

CONTACT CENTER

Create an Email Archive for Faculty & Staff with Microsoft Exchange Accounts THESE INSTRUCTIONS DO NOT APPLY TO DEPARTMENTAL EXCHANGE ACCOUNTS

<u>Setup</u>

- 1. With Microsoft Outlook open, go to: File > Account Settings > Account Settings
- 2. Select the Data File tab
- 3. Select Add...
- 4. Navigate to the user's H:\drive
- 5. Name the file *username_archive.pst*. The new location will now appear in the Data Files list.
- 6. Select Close.

Notice a new line item appears in the Outlook mailbox list called *username*-archive. Within that new line item, create an "Inbox" folder and a "Sent Items" folder.

Archiving Process

- 1. Mass select the desired email items from the *active Inbox* and move them to the *archive Inbox*.
 - To select a series of emails:
 - Select the **first email** in the series
 - $\circ\,$ Scroll down to the last email in the series
 - Press **Shift** on the keyboard and select the **last email** in the series. This will highlight the desired emails for moving.
 - CAREFULLY drag the highlighted emails to the archive Inbox
 - To select a random order of emails:
 - o Press Ctrl on the keyboard and select the desired emails
 - \circ When you are ready, carefully drag the highlighted emails to the archive Inbox