

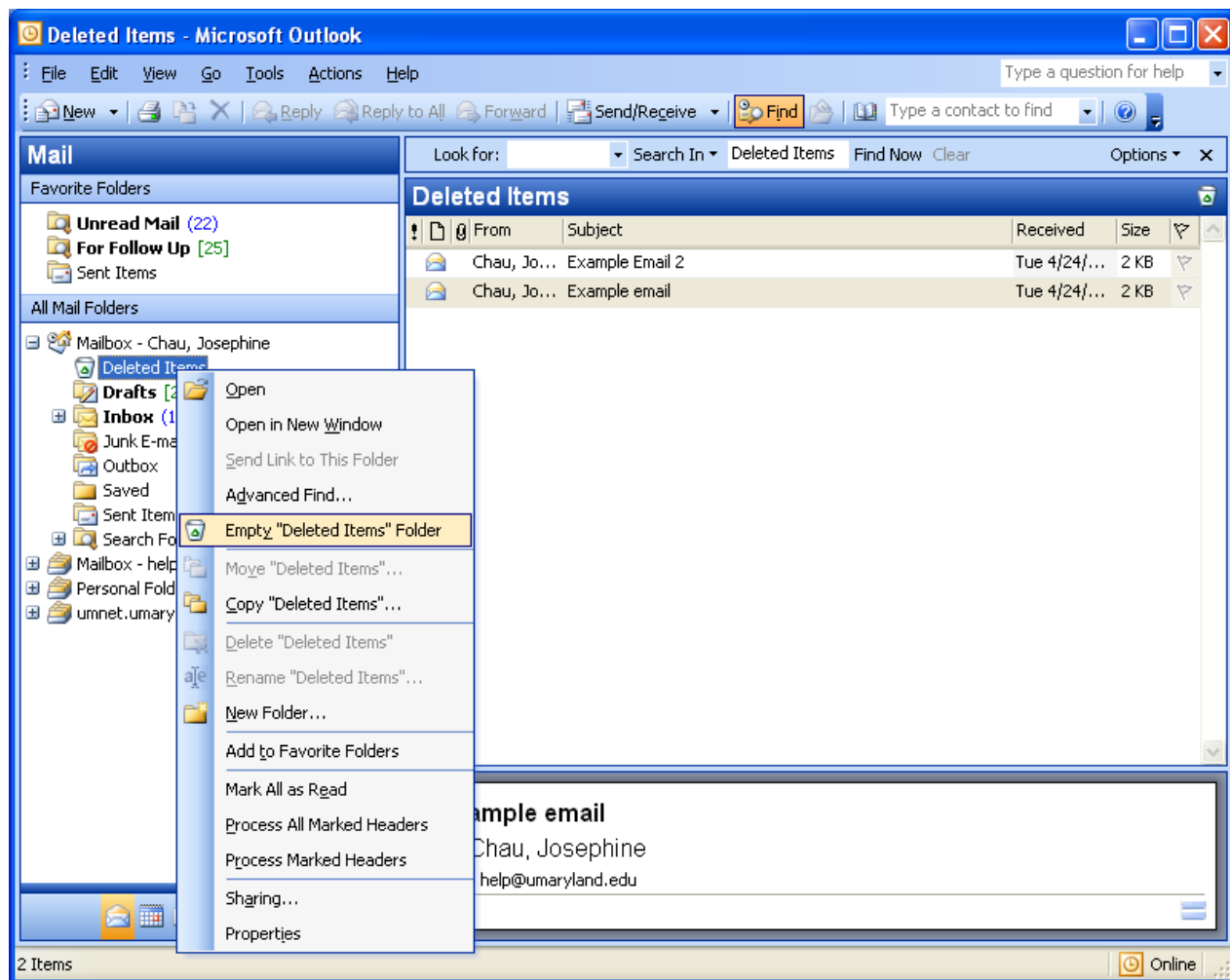
December 2011

## ***Clearing items from the Deleted Items Folder***

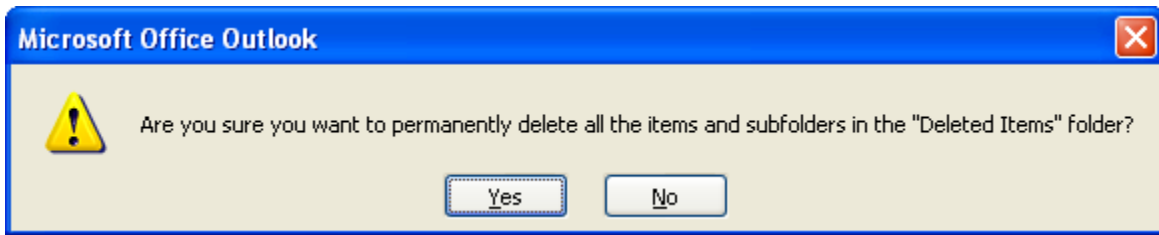
Emails stored in your Deleted Items folder still take up space in your Exchange email account. Emptying your Deleted Items Folder can free-up space in your email account. These instructions are designed for Outlook 2007 and Outlook Web Access. If you are using a different version of Outlook, please contact our office for further assistance.

### **Using the Outlook 2007 Client**

1. Open Outlook 2007 on your computer.
2. Right-click on the Deleted Items folder and select the option "Empty Deleted Items" Folder.



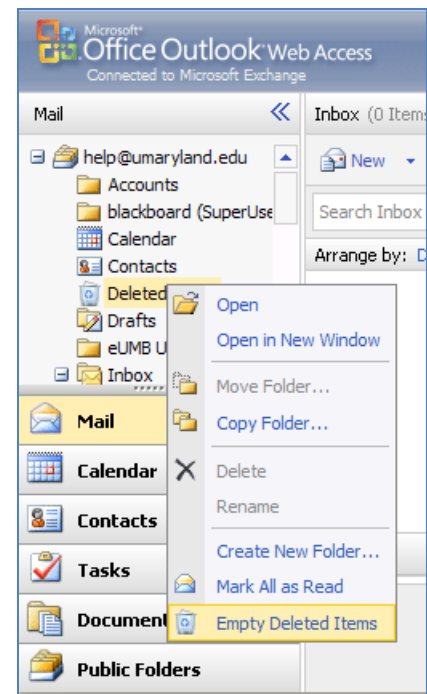
3. You may receive a warning message asking if you want to permanently delete all items in the Deleted Items folder.



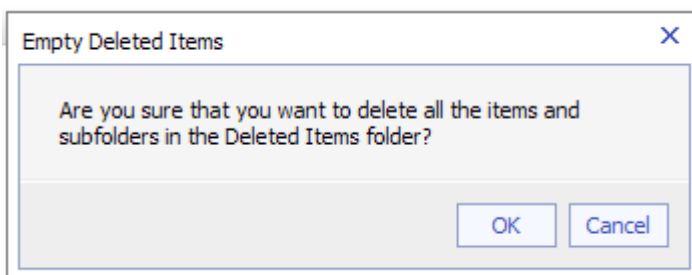
Please note that the Deleted Items folder may contain other items from Outlook such as appointments, notes, journal entries, or contact profiles. Ensure that you want to delete these items *before* clicking the “Yes” button.

## Using Outlook Web Access with Internet Explorer 6 or higher

1. Open your Exchange email account in Outlook Web Access.
2. Right-click on the Deleted Items folder and select the option “Empty Deleted Items” Folder.




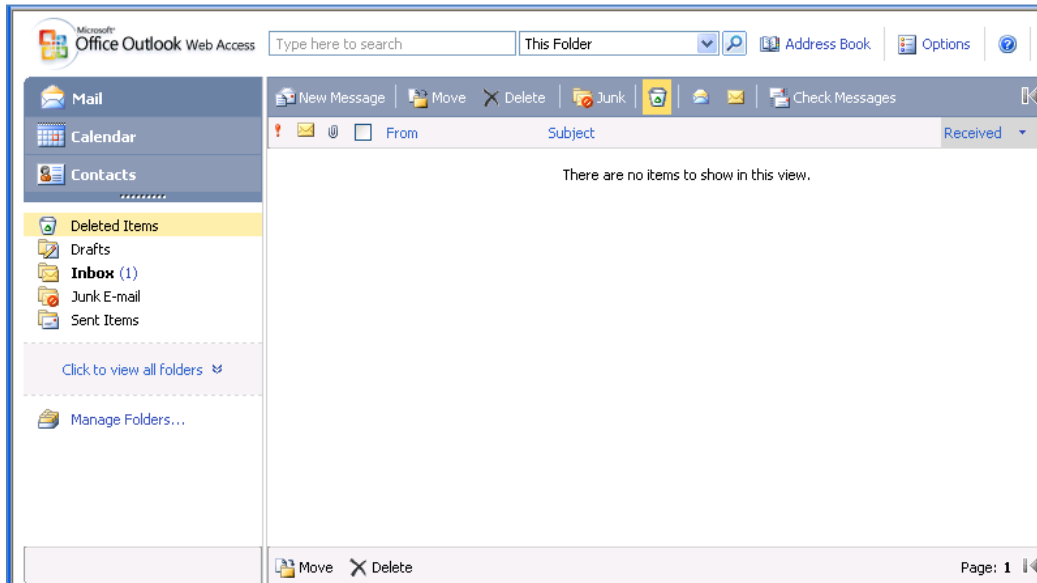
3. You may receive a warning message asking if you want to permanently delete all items in the Deleted Items folder.



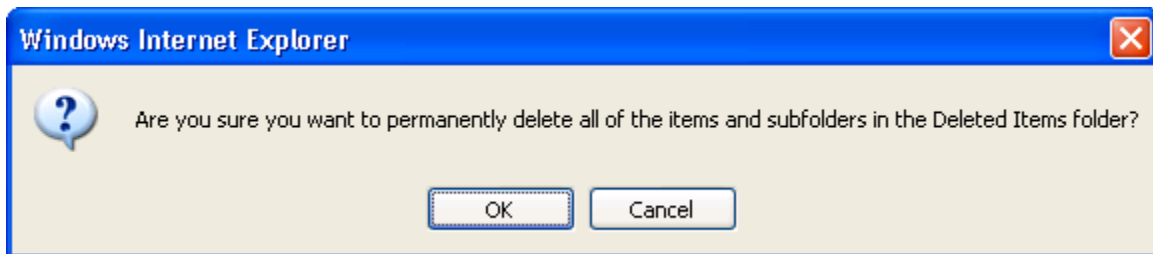
Please note that the Deleted Items folder may contain other items from Outlook such as appointments, notes, journal entries, or contact profiles. Ensure that you want to delete these items *before* clicking the “OK” button.

## Using Outlook Web Access Light

1. Open your Exchange email account in Outlook Web Access.
2. Click on the Deleted Items Folder and then select the Empty Deleted Items icon 



3. You may receive a warning message asking if you want to permanently delete all items in the Deleted Items folder.



Please note that the Deleted Items folder may contain other items from Outlook such as appointments, notes, journal entries, or contact profiles. Ensure that you want to delete these items *before* clicking the “OK” button.

## QUESTIONS?

If you require further assistance emptying the Deleted Items folder in Outlook 2003, Outlook 2007 or Outlook Web Access, please contact the IT Help Desk at 410-706-HELP (8:00 a.m. - 5:00 p.m.) or send e-mail to [help@umaryland.edu](mailto:help@umaryland.edu)