# Email Clean-Up Strategy:Delete Items in Sent & Deleted Folders

## A couple things to keep in mind:

* Email is not an approved storage location for records. Email messages, or information contained within them, that are considered to be College records must be identified and stored in a separate system such as a shared workspace folder on the N:\ drive. You can find more information about email as records on the [FAQs about RIM](https://www.lcc.edu/its/records-management/faq.html) webpage.
* In Outlook, when you scroll to the bottom of the list of emails in a folder you will most likely see a message that says “*There are more items in this folder on the server. Click here to view more on Microsoft Exchange.*”



Be sure you click the link to bring up all the items before you sort.

## How to Delete Items in “Sent” Folder (in Outlook)

* Right click on the “Sent Items” folder in the list of folders.
* Choose “Delete All.”



## How to Delete Items in “Deleted” Folder (in Outlook)

* Right click on the “Deleted Items” folder in the list of folders.
* Choose “Empty Folder.”



* A pop-up box will say “Everything in the “Deleted Items” folder will be permanently deleted. Continue?”
* Click “Yes.”