Mailbox Cleanup OWA – Light

Online Web Access allows us to retrieve and send mail from our Outlook account using Microsoft’s Internet Explorer. Many are using other browsers such as Mozilla Firefox, Google Chrome, Opera, and countless others. If so, locate the white paper on OWA – Light. This example will use Firefox.

This document covers understanding the limitations of the off campus access, and describes how to clean up the mail folders.

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Launching Outlook Web Access

1. To access RIC mail online, click WEB MAIL from the RIC homepage at www.ric.edu. The link is located at the top right of the page below the search icon (magnifying glass).

Alternatively you could type https://webmail.ric.edu into the browser address bar and press Enter instead of steps 1-4
2. The two radio buttons (white circles) allow you to choose between accessing Webmail from a public or shared computer (one other people use) and a private computer (one that only you have access to). Leave the first option (public) selected.

3. In the User name box type your RIC username.

   Notice the ric\ before the username.

4. In the Password box type your RIC password.

5. Mouse over the Log On button and click once or Press the Enter key.

6. The screen looks more like one of the free email clients such as Yahoo, Gmail, or Hotmail then Outlook and has much the same functionality of those free clients. The left pane allows selection of Mail, the Calendar, and contacts. This document will not go into all the details of each of these selections except to describe them as follows:
7. This document does not cover using OWA to send and receive email. For more information on those topics, locate documentation on using OWA at www.ric.edu/studenttoolbox by clicking Orientation in the left pane and then Step 3: Email/Network Account.

8. This document does not cover using OWA to send and receive email. For more information on those topics, locate documentation on using OWA at http://www.ric.edu/toolbox/orientation.htm#Outlook_Web_Access

Cleaning up Inbox Using OWA

Mail is stored on the RIC servers. As such the amount of mail you have does not affect your computers capacity. While you might think it does not matter how much you keep and that time spent to clean up your mail folders is a waste, it does matter. There is a 25 MB limit to the amount of space each student is allowed. Once you have reached that limit you cannot send email messages.

The following describes the folders in Webmail and how to remove files from a test mailbox, dtestman_1234.

1. Two messages have been received. One is a message only and the other has an attachment.

Here are the standard folders do be concerned with in cleaning up mail:

- Deleted Items
- Drafts
- Inbox
- Junk E-Mail
- Sent Items
2. By clicking on the Subject of the first email (the one with the earliest time stamp) the list of emails is replaced with the contents of the selected email. After reading it, I am not interested in keeping it, so I click the X on the toolbar above to delete it.

3. **Note:** The next email automatically opens. If you do not want this to occur, on the top of the OWA screen, locate Options. Click to select it and under “After moving or deleting an item:” choose a different option.

4. On the toolbar, click Close to return to the list of emails in the Inbox. The only mail left is the one with the attachment. But the deleted email is only gone from the Inbox, not from my mailbox. It still can be found in Deleted Items. When you delete mail, the mail is moved to the Deleted Items folder. It is not removed from your mailbox.

   A better approach is to leave the Deleted Items folder containing your recent deletions from the Inbox and once a week review the Deleted Items contents.

5. To return a message to the Inbox from the Deleted Items folder, click the checkbox to the left of the From name in the message, and then on the toolbar select Move.
6. At the next screen, select the folder the deleted item is to be moved to, and then click Move.

[Image: Moving email]

7. A message displays indicating the success of the move, and the list of remaining items in the original folder displays (in this case the Deleted Items folder).

8. If you have more than one item in the Deleted Items folder and know they should all be removed, locate the checkbox to the left of the column title From and check it. This selects all of the items in the folder. Then continue with steps 4-7.

9. The largest emails are the ones with attachments. Once you have clicked on the attachment and downloaded it to your computer there is no reason to keep it in your mailbox taking up valuable space. Deleting the email removes both the message and the attachment.

**Removing Large Files and Attachments**

What if you do not want to remove an entire folder, but need to free up some space because you are reaching the mailbox limit (currently 25 MB)? Simply sort the folder in size order (high to low) and remove the mail items taking up the most room.

The titles on each column in the mail window describe the data in each column such as From, Subject, Received, and Size. These are not just titles. Click on any one of them and the emails are sorted on that column. The presence of an up or down triangle to the right of wording indicates that the mail has been sorted on that column. An up arrow means the items are in ascending order; down arrow meaning descending.

Sort the mail in descending order by size and the largest files will be listed on the top. Delete them to free up the most space.

If you want the email message and just have no need of the attachment, forward the email to yourself without the attachment, and then delete the original containing the attachment.
To delete an attachment from an outgoing email, click on the attachment link under the word Subject. On the attachment screen, check the top checkbox to select all attachments, and then click Remove. The attachments have been removed. Click Done to return to forward the email message. When you send it, the email will have you as the sender and contain today’s date, but the attachment will be gone and the original email message will have been saved.

If you do not want to keep the attachment on your computer, forward the email to an off campus email account such as Yahoo, Gmail, Hotmail, etc. These free accounts allow you to keep a large volume of mail with attachments and can be a convenient place to store files so they do not clog your RIC mailbox or your personal computer. If you enroll for a free email account, please check the provider’s rules for email account maintenance; rules vary.

**Cleaning up Other Mail Folders**

The other folders that need periodic review are Draft, Junk, and Sent.

1. **Drafts** contains messages that were composed but not sent for whatever reason. Review these occasionally as they may be important messages the system did not send and should have been sent. Often they are duplicates of what has already been handled. Once a week empty the items in this folder.

2. **Junk** contains possible spam and may be placed in this folder by the mail system. Check this as you see unread items appearing (the title will be bold and the number to the right will be visible). Most likely, these are junk messages, but sometimes an important message may sneak into this folder because a word or phrase in the subject line triggers a spam alert. *Good Practice: Empty the items in this folder once a week.*

3. **Sent Items** contains all the email you have sent from your email account. This folder can build rapidly and you may be reluctant to remove the items contained here since there is no simple way to copy these files to your computer.

To decrease the size of Sent Items, you may want to remove older messages. You can also forward your sent message to an off campus email account as suggested above for Inbox items. Another approach is to BCC (blind carbon copy) your off campus email account on all sent items. This accomplishes two things. It allows you proof that your email was sent and keeps a copy for you of its contents in an off campus location.
4. An approach that keeps your mail on campus is to create sub-folders under your Sent folder. To create a sub-folder, click the Manage Folders... link.

5. Enter the name of the new folder and click Create

Folder Fall 2009 was created successfully

Each successful addition will display a message. I will add Summer and Fall folders. When finished, click the Close button.

6. I suggest a folder for each semester. The added folders do not display under Sent Items as a user of Outlook might think. To see them, you must pull down the list box (click the down arrow) under the Sent Items icon. Select the folder to be displayed and then click the green arrow.
The folders appear under the drop down box.

7. Return to the Sent Items folder, check the sent item to be moved and click Move.

8. Select the folder to use and then click Move.
9. Open the Fall 2009 folder and the moved item appears in the list. This organizes sent mail for easy access and removal. When the next semester starts, the oldest semester sent sub-folder can be deleted without having to go through each email to see if it needs to be saved. To do this click Manage Folders and scroll down to locate Delete Folder.

This same sub-folder approach can be used for the Inbox as well. However, the 25 MB prohibit send limit does not leave room for saving many emails. Move your important Inbox and Sent items off campus by forwarding them is the best approach.

Keep your mail box cleaned up weekly so you can continue to send and receive mail.