

1. Information on Email as Records

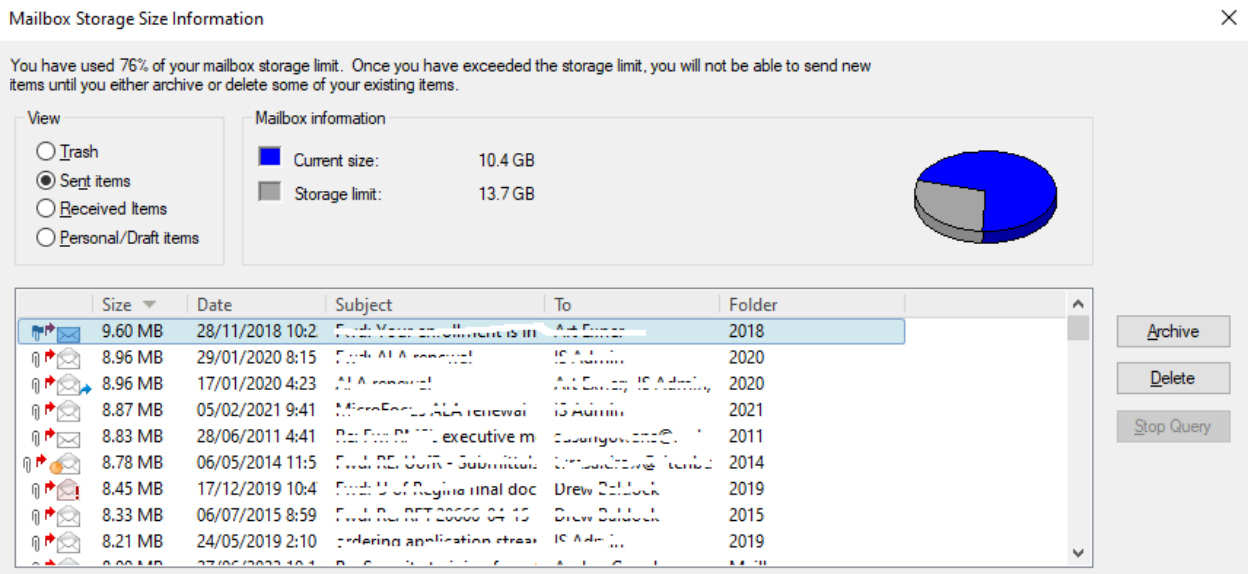
A reminder to follow Records & Information Management (RIM) retention requirements if applicable when deleting email. RIM information is at <https://ursource.uregina.ca/library/rim/index.html> and more specific Email guidelines are at: https://ursource.uregina.ca/library/rim/assets/docs/rim-email-management-guidelines_21nov2022.pdf

2. General

The speed of your mailbox is affected by not only the size of the items, but by the number of items. Cleaning up a lot of small items can significantly improve search speeds and performance. In addition, cleaning up your mailbox reduces the computing hardware and associated power and cooling (and CO₂) needed to provide your mailbox.

3. View by Mailbox size to quickly delete large messages

1. Click 'Mailbox Size:' on the bottom right of the GroupWise Main Window
OR Click 'Tools' menu, then 'Check Mailbox Size'. A Window will open like:



Mailbox Storage Size Information

You have used 76% of your mailbox storage limit. Once you have exceeded the storage limit, you will not be able to send new items until you either archive or delete some of your existing items.

View

- Trash
- Sent items
- Received Items
- Personal/Draft items

Mailbox information

- Current size: 10.4 GB
- Storage limit: 13.7 GB

Size	Date	Subject	To	Folder
9.60 MB	28/11/2018 10:2	Final Year enrollment is in	Art Emmer	2018
8.96 MB	29/01/2020 8:15	Final AIA renewal	IS Admin	2020
8.96 MB	17/01/2020 4:23	AIA renewal	Art Emmer, IS Admin,	2020
8.87 MB	05/02/2021 9:41	MicroFocus AIA renewal	IS Admin	2021
8.83 MB	28/06/2011 4:41	Re: Final AIA executive m	Edungowere@	2011
8.78 MB	06/05/2014 11:5	Final RE: UGR - Submittal	comardrew@tomb	2014
8.45 MB	17/12/2019 10:4	Final U of Regina final doc	Drew Dallock	2019
8.33 MB	06/07/2015 8:59	Final RE: RFT20000 04 15	Drew Dallock	2015
8.21 MB	24/05/2019 2:10	Ordering application strea	IS Admin	2019

Archive
Delete
Stop Query

2. In the View section, select one of 'Received Items', 'Sent Items', and 'personal items' to cleanup unneeded large messages in each of them.
3. It is recommended that you resize the window to make it wider and right click in the header area to the right of "To" and add "Folder" as a column.
4. Click the column heading you wish to sort by ('Size', 'Date' 'Subject' 'From')
 - If it's taking too long, you can click 'Stop Query' on the right side.
 - Sort by size, Largest to smallest to identify the largest messages that will save the most space
5. You can double click on an item if you wish to review the message before deleting it.
6. Select an item or group of items. **Click Delete on the right side to permanently delete the message**

Note: Items deleted from Mailbox Size viewer will not be recoverable, they do not go to Trash folder

4. Review Cabinet Folders and Sent Items Folder

- Select folders that may contain lots of emails that are not required
- Click on a folder to view the contents (Sent Items is a good place to start)
- Sort messages or search for specific messages to determine which to delete
(See further instructions on page 2)

5. Delete Automated Vacation Replies from Sent Items

Vacation replies are recorded in your Sent Items folder but you don't really need to retain a copy of the sent mail after your vacation. If you get a lot of email this results in many automated emails in your sentmail.

To find and delete vacation replies:

1. Select 'sent items' folder
2. Click in the search box at top right
3. Enter a keyword or phrase that will identify and search for vacation replies.
 - If your vacation messages say "I am currently away from the office..." you can enter that in the search
 - If your vacation messages say "In the event of an emergency contact" you could enter emergency to get a list of likely vacation replies, of the entire phrase to get a more accurate list.
 - You could judge by date, as most emails 'sent' on a date that you were on vacation are likely automated vacation notices that can be deleted
 - Use caution when deleting as these phrases may show up in emails you do need to keep.
4. Select the messages that are vacation replies
5. Click 'Delete' then select 'All Mailboxes' when prompted to delete the messages


TIP: To select and delete several sequential messages at once - click first message, hold down 'shift' key, click last message, then click Delete key (or right-click the group and choose Delete) **OR to select and delete several non-sequential messages** - hold down 'CTRL' key, click each individual message, then click Delete key.

6. Review Mailbox items quickly by sorting

- a. Sort by Date – Click "Date" column heading**
 - Click Date to sort in Ascending order, to quickly view oldest messages at the top
 - Anything older than 7 to 10 years can typically be deleted.
 - Click Date again to sort in Descending order to see newest messages at the top
- b. Sort by Sender – Click "From" column heading**
 - Scroll down and delete groups of unneeded messages from a sender such as SunLife or SaskTel
 - Delete messages from yourself if you cc:'d yourself, as you will also have a copy in your sentmail
 - Delete message from subscribed mailing lists, marketing emails, past hotel reservations etc.
 - Delete ticket notification emails from IT.Support, as the details are in the ticket itself
 - Delete marketing emails, reminders and notifications from senders such as SunLife or SaskTel
- c. Sort by Subject – Click "Subject" column heading**
 - You can often delete messages that have the same subject except the last one, as the information will be repeated in each reply to the email chain

7. Search for specific messages to delete

- a. Click Search box at top right to filter mailbox**
 - Enter a keyword that you know will find several emails that can be deleted
 - **Example:** Enter **Confirmation** or **Reminder** or **Printing** or **Renewal** to find emails with that word in it that may not be needed
 - Select and delete messages as appropriate
 - Click the x in the search box to cancel the search and return to viewing all messages
- b. Advanced Search option**
 - Click search magnifying glass icon at top right, and choose "In All Folders"
 - In left side window, enter a From address or Subject to find a group of emails to delete

- **Example: Subject that Begins with a square bracket [will likely be an email list message**
 1. Enter the [symbol in the subject field
 2. Click 'More options...'
 3. Click 'Advanced Find'
 4. Click the 'equals' symbol  and change it to 'Begins with' for *Subject* and *My Subject*
 5. Click OK
 6. Select the messages that can be deleted, and press Delete.

TIP: Delete all messages from University email lists. They all have an online archive you can view anytime. Just login to <https://lists.uregina.ca>, search for list by name, click list name, click 'Archive' in the left side menu.

8. Archived Messages

If you have archived items, please review and delete or restore the messages to your mailbox. Groupwise archives are not stored on the email servers, and are therefore not accessible by any programs that will be migrating accounts. **Outlook will not be able to access GroupWise archives.** Please contact the IT Support Centre if you would like some assistance.

To view archives:

1. Select File, click 'Open Archive'
2. View and sort messages just as you would in your mailbox
3. To return to your mailbox, Select File, click to uncheck 'Open Archive'

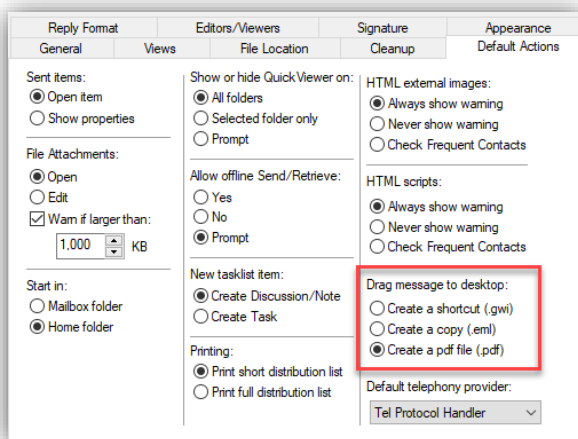
To restore messages to your GroupWise mailbox from the archive:

1. Select the message
2. Select the Actions menu
3. Click to uncheck 'Move to Archive'

9. Saving Emails to PDF

Rather than achieving emails, you do have the option to save emails to a PDF. Please follow these steps:

1. Click on the Cog Wheel in GroupWise
2. Select "Options"
3. Select "Environment"
4. Click on "Default Actions"
5. Under "Drag message to desktop:" select "Create a pdf file (.pdf)"



6. Click "Apply"

Then you can drag your files to your desktop or folders to save them as a PDF.

10. Delete old calendar items

It's likely you no longer need to refer to meetings in your calendar that have passed. You may wish to delete calendar entries more than 5 years old to save space.

11. General tips for cutting down email storage needs

a. Delete emails as soon as they are no longer needed

- Save attached files to a network drive or folder such as the T: drive then delete the original email
- If you reply to an email, you have the thread in your sentmail, so may not need previous copies
- Email notifications from UR Courses are in UR Courses mail or chat window. Once you go into UR Courses to respond directly, there is no need to retain the notification email in your inbox.
- Once travel has happened, you can delete the confirmation emails from hotels and airlines.
- Unsubscribe from unsolicited emails, use the 'unsubscribe' link at bottom of message.
- use a "temp" folder for messages that you can't quite delete but don't need for the long term. Clean *temp* out monthly of emails older than X months. This is greatly preferred over setting your trash retention time to a large number.
- Delete emails right away once you have replied or resolved the issue.
- Delete email replies that say "Thank you" once you have read them.
- Delete emails from the University email lists as they come in. The Archives for all lists can be accessed anytime online at <https://lists.uregina.ca>

b. Manage and Delete items from Trash folder

- Your trash folder should be set to auto-delete so that it doesn't consume an ever growing amount of storage. A temp folder as described in section a is a good alternative if you want to keep some deleted items longer.
- To set messages to auto-delete, right-click the Trash folder and choose 'Properties' then 'Clean up' tab - Under 'Empty Trash' click "Automatic after:" and select # of days.