Mailbox Cleanup OWA – IE

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 Internet Explorer 8.

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

Logging in to OWA
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 first time you access Webmail, you will see this screen which allows you to set the language and time zone. If you have vision impairment you can also check the box to adjust the screen settings making it easier for you to read the screens. Most will leave this screen as is and click OK.

7. The screen looks like Outlook and has much the same functionality. The left pane allows selection of Mail, the Calendar, Contacts, Tasks, Documents, and the Public Folders at RIC. This document will not go into all the details of each of these selections except to describe them as follows:

- **Mail**: Email application
- **Calendar**: Personal calendar to post events
- **Contacts**: Database of personal contact information including email addresses
- **Tasks**: Personal list of tasks
- **Documents**: Access folders stored on a shared server
- **Public Folders**: Access folders set for public viewing such as calendars for the Student Union
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

When you login, you will see a bar graph informing you how much of your mailbox quota has been used.

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. Notice the folder name at the top, Testman, Dixon. This is the top level of the mailbox. There is a box with a minus sign next to the Testman, Dixon folder. Click the minus sign and it changes to a plus.

2. When the sign changed to a plus, the folders that had appeared below the Testman folder disappeared. The plus indicates the presence of sub-folders. Click the plus.
3. The sub-folders re-appear. There may also be plus and minus signs to the left of folders in the sub-folder view indicating another level of sub-sub-folders. If you organize you documents into folders, be sure to check your subfolders during the cleanup.

Here are the standard folders do be concerned with in cleaning up mail:
- Deleted Items
- Drafts
- Inbox
- Junk E-Mail

4. By clicking on the first email (the one with the earliest time stamp) I see its content in the preview pain. After reading it, I am not interested in keeping it, so I click the X on the toolbar above to delete it.
5. 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.

Note: A number in parenthesis to the right of Deleted Items indicates the number of unread items in the folder, not the number of items in the folder. To determine the number of total items in a folder, open the folder and locate the total in the bottom right under the list of emails in the format “Items X to Y of Z”, with Z being the total number of items in the folder.

6. Clicking the Deleted Items folder displays the contents and the “deleted” email appears. To remove an email deleted from the Inbox, open Deleted Items and individually delete the item again. This will remove it from the mailbox. Once you have done this, the item cannot be retrieved.

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. 7

7. To return a message to the Inbox from the Deleted Items folder, you may either drag it to the Inbox or right-click and select Move to Folder..., and then select the Inbox.
8. If you have more than one item in the Deleted Items folder and know they should all be removed, right-click the Deleted Items folder icon and select Empty Deleted Items.

![Empty Deleted Items dialog box]

9. At the Empty Deleted Items dialog box, click OK.

![Deleted Items folder emptied]

The Deleted Items folder is emptied.

10. 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 to select it, and then press Delete on the keyboard. 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 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 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, right-click the Sent folder icon. I suggest a folder for each semester.

5. Point to the sent item and either right-click > Move or drag it to the folder for storage. 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.
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.