Deleting Items – Internet Explorer

In order to keep your Webmail folders uncluttered, you will need to delete unwanted items. Most deleted items will be automatically moved to the Deleted Items folder, where you can continue to access them until they are removed from the folder. Emptying the Deleted Items folder is the only way to permanently remove an item from Outlook, and items cannot be recovered after being removed from the Deleted Items folder.

Deleting Messages

When you no longer need to keep a message, you can remove it with a simple click of a button. If, by accident, you should happen to delete a message you want to keep, it is still retrievable as long as you do not remove it from the Deleted Items folder.

NOTE: Emptying the Deleted Items folder is the only way to permanently remove an item from Outlook.

Deleting Messages: Button Option

1. From the Navigation pane, click MAIL
   The Mail view appears.
2. Select the message(s) to be deleted
3. With the message selected in the messages list or with the message window open, click DELETE 
   The message is sent to the Deleted Items folder.
4. OPTIONAL: To permanently delete the message(s), Empty the Deleted Items Folder

Deleting Messages: Drag and Drop Option

1. From the Navigation pane, click MAIL
   The Mail view appears.
2. Select the message(s) to be deleted
3. Drag and drop the message(s) into the Deleted Items folder
   The message is sent to the Deleted Items folder.
4. OPTIONAL: To permanently delete the message(s), proceed with Emptying the Deleted Items Folder

Emptying the Deleted Items Folder

Once you have deleted a message from a folder, the Deleted Items folder must be emptied to permanently clear the message from Web Outlook. You can also delete selected items from the Deleted Items folder, rather than deleting all items at once.

WARNING: Once an item is emptied from the Deleted Items folder, it is irretrievable.

Deleting Selected Items

1. From the Folders list, click DELETED ITEMS
   The deleted items appear in the Folder Contents window.
2. To select multiple non-contiguous items, press and hold [Ctrl] while clicking each desired item
   To select multiple contiguous items, press and hold [Shift] while clicking the first and last item in the
   desired range
3. Click DELETE DELETE
   A confirmation dialog box appears.
4. To permanently delete the item(s), click OK
   The selected item(s) are permanently deleted.
   To keep the item(s) in the Deleted Items folder, click CANCEL
   The item(s) remains in the Deleted Items folder.

Deleting All Items

1. From the Folders list, right click DELETED ITEMS » select Empty Deleted Items
   A confirmation dialog box appears.
2. Click OK
   All items in the Deleted Items folder are permanently deleted.

Retrieving Messages from the Deleted Items Folder

If you have accidentally deleted a message that you want to keep, you can retrieve it. However, this is only true
if the message has not been deleted from the Deleted Items folder.

Retrieving Messages: Forwarding Option

1. From the Folders list, click DELETED ITEMS
   The deleted items appear in the Folder Contents window.
2. To open the message you want to keep, double click it
3. Forward the message to yourself
   The message will now appear in your Inbox.

Retrieving Messages: Drag and Drop Option

1. From the Folders list, click DELETED ITEMS
   The deleted items appear in the Folder Contents window.
2. From the Folder Contents window, select the message that you would like to move to another folder
3. Click and drag the message to the Folders list
4. When the message is positioned over the correct folder, release the mouse
   The message is moved to the folder.