How-to free up space in your University E-mail account with Outlook Web Access

Permanently Deleting Mail from Outlook Web Access Mailboxes

1. When you delete a message, it will go to Deleted Items and stay in there for seven (7) days.
2. After seven days in Deleted Items, the message will then get moved to Deleted Items Retention for thirty (30) days.
3. After thirty days in Deleted Items Retention, the message will be permanently deleted and cannot be recovered.
4. Messages in Deleted Items and Deleted Items Retention do count against your mail box size quota.
5. If you are going through these steps because you cannot send an e-mail, please wait a few minutes after finishing these steps before trying to send your message.
Follow these steps when you can no longer Send or Receive Email

1. Open Outlook Web Access and select **Inbox**.
2. Delete unnecessary Emails from Inbox
   a. You can delete either an individual message or multiple messages.
   b. To delete one message: Select the message to be deleted and click **Delete**.
   c. To delete multiple messages:
      * Select the top message.
      * Hold down the shift key and select the last message.
      * Use the Ctrl key instead of the Shift key to select multiple messages not ordered together
      * All of the messages to be deleted will now be highlighted
      * Click on **Delete** (the deleted messages will be moved to the Deleted Items folder)
3. Select **Deleted Items** folder.

4. Delete Messages from Deleted Items Folder
   a. You can delete either an individual message or multiple messages.
   b. To delete one message: Select the message to be deleted and click **Delete**.
   c. To delete multiple messages:
      * Select the top message.
      * Hold down the shift key and select the last message.
      * Use the Ctrl key instead of the Shift key to select multiple messages not ordered together
      * All of the messages to be deleted will now be highlighted
      * Click on **Delete** (the deleted messages will be moved to the Deleted Items folder)
   d. You can also Right Click on the Deleted Items folder, and select **Empty Deleted Items**. This will delete all items in the deleted items folder.
5. After Clicking Delete a pop-up will appear – Click **OK**.

6. Right click on the **Deleted Items** folder and select **Recover Deleted Items** from the context menu.
7. On the Recover Deleted Items screen - You can delete either an individual message or multiple messages.
   a. To delete one message: Select the message to be deleted and click X.
   b. To delete multiple messages:
      * Select the top message.
      * Hold down the shift key and select the last message.
* Use the Ctrl key instead of the Shift key to select multiple messages not ordered together
  * All of the messages to be deleted will now be highlighted
  * Click on X (the deleted messages will be permanently deleted).

8. After clicking X a pop-up will appear – Click OK.

9. Close the Recover Deleted Items window to return to your mailbox.