

Deleting Messages and Emptying the Trash Bin: WebMail, Eudora, and Outlook Express

Please note: It is very important that you empty the trash after you've deleted messages. Otherwise you will continue to get the **disk over quota** warning and still won't be able to get new mail.

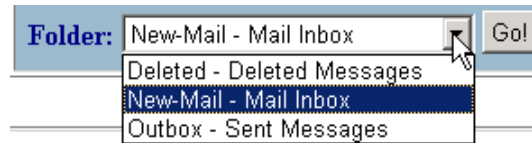
WebMail

To delete a message:

- Select the message by clicking the box next to its subject in the index; you may select multiple messages at one time.
- Click the *Delete* button on the top menu bar; your deleted messages are now in the trash bin.

To empty the trash:

- Select the *Deleted – Deleted Messages* folder by clicking the down arrow next to the folder selection
- Click *Go*; you will see all the messages you deleted.
- Select all messages by clicking the boxes next to the messages and then click the *Delete* button. Or, you can also go to the File menu and select the option that allows you to delete the entire Deleted Messages Folder.



Tip

You may change the default value of “Maximum Number of Messages to Retain in Deleted Messages Folder” from the default value of 20 to 1 to ease the chore of emptying the trash. To do so, click the Options button on the top menu bar, and change the value. Do not change the value to 0 (zero). Zero means ‘infinite’ in WebMail.

Eudora

To delete a message:

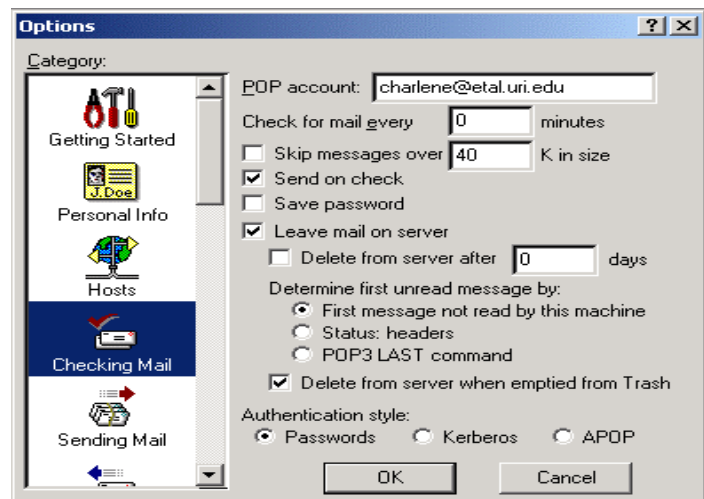
- Highlight the message.
- Select *Delete* from the Message pull-down menu; now your deleted messages are in the trash bin.

To empty trash from your computer:

- Select *Empty Trash* from the *Special* pull-down menu.

To empty trash from the server:

- Select *Options* from the *Tools* pull-down menu.
- Highlight *Checking Mail* from the left column; if you have selected *Leave mail on the server*, make sure you also select *Delete from server when emptied from Trash*.



Outlook Express

To delete a message:

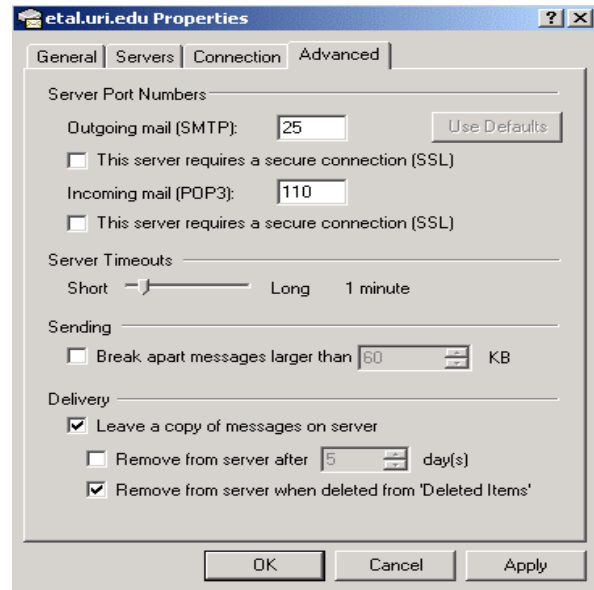
- Highlight the message and select *Delete* from the top menu bar; now your deleted messages are in the trash bin.

To empty trash from your computer:

- Select *Empty 'Deleted Items' Folder* from the *Tools* pull-down menu.

To empty trash from the server:

- Select *Accounts* from *Tools* pull-down menu.
- Select the *Mail* tab, highlight the account, and click the *Properties* button.
- Select the *Advanced* tab; if you have selected *Leave a copy of messages on server*, make sure that you also select *Remove from server when deleted from 'Deleted Items'*.



If you have questions or problems, please call the Help Desk at 874-HELP.