

Lowell High School Technical Support Document

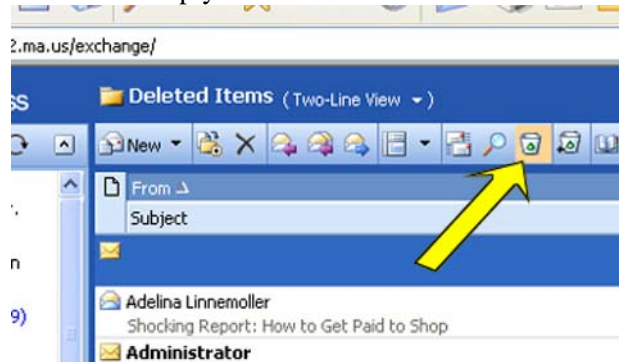
TITLE: Instruction to empty the “Deleted Items” folder in Microsoft Outlook

SYMPOSES: Lowell High School provides Internet email to all fulltime employees. Over time the storage of email grows to a point where the user may reach the limit of allowable disk space for that account. The best way to reduce one's mailbox size is to delete unwanted items and empty the “Deleted Items” folder.

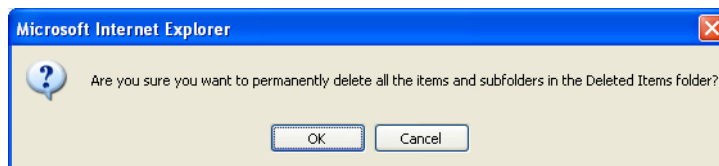
STEPS:

Outlook Web Access (web mail users) user please take the following steps:

- 1) Logon to your web mail in the normal manner <http://lhs.lowell.k12.ma.us/exchange>
- 2) Select the “Deleted Items” icon in the “Folders” pane of Outlook Web Access (OWA) to view the “Deleted Items” in the detail pane
- 3) Click the “Empty Deleted Items” icon on the tool bar above the detail pane



- 4) A dialog box appears asking if “Are you sure you want to permanently delete all...” Click “OK”.



- 5) Be patient this may take several minutes if there are a large number of emails to be deleted
- 6) When the task is complete the page will eventually reload showing an empty detail pane. Complete

Outlook email client users please take the following steps:

- 1) Launch Microsoft Outlook
- 2) From the Tools Bar Click “Tools > Empty Deleted Items Folder”
- 3) Be patient this may take several minutes if there are a large number of emails to be deleted
- 4) When the task is complete the “Deleted Items” folder will be empty. Complete

NOTES:

This process will permanently delete only those emails in the “Deleted Items” folder. Keeping your “Deleted Items” folder clear of old email will keep the volume of your mailbox to a manageable size saving storage space, backup time and energy.