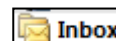


# Deleting Large Emails from Inbox in Microsoft Outlook, Entourage, & Web

If after cleaning out your Deleted Items, Sent Items, and Junk E-mail folders you are still receiving an email from downtown stating that you're account is too big, you will need to delete more emails. The only place left to delete messages is your Inbox. You may not want to delete all messages contained in your Inbox, but you do need to delete messages that are large in size to free up more space. That's where you need to focus your efforts.

## **STEP 1 – Select Inbox** [If it's not already selected.]

Click on the Inbox icon located in the Mail Folders located on the left side of the screen.



## **STEP 2 – Sort the Emails by their File Size**

To see the messages that are taking up the most space in your sent folder,

**Outlook 2007** - Click "Arranged By" and choose "Size."

**Web Access** – Click "Size" on the right side of the screen.

**Entourage** – Click "Arranged By" and choose "Size."

When you do this, you will need to use the scroll bar to scroll your list to the top as the largest messages default to the top of the list and may not always be seen when you first select this option.

The emails are now grouped by their size, so you can easily go through the emails and decide whether to save the attachments and then delete the entire email freeing up space on your account. Deleting the larger size emails will definitely gain you free space and will keep the messages about being over the limit on your account from returning.... *at least for a little while at least!* 😊

## **STEP 3 – Delete Messages**

**WARNING:** There will NOT be a box to asking for permission to delete the messages. However, if you do delete something you didn't intend on deleting, you can locate the message(s) in your Deleted Items folder. Remember, you need to go the Deleted Items folder after this step to permanently delete them.

| <b><u>Single Delete</u></b>                                                                                                                        | <b><u>Multiple Delete</u></b>                                                                                                                                                                                                  | <b><u>Delete All</u></b>                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| To delete a single email from the folder:<br><br><b>1).</b> Select the email in the list.<br><br><b>2).</b> Press the delete key on your keyboard. | To select more than one item at a time:<br><br><b>1).</b> <u>Hold down</u> the <b>Control key</b> on your keyboard.<br><br><b>2).</b> Select emails of your choosing.<br><br><b>3).</b> Press the delete key on your keyboard. | To delete all emails in the folder, simply :<br><br><b>1).</b> Go up to <b>Edit</b> on the top drop down menu.<br><br><b>2).</b> Select "Select All."<br><br><b>3).</b> Press the delete key on your keyboard. |

## **STEP 4 – Permanently Delete Messages**

Go to the Deleted Items folder and delete the emails you no longer wish to keep.

