

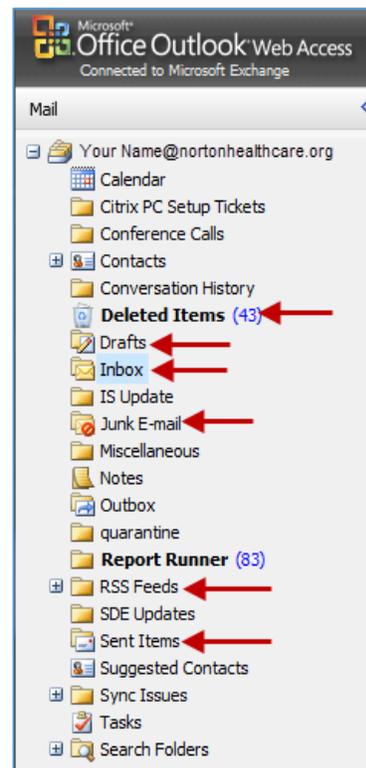
### Overview

This guide is to help you clean up your Norton Email Mailbox. There are many ways a person's Norton email inbox can quickly reach capacity, but all can be easily fixed by you.

The Inbox in Outlook and Outlook Web Access look essentially the same and all contain the same folders where mail can accumulate.

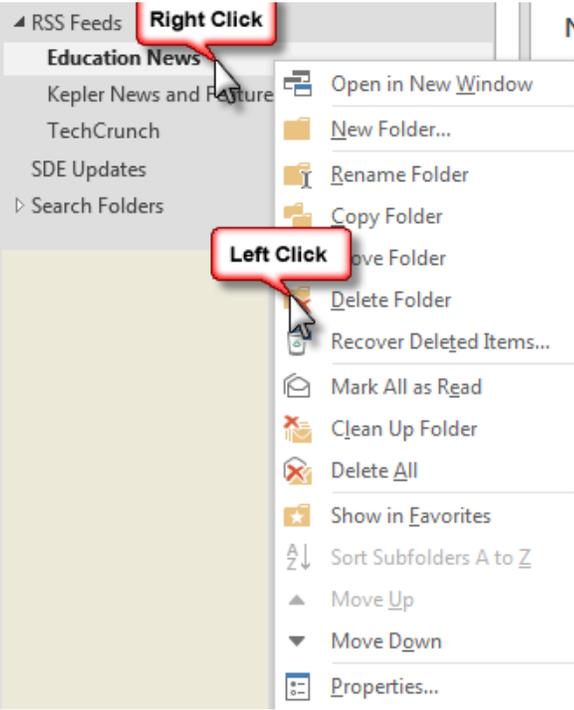
- Inbox
- Drafts
- Sent Items
- Deleted Items
- Junk E-mail
- RSS Feeds

#### Outlook



<p><b>Inbox—Where email arrives and stays until it is either read and kept or deleted</b></p>	<ul style="list-style-type: none"> <li>• All email under the main mailbox counts toward the total capacity of the mailbox.</li> <li>• Creating new folders and moving mail to them still counts toward the total space of the main mailbox.</li> </ul>
<p><b>Deleted Items Folder</b></p>	<ul style="list-style-type: none"> <li>• Delete email in the Deleted Items folder on a regular basis.</li> <li>• Email can be permanently deleted by clicking on the specific email then either clicking on the Delete button on the top toolbar or by pressing Delete on the keyboard.</li> <li>• Multiple emails can be deleted by selecting the email you want to start with then holding down the Shift key, and at the same time, use the arrow keys to highlight the desired amount of email then delete. After selecting the range of email, click on “delete.”</li> </ul>
<p><b>Recovering Deleted Email</b></p>	<ul style="list-style-type: none"> <li>• Email accidentally deleted from Deleted Items folder can be recovered by clicking on “Recover Deleted Items From Server”, which puts the email back into the Deleted Items folder.</li> <li>• Recovering deleted email with this method is for email recently deleted up to one week.</li> <li>• If an email is not visible in the Recover Deleted Items then it is not recoverable.</li> </ul>
<p><b>Drafts Folder</b></p>	<ul style="list-style-type: none"> <li>• Any email that is created, but not sent, is saved automatically to the Drafts folder after three minutes.</li> <li>• The Drafts folder should be checked on a regular basis to make sure incomplete email is not accumulating and is either sent or deleted.</li> </ul>
<p><b>Sent Items</b></p>	<ul style="list-style-type: none"> <li>• You want to keep your Sent Items at a manageable level.</li> <li>• Deleting any unwanted Sent Items is done via the same method as deleting items from the Inbox or Draft folders.</li> <li>• Move sent messages that you know you want to keep to a different folder so they are easier to find.</li> </ul>

**Note:** Email with attachments can quickly take up space in your mailbox. If you receive a large attachment (4MB, for example) and then you forward that attachment onto someone else, the attachment now occupies 4MB of space in the Inbox and 4MB in the Sent Items folder for a total of 8MB.

<h3>Junk Email</h3>	<ul style="list-style-type: none"><li>• The Junk Email filter helps reduce unwanted email in the Inbox.</li><li>• Email can get sent to the Junk Email folder by accident, if you're missing an expected email, always check the Junk Email folder.</li><li>• Any email that is not junk, can be dragged back into the Inbox or other folder.</li><li>• If you receive a suspicious looking email, such as asking for a user name and password or other information, you can always forward that email to <a href="mailto:AskISSecurity@nortonhealthcare.org">AskISSecurity@nortonhealthcare.org</a> for review.</li></ul>
<h3>RSS Feeds</h3>  <p>The screenshot shows the Outlook interface with the 'RSS Feeds' folder selected. A context menu is open over the 'Education News' subfolder. A red callout box labeled 'Right Click' points to the 'Education News' folder, and another red callout box labeled 'Left Click' points to the white triangle on the left side of the 'Education News' folder. The context menu includes options such as 'Open in New Window', 'New Folder...', 'Rename Folder', 'Copy Folder', 'Move Folder', 'Delete Folder', 'Recover Deleted Items...', 'Mark All as Read', 'Clean Up Folder', 'Delete All', 'Show in Favorites', 'Sort Subfolders A to Z', 'Move Up', 'Move Down', and 'Properties...'.</p>	<ul style="list-style-type: none"><li>• Not necessary, and, if unknowingly setup when Outlook is first configured, can fill up your total Inbox capacity quickly without your awareness.</li><li>• RSS Feeds folder are located in your main mailbox and contain several subfolders. The folder can be expanded by clicking on the white triangle to the left of "RSS Feeds." What you see in your expanded subfolder view will look different than what is in the example. The quickest and easiest way to gain back the space they occupy is to right click on each folder and then select 'Delete Folder.' This will permanently delete the folder and no further feeds will accumulate in it.</li></ul>