

## Delete Messages

When you delete a message in Outlook it is sent to the “Deleted Items” folder where it will be stored until it is permanently deleted. Messages that are not permanently deleted accumulate on our mail server and needlessly occupy disk storage. Likewise, the many messages left in Outlook’s “Sent Items” folder take up server space as well. For users that send out a lot of email on a regular basis, it is recommended that the “Sent Items” folder be emptied periodically. The following steps will show you how to empty both your Outlook’s “Sent Items” and “Deleted Items” folders.

To manually delete email from the Deleted Items folder:

1. Right click the message you wish to delete or the group of messages you’ve highlighted and wish to delete. (Highlight messages by holding the “Shift” key or the “Ctrl” key while selecting the messages you wish to group. The “Shift” key lets you highlight a large group of messages at once while the “Ctrl” key allows you to highlight individual messages to group together.)
2. Select “Delete” from the list that appears.
3. A box will appear and ask if you want to permanently delete the selected message(s). Click “Yes.”

To empty the “Deleted Items” folder:

1. Right click the "Sent Items" folder.
2. Select "Empty Folder" from the list that appears.
3. Click “Yes” when asked if you want to delete everything in the folder.

To empty the “Sent Items” folder:

1. Right click the "Sent Items" folder.
2. Select “Delete All” from the list.
3. Click "Yes" when asked if you want to delete everything in the folder.