IPM.Task OR from:( info@flashalert.net)OR "benefits@portlandoregon"

1. Paste this text into the All Mail search Folder search box > ENTER
2. Review the Results. \*\*Some messages may need to be retained.\*\*

To select all of the messages for deletion:

**Ctrl+A** [select all]

Deselect messages if they need to be retained:

After selecting all, de-select a message by holding the **Ctrl** + Clicking the message.

Press Delete to move the rest to Deleted Items.

1. Repeat at step 2 with Search 2