

Creating folders

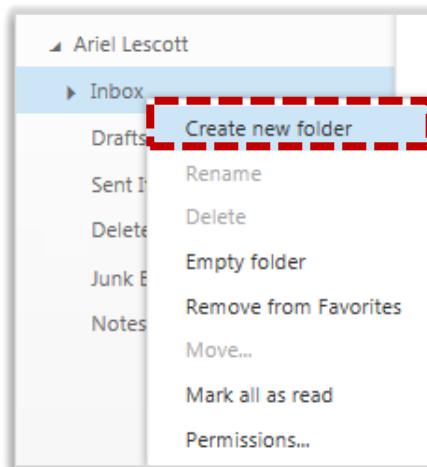
To organise your emails, you can create different folders within your inbox

To create a folder:

- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Right click on **Inbox** on the left side of the screen, located under your name and select **Create new folder**



- 3 Type the **name** of your new folder in the text box that appears on screen and press **enter** on your keyboard

- 4 Right click on an **existing folder** and follow the same process to create a **subfolder**

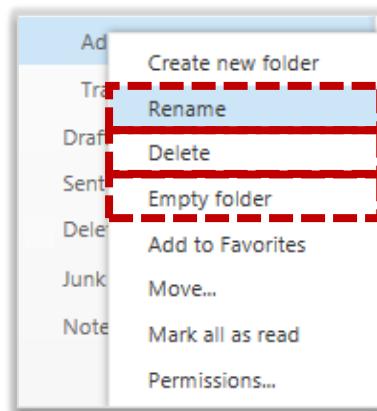
Renaming, deleting and emptying folders

Renaming, deleting and emptying folders

To rename, delete or empty a folder:

1

Right click the folder you want to **rename/delete/empty** and select the appropriate option from the **drop down list**



Deleting a folder will remove the folder and its contents from the list of folders to the Deleted Items folder

Emptying a folder will move all of the emails into your Deleted Items folder but the folder will still exist



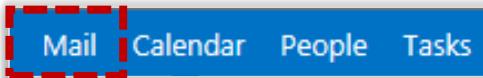
Handy Hint

If you delete a folder or email by accident, you can recover it by going to the Deleted Items folder on the left hand side of the screen, right clicking on the email and selecting Move

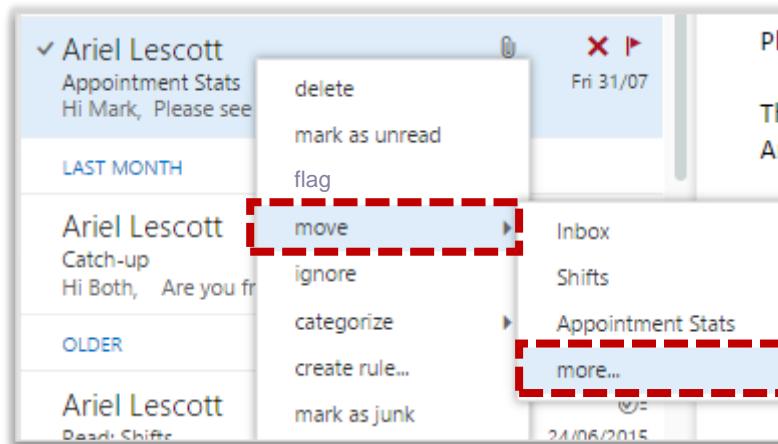
Moving emails to a folder

To move emails into a folder:

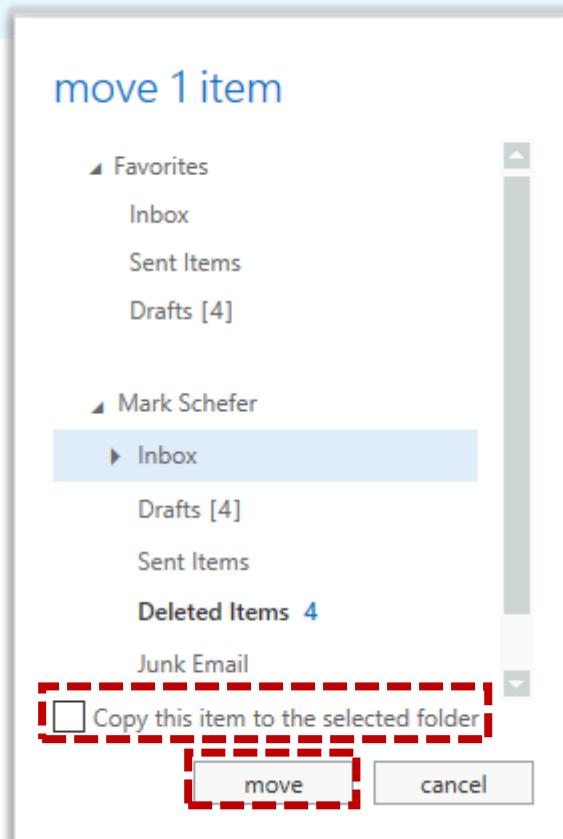
1 Click **Mail** in the navigation bar at the top right of the screen



2 Right click on the email, select **move** from the drop down list and then click **more...**



3 Select the folder you would like to move the email to and click **move**



4 If you would like to copy the email so that it stays in your inbox as well as being copied to a different folder, select the **Copy this item to the selected folder** box (If you can't see the "Copy .."option, you need to select "More")



Handy Hint

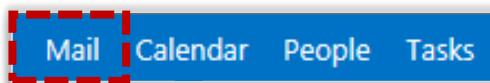
You can also move an email by clicking it and dragging it to a folder on the left of the screen

Adding folders to Favorites

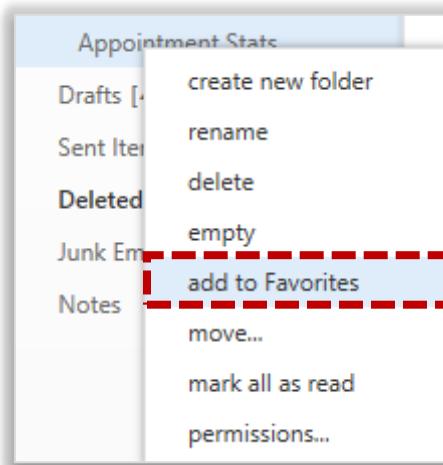
You can manage your folders by creating a link to your most commonly used folders in the Favorites section

To copy folders to the Favorites section:

- 1 Click **Mail** in the navigation bar at the top right of the screen



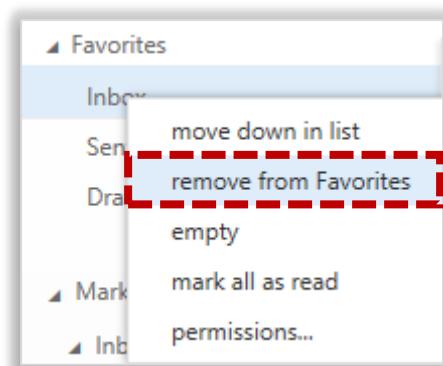
- 2 Right click on the folder you would like to copy and select **add to Favorites**



Adding a folder to Favorites does not move it to the folder, it just creates a link to it

- 3 You can change the order of your folders in the Favorites section by dragging them up and down

- 4 To remove the link to a folder from Favorites, right click on it and select **remove from Favorites**



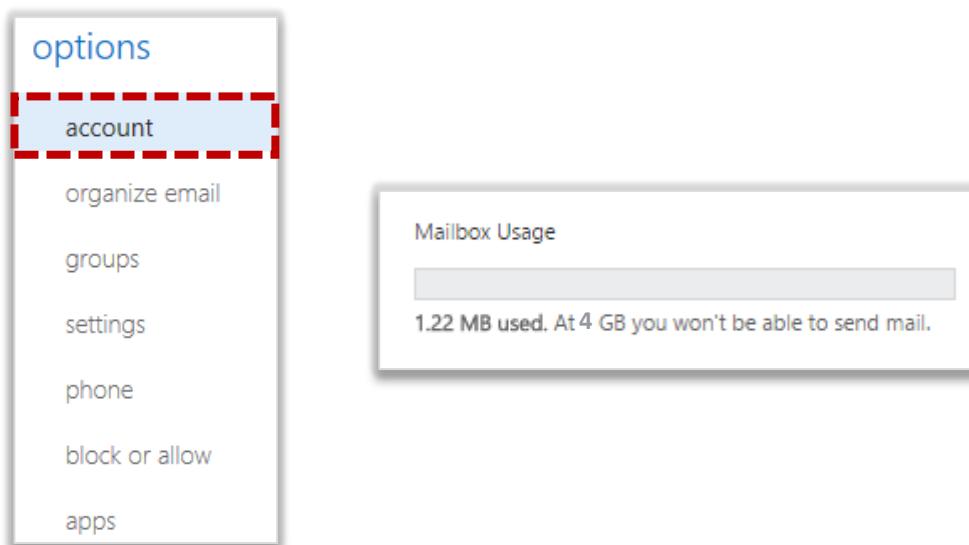
When you remove a folder from Favorites, the folder will not be deleted from your mailbox it will just be removed from the Favorites section

Reviewing your mailbox quota

To review your mailbox quota:

1

Click on the **settings icon**  at the top right of the screen and select **Options** where you will see your mailbox quota detailed under **account**



Once you reach your mailbox quota, a warning message will appear on screen telling you that you have exceeded the storage limit for your mailbox and you will no longer be able to send or receive emails

2

If you can't send or receive emails, **empty the Deleted Items folder** from the Mail screen and **delete any emails** that you no longer need

You can delete emails in bulk. First, select all the emails you want to delete by clicking the tick box that appears to the left of the sender's name when you hover the cursor over it. Then choose Delete from the options displayed on the right of the screen.



Handy Hint

You can sort your inbox by size to make it easy to delete your largest emails first



Warning

You should not store information in your mailbox and should instead use a local archive storage system

Automatically emptying the deleted items folder

You can also choose to automatically empty your deleted items folder when you sign out of your account:

1

Click on the **settings icon**  at the top right of the screen and select **Options**

2

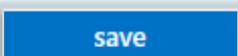
Click **settings** on the left side of the page

3

Scroll down to **message options** and select the **Empty the Deleted Items folder when I sign out** box

Empty the Deleted Items folder when I sign out

4

When you have finished, click **save**  at the bottom of the page



Handy Hint

It is best practice to delete any attachments within your mailbox and store them elsewhere. This will also help you avoid exceeding your mailbox storage limit

For more information on email storage and IG policies, refer to the [Best Practice Guide](#)

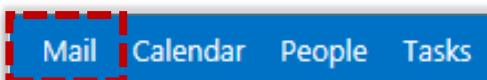
Assigning a category

You can use categories to quickly identify related emails and calendar entries by assigning different colours and names to them. For example, if you have access to a generic mailbox, you can set up a category for each person who accesses that mailbox and use the categories to show who is dealing with a particular email or emails

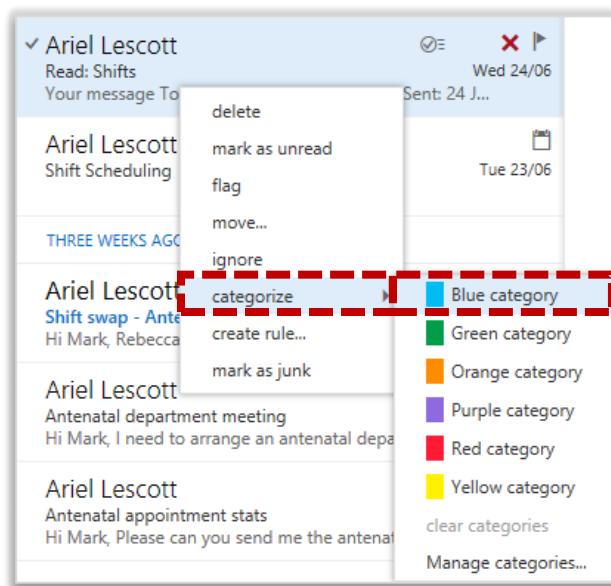
In calendar, you can use categories to colour code appointments or meetings relating to a certain topic, like team meetings or clinics

To assign a category:

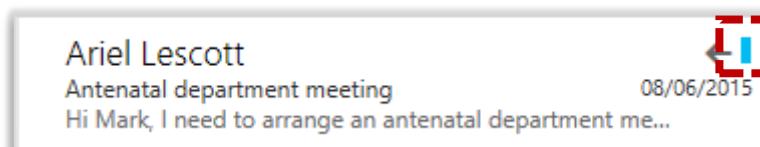
- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Right click on the **email** you want to categorise and select **categorize** from the drop down list



- 3 Click on the **category** you want to assign to the email and a **coloured box** will appear to the right of the email in the list of emails



Removing a categorisation

To remove a categorisation:

- 1 Right click on the **email**, select **categorize** and click the **same category** again to deselect it

Editing existing categories

Deleting an existing category

Outlook Web App has a set of pre-defined categories that cannot be renamed, so you should delete any of these that you no longer want

To delete an existing category:

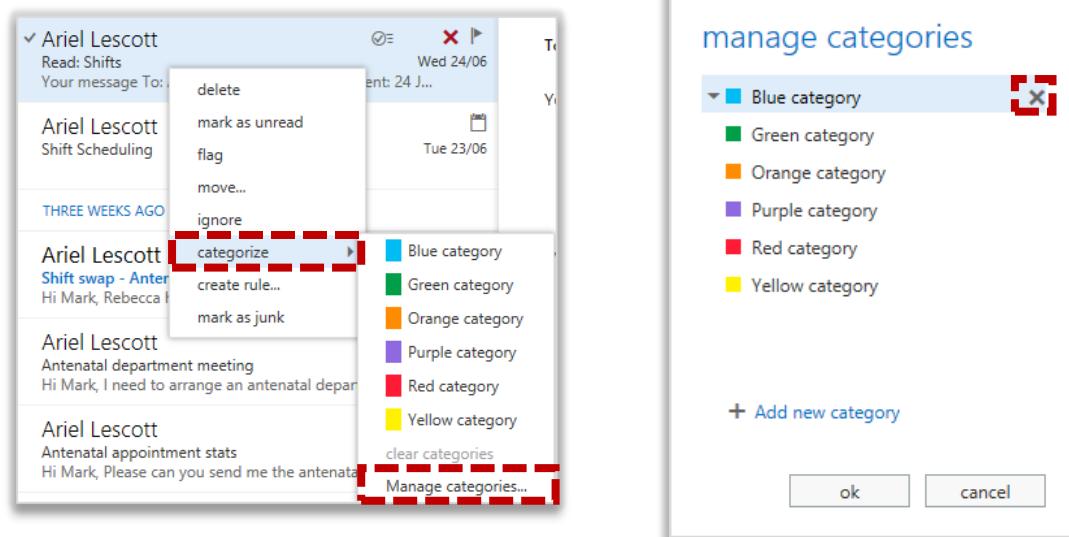
- 1 Click **Mail** in the navigation bar at the top right of the screen



- 2 Right click on the **email** you want to categorise and select **categorize** from the drop down list

- 3 Select **Manage categories**

- 4 Select the category you want to delete and click the **cross icon**  to the right of the category name and click **ok** 



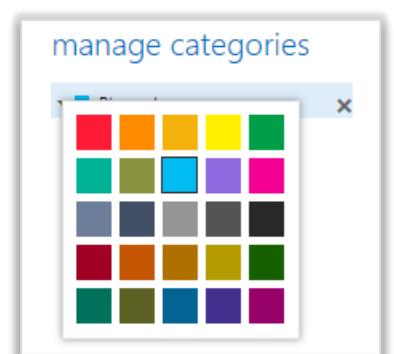
Changing the colour of an existing category

To change the colour of an existing category:

- 1 Right click on the **email** you want to categorise and select **categorize** from the drop down list

- 2 Select **Manage categories**

- 3 Select a category, click the **downward arrow** to the left of the coloured box and **select a colour**



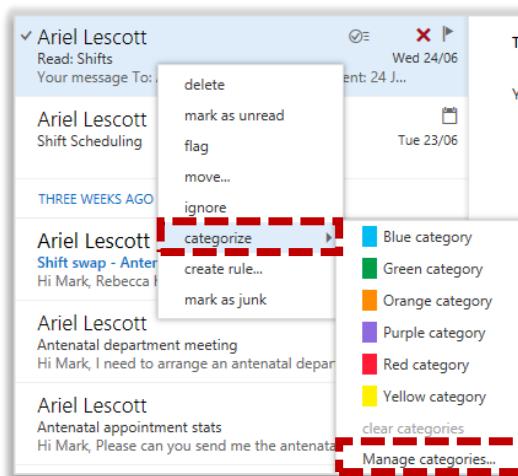
Creating a new category

To create a new category:

- 1 Click **Mail** in the navigation bar at the top right of the screen



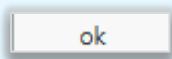
- 2 Right click on the **email** you want to categorise, select **categorize** from the drop down list and select **Manage categories**

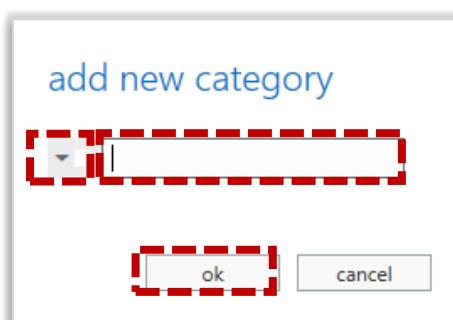


- 3 Click **Add new category**  located at the bottom of the window that appears on screen

- 4 Type the **name** of your new category into the **text field**

- 5 Click the **downward arrow** to the left of the text box and **select a colour** from the drop down list

- 6 When you have finished creating the category click **ok**  at the bottom of the window



Searching for a category

To search for a category:

1

Enter **category:<category name>** in the **search bar** at the top of the screen and click the **magnifying glass icon** 

category:blue



2

Click on the **x icon** in the **search bar** to return to your inbox