



State of Michigan

Records Management Services



Tip Sheet: Email Clean-up

For some employees, cleaning up their Outlook email account can feel overwhelming. The following are some tips for getting rid of the easy stuff.



Top 10 Email Noise:

- Gongwer and MIRS:** Many employees subscribe to the Gongwer and MIRS news services. These messages are not official records. Search for all messages received from Gongwer News Service, and from MIRS. Highlight all of the messages and delete them. Note: they also need to be deleted from the Deleted Items folder.
- Unread Mail:** Review unread mail to identify messages that need to be kept, scroll to the bottom of the Folder Pane on the left side of Outlook. Go to the folder called “Search Folders.” Click on the arrow so it points down, and select the Unread Mail folder. The Message Pane in the middle of the screen will display all of the unread messages, and will group them by the folder they are currently stored in. Delete any that are not needed, and then delete them from the Deleted Items folder. Note: at the top left corner of the Message Pane, there is an option to display All messages in the current folder, or just the Unread messages. Clicking the unread messages tab makes it easy to select all of the unread messages and delete them.
- Mailing Lists:** Many employees are subscribed to mailing lists for professional associations and other groups. Generally these messages do not discuss government business activities, so they are not official records. Search for all messages received from the mailing list. Highlight all of the messages and delete them. Note: they also need to be deleted from the Deleted Items folder.
- Junk E-mail:** If an employee declares email from certain senders to be junk, Outlook automatically puts all messages received from that sender in the Junk E-mail folder. Periodically review the contents of this folder to ensure that nothing important was accidentally placed there. However, if all of the messages are junk, right-click on the folder in the Folder Pane and select Empty Folder from the list of commands. Note: the messages will not be moved to the Deleted Items folder, so they only need to be deleted once.
- Automatic Reply:** If an employee sends a message to someone who turned on automatic out of office replies, they will receive an automatic reply message. Search for all messages with “automatic reply” in the subject line and delete them. Note: they also need to be deleted from the Deleted Items folder.
- Undeliverable:** If a message was sent to an email address that does not exist, the sender may receive a notification that the message was undeliverable. Search for all messages with “undeliverable” in the subject line and delete them. Note: they also need to be deleted from the Deleted Items folder.
- Accepted:** If a meeting appointment request was accepted by the recipient, the sender receives a notification. Search for all messages with “accepted” in the subject line and delete them. Note: they also need to be deleted from the Deleted Items folder.



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8. **Declined:** If a meeting appointment request was declined by the recipient, the sender receives a notification. Search for all messages with “declined” in the subject line and delete them. Note: they also need to be deleted from the Deleted Items folder.
9. **Large Mail:** Review messages that have a large file size by scrolling to the bottom of the Folder Pane on the left side of Outlook. Go to the folder called “Search Folders.” Click on the arrow so it points down, and select the Large Mail folder. The Message Pane in the middle of the screen will display all of the large messages, and will group them by the folder they are currently stored in. Delete any that are not needed, and then delete them from the Deleted Items folder.
10. **Personal Mail:** Identify and delete any messages that do not document government business. Encourage senders of personal mail to send future messages to a non-government email account.