Microsoft Outlook
Mailbox Item Count Reduction

The following document shows how to recognize & fix issues related to 'Mailbox Item Count" in Outlook.

ISSUE: When your inbox approaches a **Total Combined Mailbox Item Count of 100,000** (calculated total between Inbox, Sent Box, and Deleted Items), it can cause issues with:

- Errors sending emails
  - Undeliverable messages, emails stuck in Outbox.
- Errors receiving emails
  - Emails never received.
- Errors accessing the mailbox from Outlook.
  - Doesn't load or loads slowly.
- Errors accessing Outlook Web Access at **https://mail.rsccd.edu**
  - Doesn't load or loads slowly.

Temporary Solution: **Submit a ticket to the ITS Help Desk** so we can apply a temporary fix to your account, which will allow you to access the mailbox again.

Permanent Solution: **Reduce your mailbox item count** by deleting emails, or moving emails outside of the inbox. **Please reference the steps in the guide below for how to do both.**

For further assistance, please contact the RSCCD ITS Help Desk.

714-564-4357 Ext 0 | Ext 44357 | helpdesk@rsccd.edu | webhelpdesk.rsccd.edu | Mon-Fri, 7:30am-4:30pm

Find Item Count for a Folder

Step 1

To find the Item Count for a folder, select the folder and check the **status bar for 'Items" on the bottom left corner of Outlook.**

Calculate Total Combined Item Count

Step 2

To find your **Total Combined Item Count,** add up the Items listed between **Inbox, Sent Box, and Deleted Items.**

In this example, the total combined Item Count would be calculated as:
- Inbox 589 +
- Sent Items 13,280 +
- Deleted Items 6,836 =
- **Total combined item count of 20,705.**

NOTE: When your inbox approaches a Total Combined Item Count of 100,000, it can cause issues with sending/receiving emails and accessing the mailbox.
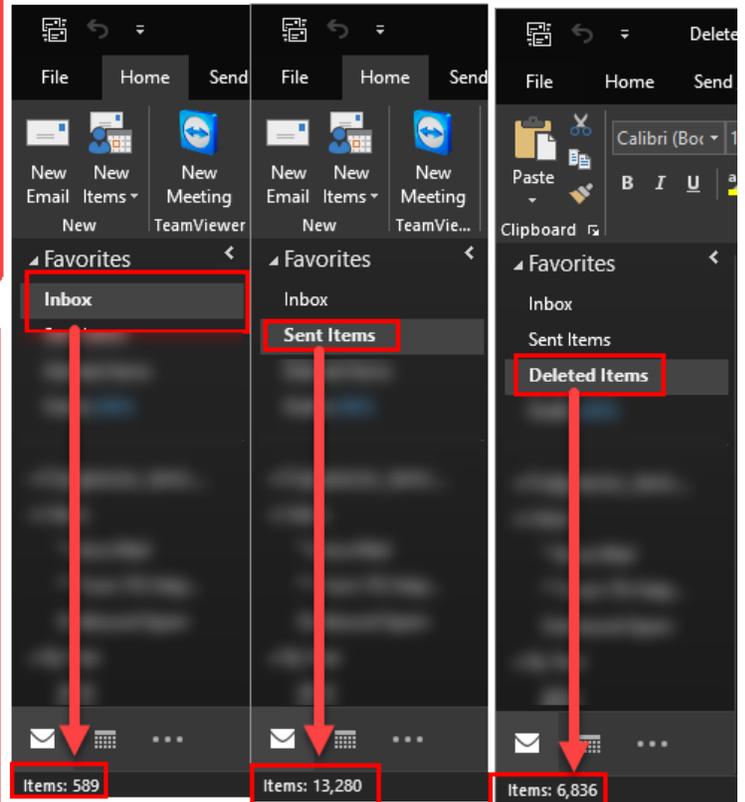
Reduce Item Count

Method 1: Empty Deleted Items folder

Step 3

One way to reduce your total item count is to **empty your Deleted Items folder.**

Right click Deleted Items > Empty Folder.

In this example, emptying the Deleted Items folder would reduce the total item count by **6,836**.

NOTE: Emails that are "Deleted' from other folders such as Inbox and Sent Items are sent to the Deleted Items folder first.

These items need to then be emptied from the Deleted Items folder as shown here, or else they will still count towards your total Combined Item Count.
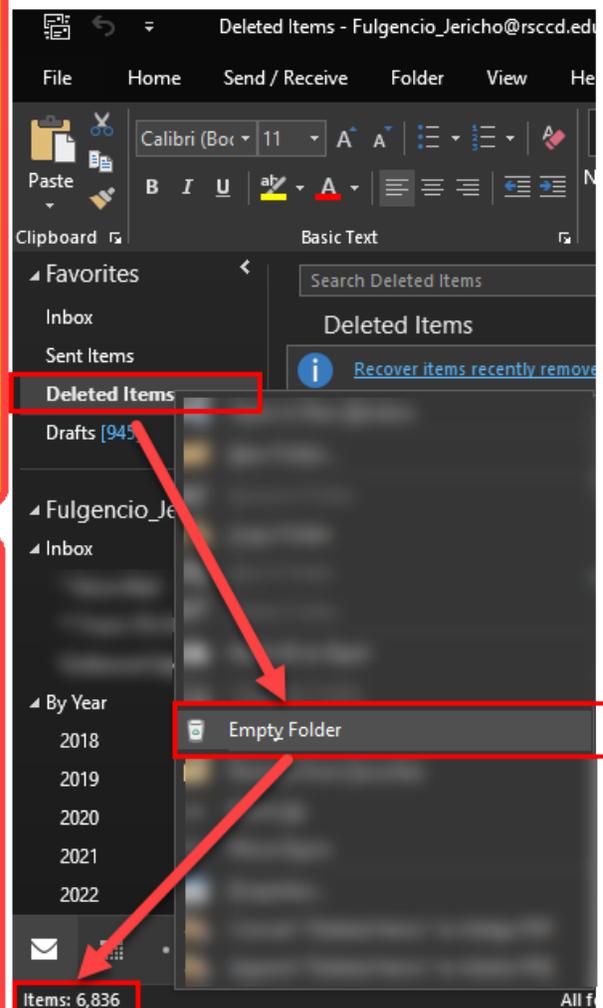
Method 2: Create Folders Outside of the Inbox

Step 4

The most significant way to reduce your Total Item Count is to **move items outside of the inbox.**

To create new folders outside of the Inbox:

1. In Outlook, on the left navigation panel, **right click your email address**.
2. Select "**New Folder**".
3. **Name the new folder** (e.g., By Year).
4. **Press Enter,** and **the new folder will appear outside or below the Inbox.**
   a. You can also **create new subfolders** by right clicking the new folder > selecting Create New Folder again (e.g., 2020, 2021, 2022, etc).


Step 4

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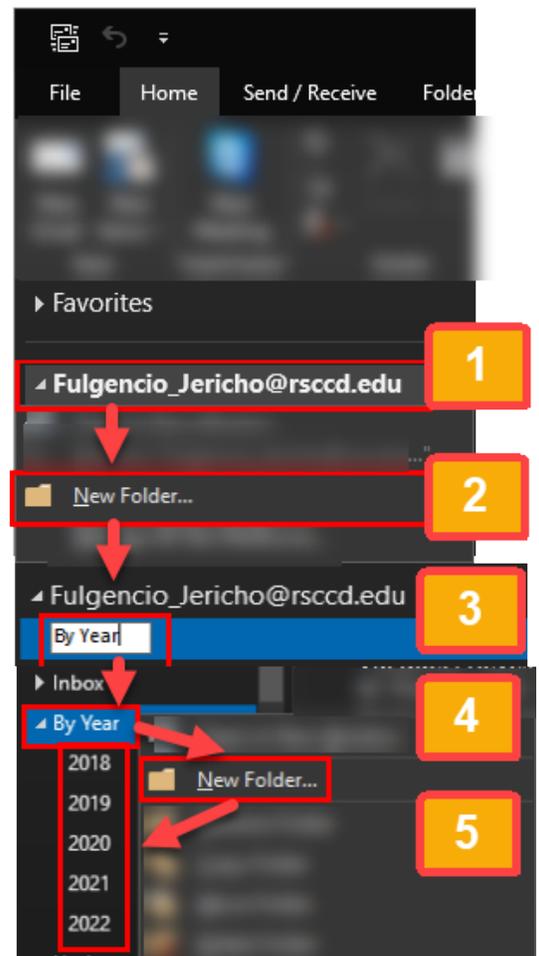
Method 2 Continued: Move Items outside of the Inbox in Mass

Step 5

In this example, we have created a new folder outside of the mailbox named "By Year", and created subfolders organized by year (e.g., 2020, 2021, 2022, etc.)

1. If you choose to organize folders by Year, you can type a year into the search bar (e.g., 2020, 2021, 2022, etc).

2. Then, **select multiple emails at a time** by **selecting an email > holding down "Shift" key while clicking onto another email** to select a range of emails.

3. Drag and drop the selected emails into the folder of your choice.

==**NOTE:** Emails that are moved into folders outside of the Inbox will not count against your Mailbox Item Count.==