Introduction

UH students, faculty, and staff are allotted 20 megabytes of storage for their email accounts. Once this quota is met, the user is unable to continue to receive email until they make room in their account. This document will discuss how to save your email to a local disk on your computer's hard drive and remove it from the mail server.

This document assumes you are using Outlook 2000 on a Windows OS platform. It is also assumed that Outlook 2000 has been configured to use the IMAP protocol.

Moving email offline

CLEANUP

The first step in reducing your disk space usage should be cleaning up your current email. Delete any emails that are no longer needed, especially emails with attachments.
SAVING EMAIL

The Microsoft Outlook 2000 window is by default composed of two frames. The frame on the left displays a list of shortcuts, and the frame on the right displays the contents of the folder clicked on in the left frame. To make things simpler, you should customize your view of Outlook 2000 to include an additional frame. This additional frame will display your folder list, which includes mail folders, both local and online. This is the frame we will be most concerned about for saving your email messages. If this frame is not visible on your system, click on the View menu and then click on the Folder List menu. See the figure below.

The frame that lists the different folders is further divided. There are two major divisions with the top division being items that are stored on your local hard drive. The bottom division (UH E-mail in this example) includes the folders that are stored on the server. These are the items that are counting against your quota. In the figure below, the emails in the ITS Demo folder are the ones we are going to move offline onto our local hard drive to relieve disk space on the server.
CREATE NEW LOCAL FOLDER

Create a new local folder where you will store the email you no longer need to have online. To create a new local folder, go to the **File** menu, click **New**, and then click **Folder**. See figure below.
Next, give the folder a name, and then click on **Personal Folders**. Be sure to click on **Personal** Folders to ensure the new folder will be created on your local hard disk. Click on the OK button to create the folder. See figure below.

![Create New Folder](image)

**MOVE EMAIL TO NEW FOLDER**

Now, select the email you wish to move offline and have saved in your local folder. Simply drag the emails that are to be saved into the new local folder that was created in the previous step. In the figure below, the email messages from ITS Demo was selected and moved into the new local folder, **Saved E-mail**.
VERIFY EMAIL HAS BEEN SAVED

To verify that the email has been saved to your local hard disk, click on the new folder you created (saved e-mail). The saved email should be displayed in the frame on the right. See figure below.
Once the emails have been moved, a strike through line will be drawn through the emails that have been moved from the server. In the figure below, notice the strike through lines in the emails in the UH E-mail ITS Demo mailbox.
**PURGE SAVED EMAIL FROM SERVER**

After saving all email messages to your local hard drive, it is time to purge the saved emails from the server. To do this, go to the **Edit** menu and click on **Purge Deleted Messages**. See the figure below. This will remove the saved emails from the server and free up disk space. Note, be sure to verify that the emails have been saved correctly before doing this step.

![Image of Outlook menu showing Purge Deleted Messages]

That's it, you have successfully moved the selected emails off of the server and onto your local hard drive.

**Moving email messages back online**

There may come a time when you wish to move the emails you saved onto your local hard disk back online to be accessed from different locations. The process of moving the email back online is very similar to the process of saving them to your local hard disk.
CREATE NEW FOLDER ON SERVER

Go to the File menu, click New, and then click Folder. Next, Give the folder a name, and then click on UH E-mail (The name may vary depending on how you configured Outlook 2000). Be sure to click on UH E-mail to ensure the new folder will be created on the server. Click on the OK button to create the folder. See figure below.

MOVE EMAIL TO NEW ONLINE FOLDER

Now, select the email you wish to move online to be accessed from multiple locations. Simply drag the emails that are to be uploaded into the new online folder that was created in the previous step. In the figure below, the email messages from Saved E-mail was selected and moved into the new online folder, Upload E-mail.
That's it, your email is now back online. The email messages have been moved from the local folder and placed in the newly created folder online. These email messages now count against your quota, but they can be accessed from multiple locations.

**GETTING HELP**

For additional assistance, please phone the ITS Help Desk at (808) 956-8883, send email to help@hawaii.edu, or fax (808) 956-2108. Neighbor islands may call the ITS Help Desk’s toll-free phone number at (800) 558-2669.

Or see the ITS Help Desk home page at [www.hawaii.edu/help](http://www.hawaii.edu/help)
The ITS walk-in Help Desks are located in Keller 105, Keller 213, and the ITS CLIC Lab on the UH Mānoa Campus.

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