

Email Clean Up Instructions

Please note...these instructions are for Horde webmail users and users with email clients configured to use IMAP. With IMAP, the email is stored on our server and takes up space. For POP users, your email is deleted from our server when it is downloaded to your computer, so this does not apply to you. If you are not sure whether you use IMAP or POP, please contact your local IT support person.

By default, messages marked as deleted in Horde are not automatically moved to a Trash folder. Unless you have changed your preferences and created a Trash folder, deleted messages remain in your inbox and continue to take up space on our server. There is also a flag that can be set to hide these deleted messages so you don't actually see them in your inbox.

To purge messages marked as deleted from your inbox in Horde:

- 1) Click on the **Other** menu, which is located on the far right of the menu bar next to the Filter menu. Note: this is not the Others menu at the very top of the screen.
- 2) Make sure the **Hide Deleted** is showing at the bottom of this menu. If you see **Show Deleted** instead, please click this first to unhide any deleted messages.
- 3) Select **Purge deleted** to remove all messages that are marked as deleted.

To empty your Trash folder in Horde:

- 1) In the left-hand panel of your screen, right-click on your **Trash** folder.
- 2) Select **Empty** from the shortcut menu.
- 3) Click **OK** to confirm the deletion.

Please also take a moment to clean up your inbox and your sent folder. Keeping emails with large attachments can take up a lot of space on our server. You can easily sort the folder by size and look for messages with large attachments. These attachments should be downloaded to your computer and deleted from your email.

If you have questions or need clarification on these instructions, please contact your local IT support person.