

When you try to delete a message in Outlook using the IMAP settings, you will notice that the message then has the strikethrough effect through it, but it still remains there. In order to permanently delete the message, you will actually need to purge the item. This is analogous to emptying the trash if you were using GroupWise normally.

First, highlight the message or messages that you want to delete and press delete. You can also right click on messages and choose delete. This will cause the strikethrough effect mentioned earlier, and marks the items for deletion.

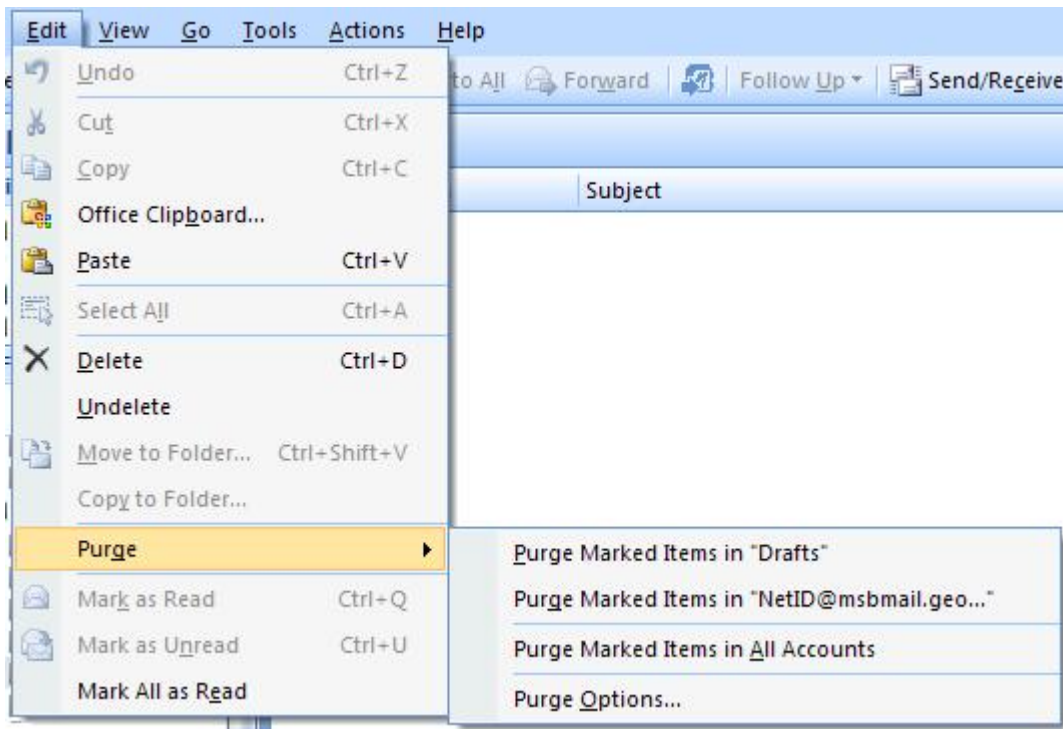
Please note that if you have marked a message for deletion that you want to retain, you will have to undo it at this point! To do that, right click on the message and choose the “Undo” option.

After you are sure that you have marked the proper messages for deletion, you will need to purge them.

In Outlook 2003, you should go to the Edit menu and choose “Purge Deleted Messages.” You will need to do this every time you are ready to fully delete a message.



In Outlook 2007, you should go to the Edit menu and see another menu for Purge. It will give you the option to purge the deleted items within the current folder, purge all the deleted items in the account, purge deleted items in all accounts, or go to an options screen.



If you go to the options screen, you can set an option that will automatically purge items marked for deletion when you go to another folder, but this is not recommended because we cannot recover purged items.

These options should help you manage your email boxes better within the Outlook programs and help reduce the amount of quota space that you are using on the server. If you have any problems or questions, please contact us at the MSB Tech Center.

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