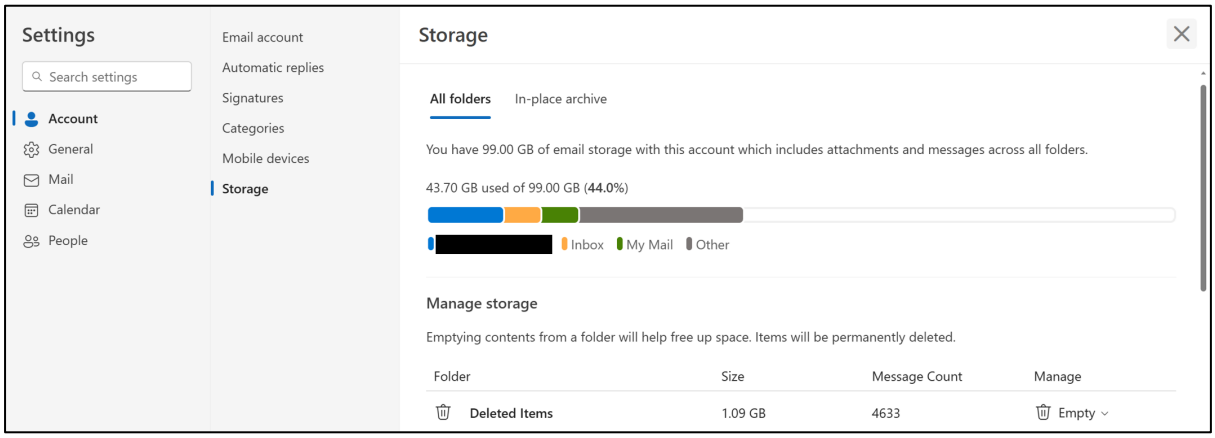
Mailbox storage limits in Outlook

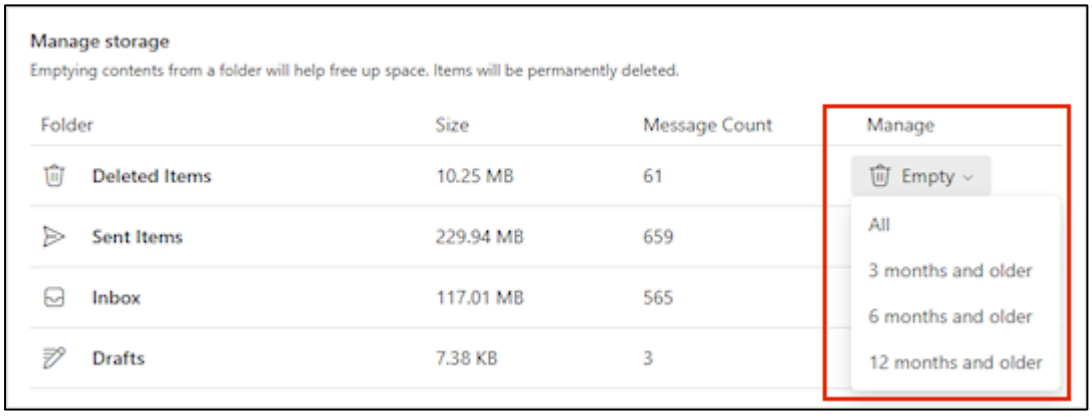
See how much mailbox storage you've used

Go to Outlook on the web: https://outlook.com
Sign in with your Mandela account.
At the top of the page in Outlook on the web, select Settings . > Account > Storage.

From the Settings > Storage page you should see a breakdown of how much space each folder in your mailbox is taking. Below, you should see a list of the folders represented in the breakdown with the option to permanently delete all items (or those older than 3, 6, or 12 months) in these folders to free up space.



To clean out a folder, click Empty and select the option you would like.



How to permanently delete email

When deleting items from Inbox or other folders, items are sent to the Deleted Items folder by default. The Deleted Items folder counts toward your mailbox storage quota until it is manually emptied.

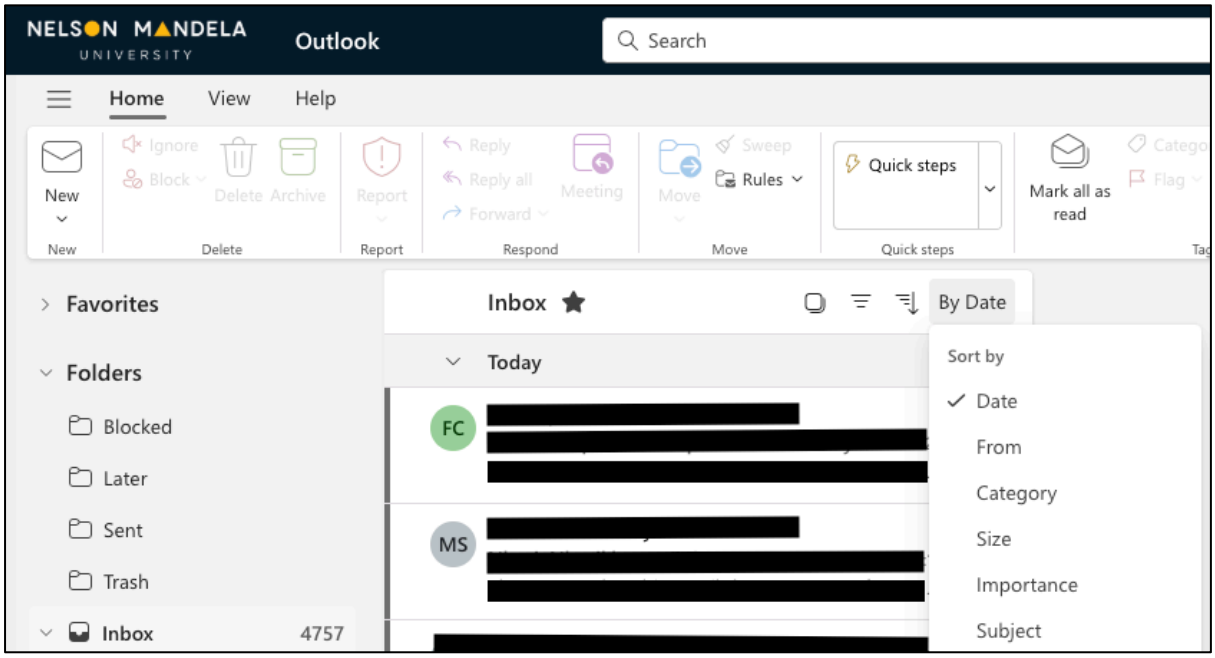
To permanently delete a message or messages, select or highlight the messages, press Shift and DEL on your keyboard.

Other ways to reduce your storage

Deleting large emails

Sort inbox by Largest and delete:

Click By Date box, select Size



Make sure the arrow  next to By Size is pointing down. Emails are now sorted by large to small.

Delete unwanted large emails by Shift Delete.

Example of mails to delete: Newsletters, spam, junk, emails with large attachments, non-work-related emails.

Create Mailbox Rules

Rules can automatically sort incoming emails into specific folders. This helps keep your inbox cleaner and more manageable, reducing clutter.

You can also set rules to automatically delete or move emails from specific senders or with certain keywords. This helps eliminate unwanted emails that take up storage.

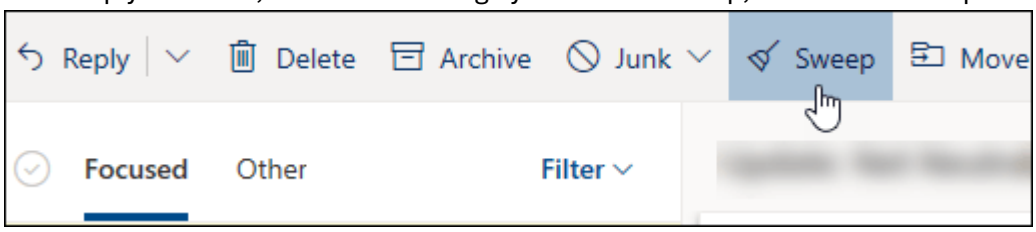
To learn more about mailbox rules:

https://support.microsoft.com/en-us/office/set-up-rules-in-outlook-75ab719a-2ce8-49a7-a214-6d62b67cbd41

Sweep unwanted email from your inbox

Use the Sweep button to quickly remove unwanted email from your inbox or archive folders. Sweep lets you automatically delete all incoming email from a particular sender, keep only the latest message from that sender, or delete email that's older than 10 days.

To sweep your inbox, choose a message you want to sweep, and select Sweep.



To learn more about Sweep, see https://support.microsoft.com/en-us/office/organize-your-inbox-with-archive-sweep-and-other-tools-in-outlook-on-the-web-49b26f63-6399-4b4a-a580-14b9b1efe96d