

## HOW TO CLEAN UP YOUR E-MAIL IN-BOX

There are two basic steps:

1. Delete the emails you can.
2. Save the important email somewhere else

This RIB will address identifying emails for immediate deletion; filing the other email is addressed in an RIB to be issued later.



In order to delete the garbage emails you have to know what “the garbage” is. Because you work at a University, there are rules established to determine what the University considers of no value and what it considers the important email to be. You will find some additional advice on how to make that decision [here](#).

Do not delete emails when they are relevant to an audit, FOI request or forthcoming litigation.

In the meantime, let’s delete the emails that are easiest to identify:

## Step 1: The redundant emails

### Remove redundant messages, it's almost automatic:

#### From Microsoft support:

#### **What is a conversation?**

You might know a Conversation by the term “email thread”. A Conversation is the complete chain of email messages from the first message through all responses. The messages of a Conversation have the same subject.

For example, when you send a message to someone and then they reply a Conversation results. In many Conversations, there might be many replies back and forth, or even multiple people all replying to parts of the Conversation.

#### **What does Conversation Clean Up do?**

Conversation Clean Up evaluates the contents of each message in the Conversation. If a message is completely contained within one of the replies, the previous message is deleted. Consider the following example.

Justin sends a message to Melissa and Andrew. Melissa replies to both Justin and Andrew and in her Outlook message body, all of Justin's original message is included. Now, Andrew sees Melissa's message and replies to both Justin and Melissa. Andrew's reply includes all of the previous messages in the Conversation. Conversation Clean Up can delete all of the messages except the last one from Andrew because within that message is a copy of all of the previous messages.

If the messages contain different wording – they won't be deleted

Conversation Clean Up is most useful on Conversations with many responses back and forth especially with many recipients.

### **Remove redundant messages**

On the **Home** tab, in the **Delete** group, click **Clean Up**.



- Click one of the following:

**Clean Up Conversation** The current Conversation is reviewed, and redundant messages are deleted.

**Clean Up Folder** All Conversations in the selected folder are reviewed, and redundant messages are deleted.

**Clean Up Folder & Subfolders** All Conversations in the folder and any subfolders are reviewed and redundant messages are deleted.

Click on your Inbox and choose “**Clean Up Folder**”

Down to XXX items!

## Step 2: Carbon Copy (Cc) Cleanup

We are often cc'd on emails for reference purposes but when an issue is resolved or the information is no longer required we can delete these transitory emails.

To quickly find emails where you have been Cc'd:

1. With your Inbox selected click in the 'Search Current Mailbox' bar.
2. Type in 'cc: your name'. This will return all emails where you have been copied. With this view you can review and delete emails as appropriate.

Down to XXX items!

### Step 3: The personal stuff

The university's policy on [Acceptable Use of Electronic Information Resources](#) allows for "Incidental use of [email] for personal use ... but is limited to responsible activities that minimize the disruption of university business while attending to necessary personal affairs."

Segregate your **personal** email – the email that is about you and not your job. It could include your resume, your personal copies of employment docs, whatever. These are not University records: if you don't delete it, segregate it: create a folder called Personal – either in your email account or in your "My Documents" folder. You can establish sub-folders to organize if your personal life is that complicated, but the essential point is to identify that material, delete it or if you want to hang on to it – drag it to a personal folder.

1. Sort your Inbox by clicking on the 'From' column. This will make it easy to select and delete emails from personal contacts.
2. You can also group and delete emails easily from your 'Sent Items' by sorting the 'To' column.

Down to XXX **that may need to be filed.**