Archiving Email

Microsoft Outlook

Contents

Things to Do Before Archiving Your Email

1. **Do housekeeping** – it is advised for users to delete unnecessary emails before archiving. Please empty the **Deleted Items** and **Junk** folders as well.

2. **Archive accordingly** – please note that bigger mailboxes are more prone to mailbox corruption during the archiving process, it is recommended for users to **archive in batches** and split the archive files by year, e.g. archive_2021, archive_2022. Please refer to the **Manual Archiving on Microsoft Outlook** for the guide.

3. **Set-up Microsoft Outlook** – archiving can only be done on Microsoft Outlook. Please ensure that your Microsoft Outlook is already set-up and updated to the latest version.

4. **Mark flagged emails as Completed** to include these emails in Archive. Flagged emails will NOT be archived.

5. **Account Settings** – please ensure that **Mails to keep offline** is set to all by following the step below:

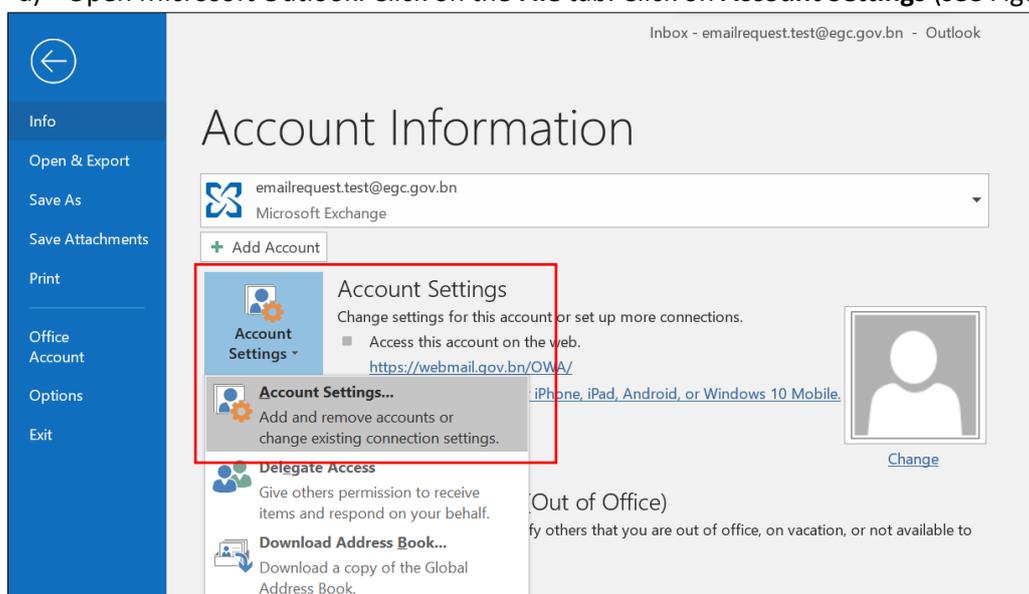   a) Open Microsoft Outlook. Click on the **File** tab. Click on **Account Settings** (see Figure 1).

Figure 1: Account Settings

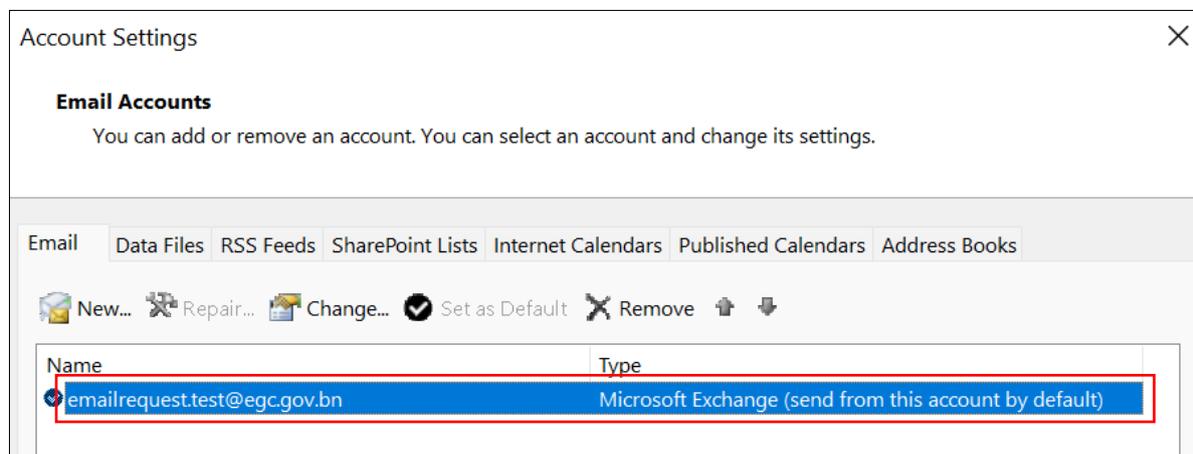   b) Double-click on your **email address**.

Figure 2: Email address

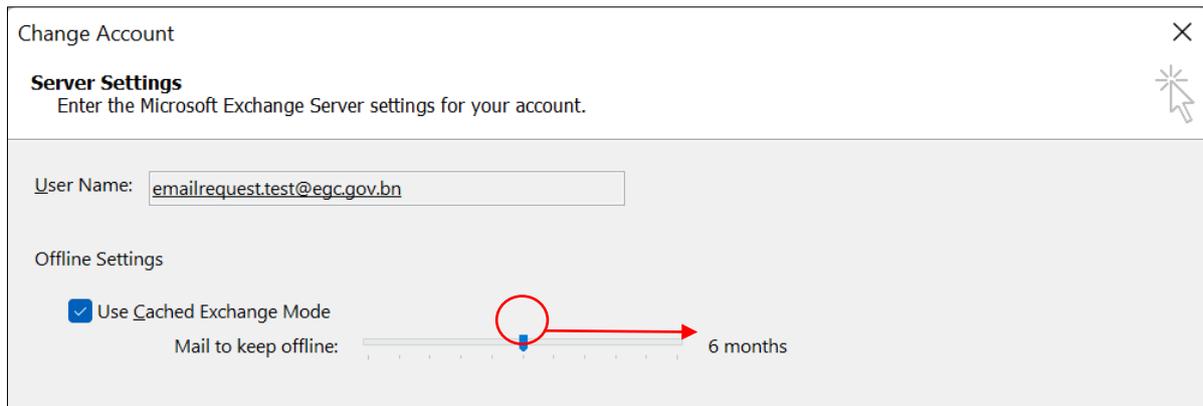On the **Change Account window**, **drag** the slider all the way to the right.

Figure 3: Change Account window

c) Make sure the **Use Cached Exchange Mode** box is **selected**, and **Mail to keep offline** is changed to **All** (see Figure 4). Click **Next**.
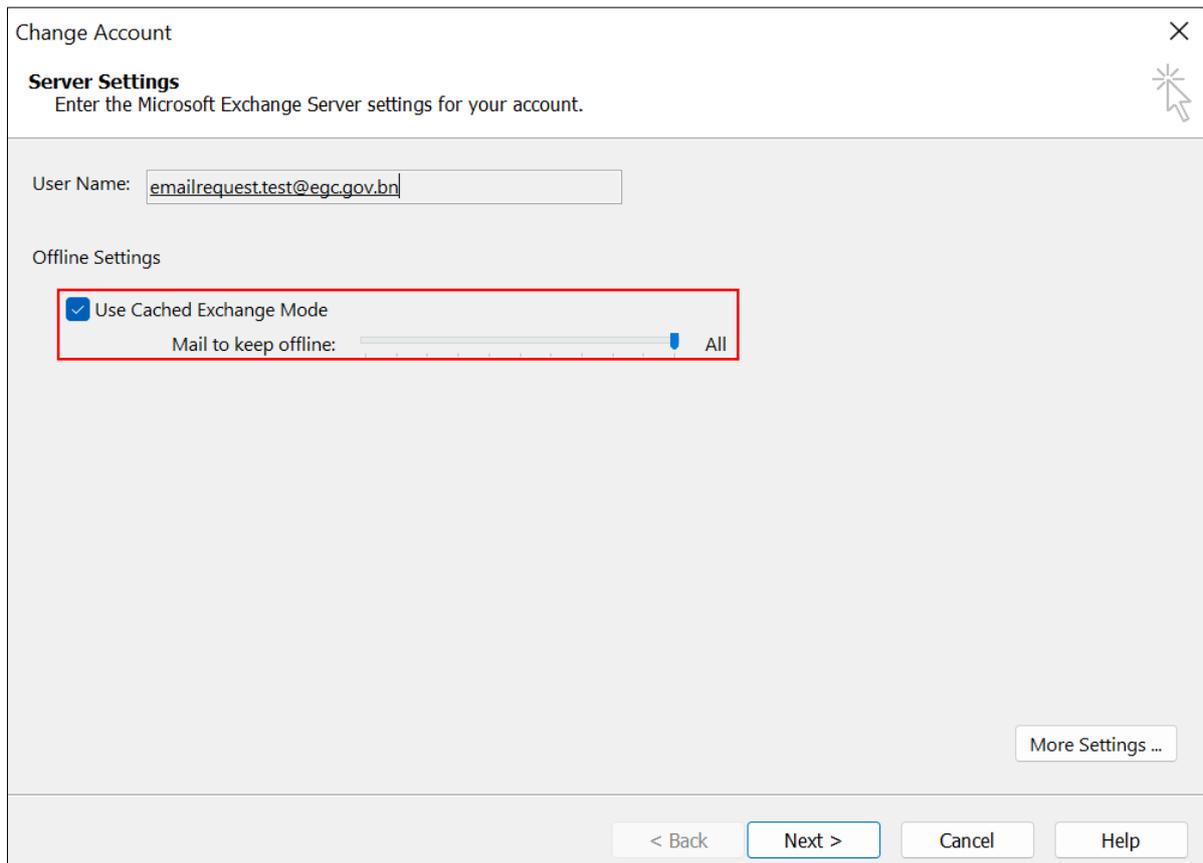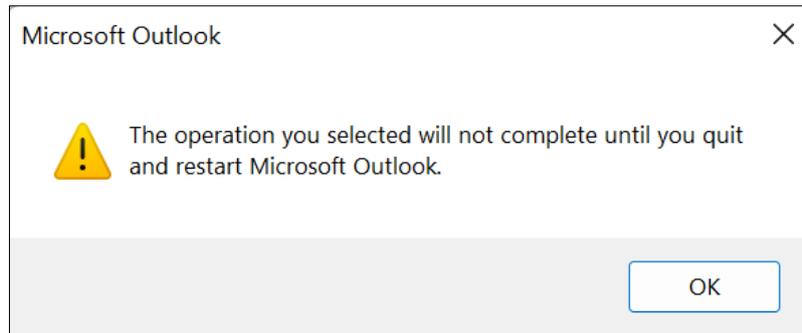

Figure 4: Use Cached Exchange Mode and Mail to keep offline

After clicking **Next**, click **OK** on the pop-up below.

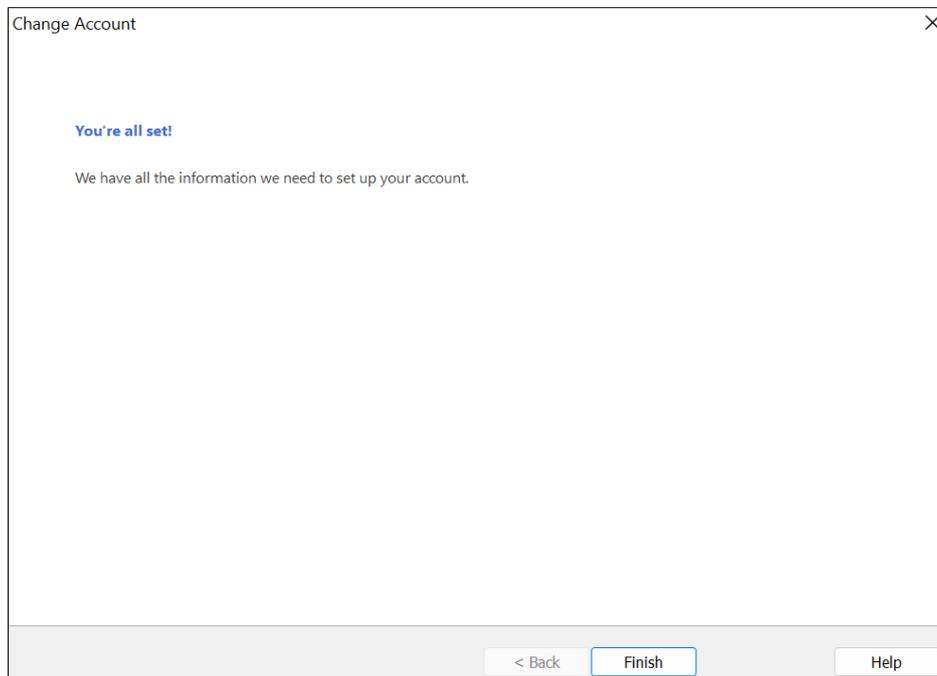d) Click **Finish** and **close Microsoft Outlook**.

Figure 5: Click Finish

e) Open Microsoft Outlook. Please allow some time for Microsoft Outlook to download all emails. Depending on the size of your mailbox, this process could take up to 1-2 hours.
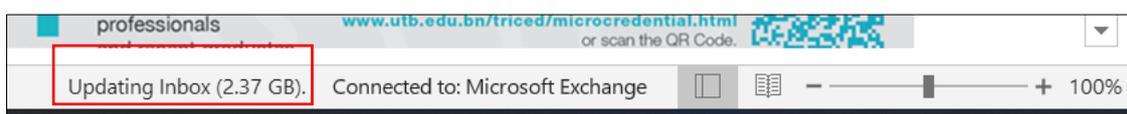

Figure 6: Downloading emails

f) After all emails have been downloaded, it should show **All folders are up to date**.

Figure 7: All folders are up to date

Archiving Your Email
Please click here for the video guide.

- ## Manual Archiving using Microsoft Outlook
  1. On Microsoft Outlook, click on the **File** tab, then click on Tools, then select **Clean Up Old Items** (see Figure 8).
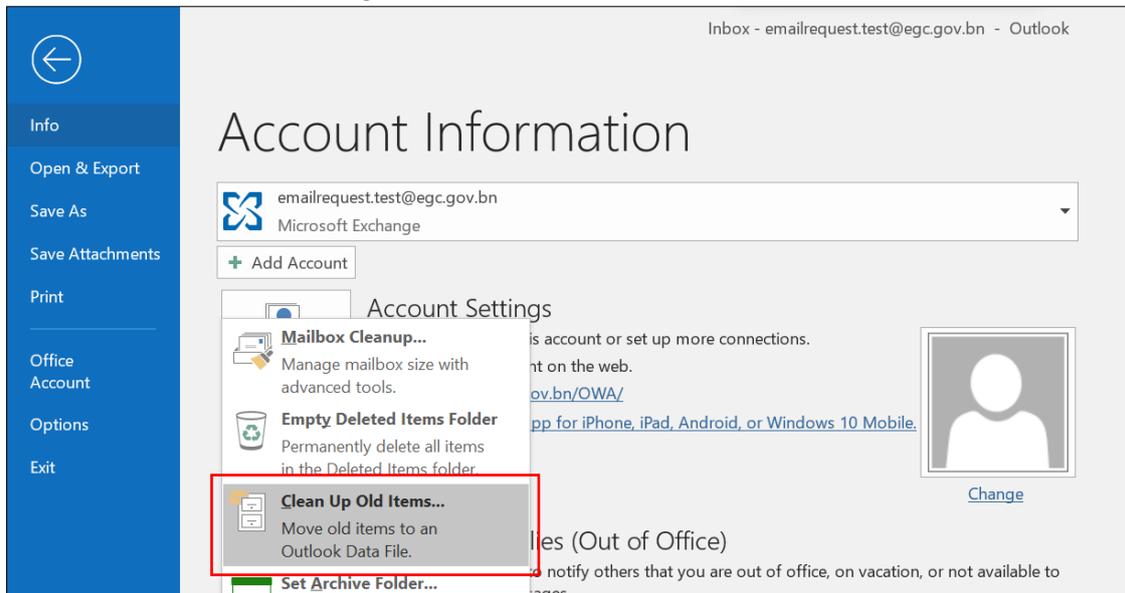
Figure 8: Select Clean Up Old Items

2. On the Archive window, select **Archive this folder and all subfolders** (see Figure 9).
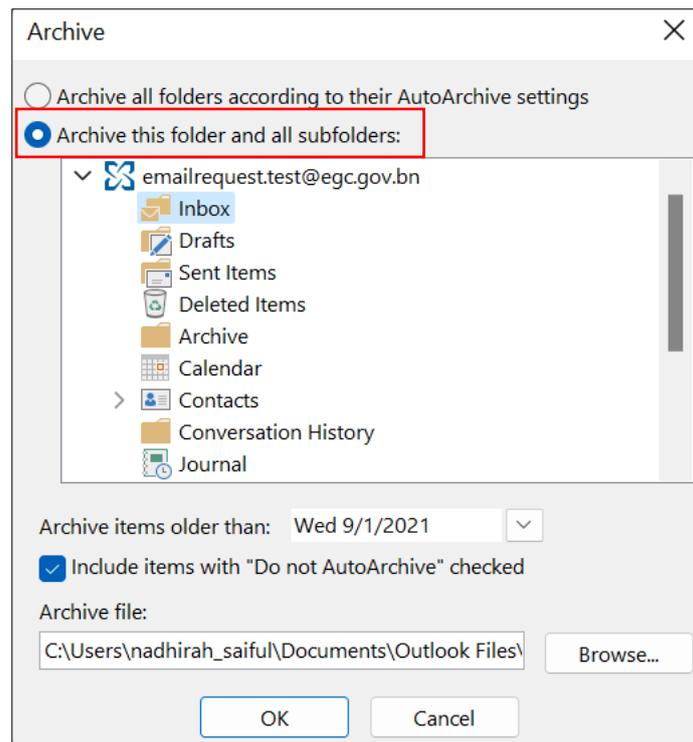

Figure 9: Archive window

3. Select the folder you wish to archive (save) in the dialog box. You can archive one folder at a time, or select your email to archive the entire mailbox (see Figure 10).
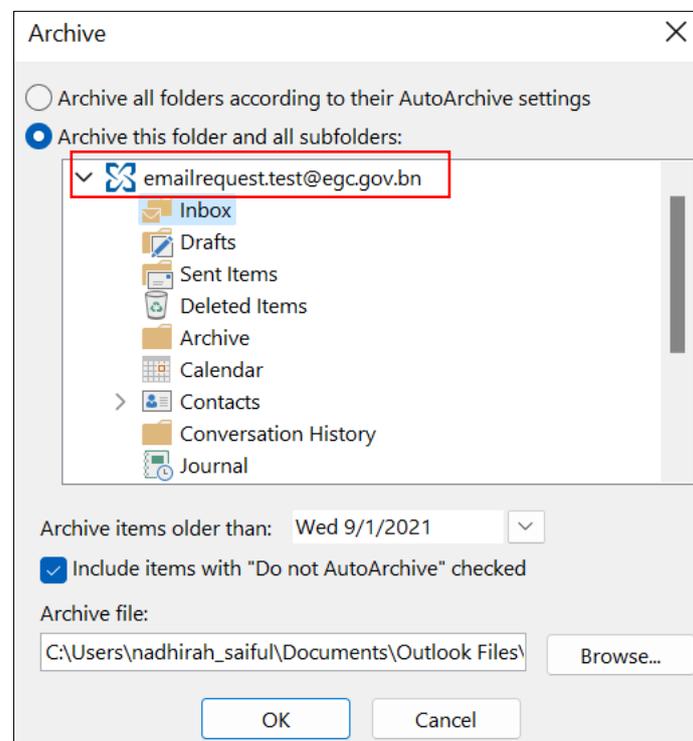

Figure 10: Select folder(s) to be archived

4. Select a date in the "Archive items older than:" **All emails, calendar appointments and email attachments received before this date will be archived.**
   a. *Tick the Include items with "Do Not AutoArchive" checked box to include items marked as Do Not AutoArchive (see Figure 11).*
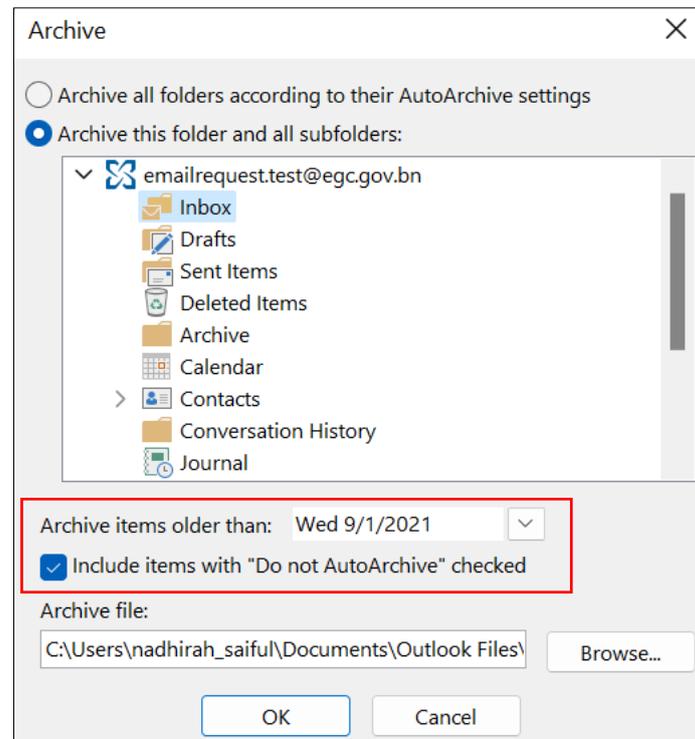

Figure 11: Select date

5. Select the location to save your file. Select **OK** to start the archiving process.
   a. *Your archived files will be saved by default in the **Outlook Files** folder. You may use the Browse feature to select your preferred location (refer to Figure 12).*
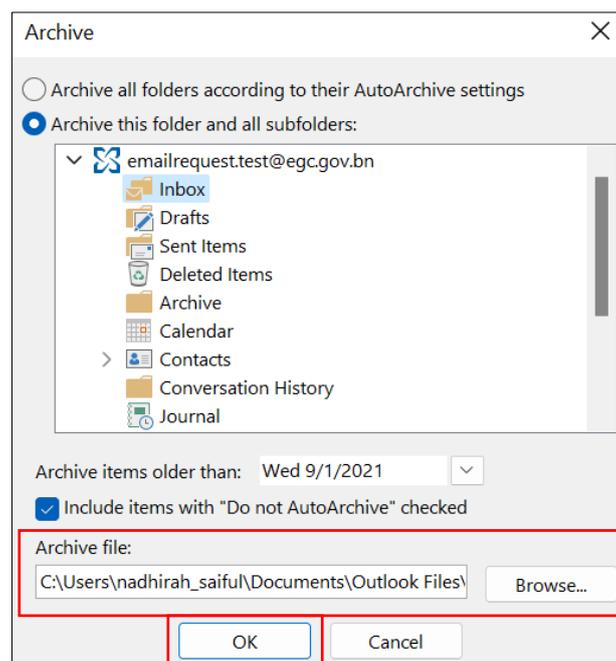

Figure 12: Location of archived file(s)

6. After clicking OK, user should expect an indicator that the archiving process has started, as shown in Figure 13 below.
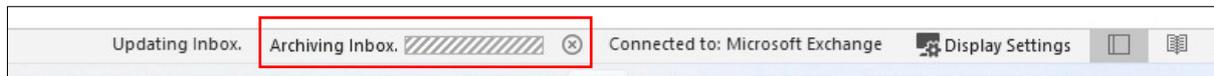

Figure 13: Archive in progress

- ## Using the AutoArchive Feature on Microsoft Outlook

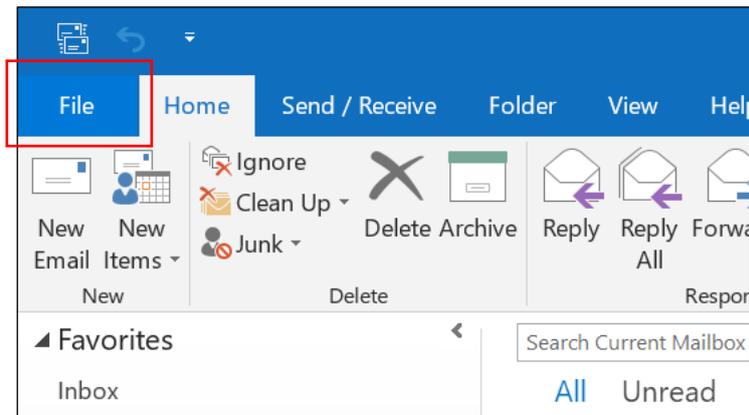1. Open Microsoft Outlook. Select File (see Figure 14).

Figure 14: Select File
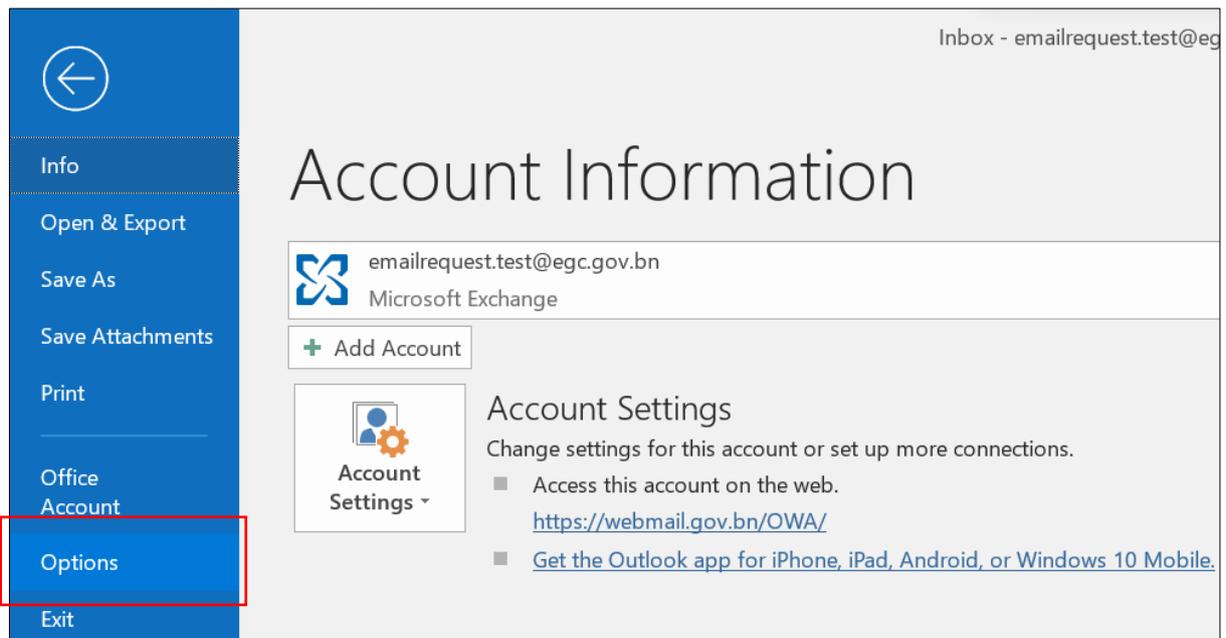
2. Select **Options** (see Figure 15).

Figure 15: Select Options

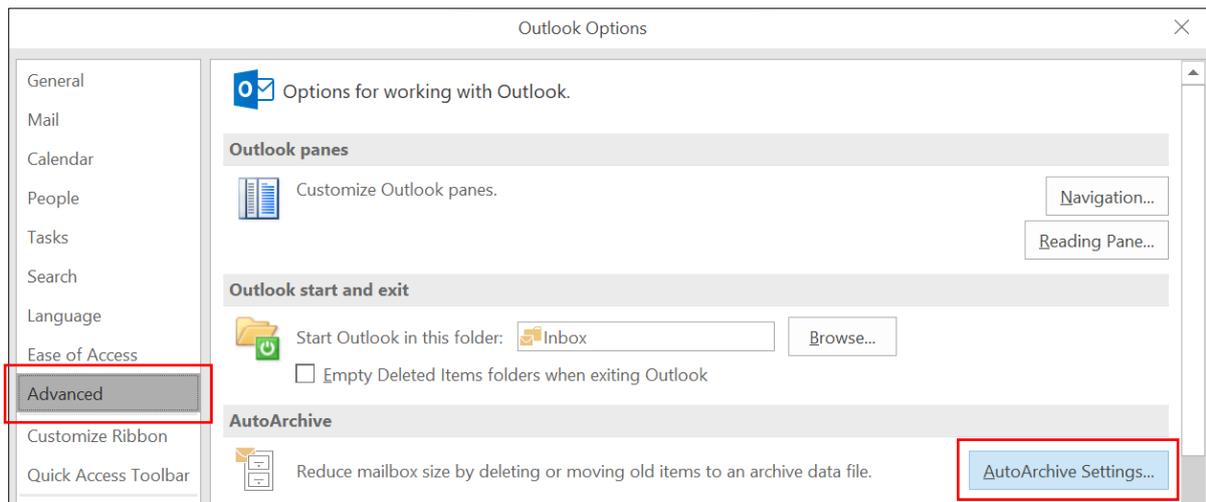3. On the **Outlook Options** window, go to **Advanced** and select **AutoArchive Settings** (see Figure 16).

Figure 16: Outlook Options window

4. **Enable** (tick) **Run AutoArchive** and set to your preferred number of days. For example, in the settings below, AutoArchive will run every 14 days.
   - *Select the location to save your file. Your archived files will be saved by default in the* **Outlook Files** *folder. You may use the Browse feature to select your preferred location (refer to Figure 17).*

5. Change the settings according to your preferences, then select **OK**.
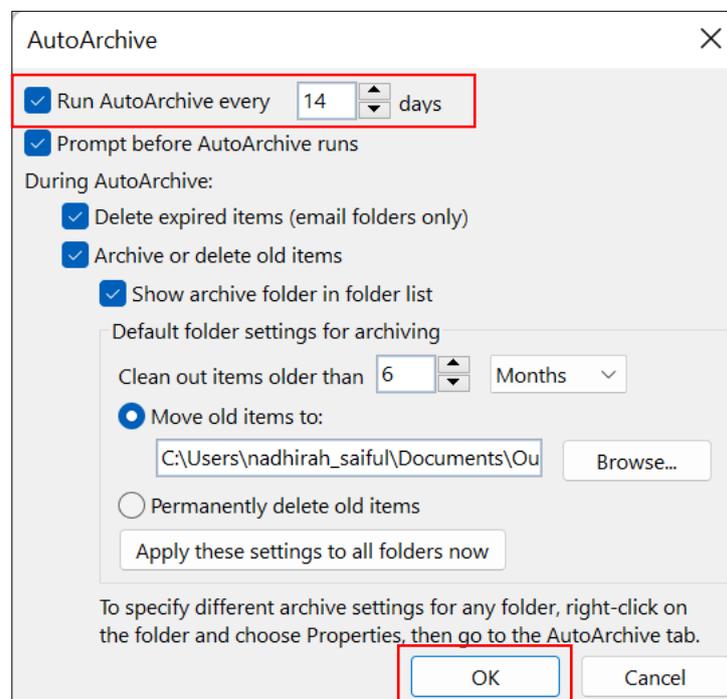

Figure 17: AutoArchive window

To initiate AutoArchive regardless of the settings, please follow the steps below:

6. On Microsoft Outlook, go to **File**, select **Tools** and then select **Clean Up Old Items** (see Figure 18).
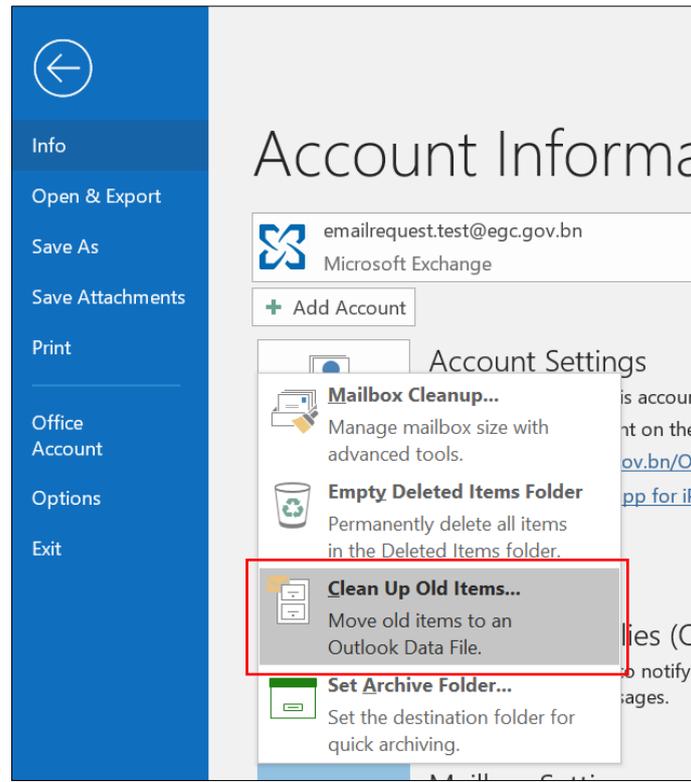

Figure 18: Select Clean Up Old Items

7. On the Archive window, select **Archive all folders according to their AutoArchive settings**, and then select **OK** (refer to Figure 19). *Clicking OK will begin the archiving process regardless of the AutoArchive settings.*
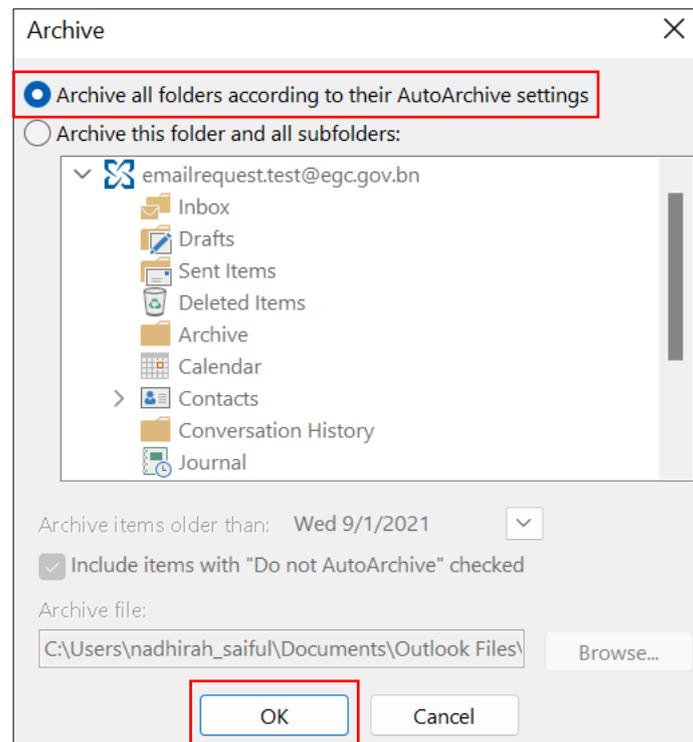

Figure 19: Archive window

8. After clicking OK, user should expect an indicator that the archiving process has started, as shown in Figure 20 below.

Figure 20: Archiving in progress

Viewing Archived Emails in Microsoft Outlook

1. Open Microsoft Outlook. The archived emails should be automatically listed on the left sidebar and ready to view on Microsoft Outlook (see Figure 21).
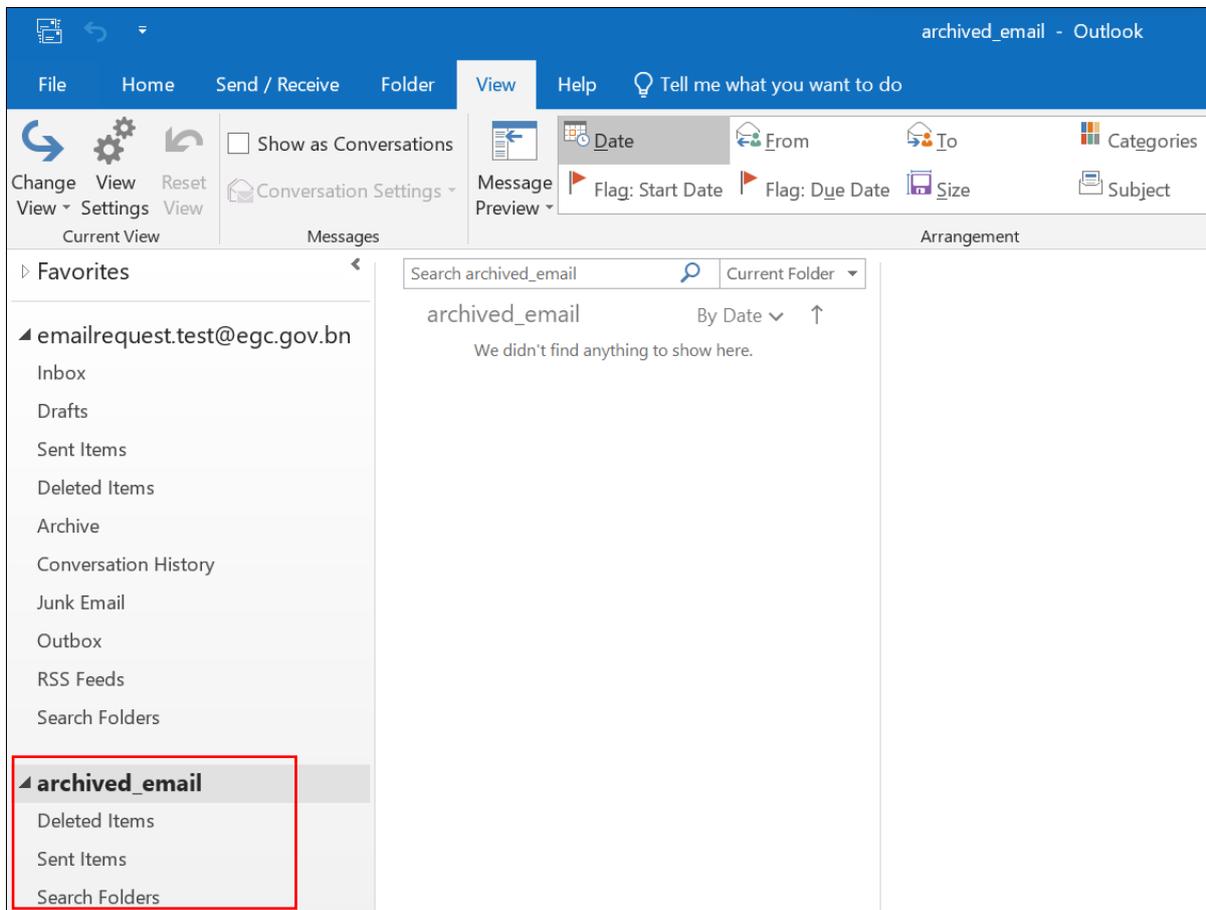

Figure 21: Viewing archived emails

Please only proceed to the steps below if the archived emails are not added to Microsoft Outlook.

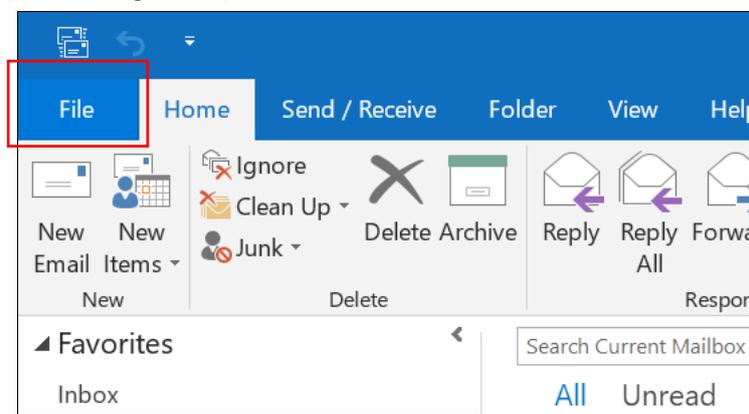2. Select **File** (refer to Figure 22).

Figure 22: Select File

3. Go to **Open & Export**, then select **Open Outlook Data File** (refer to Figure 23).
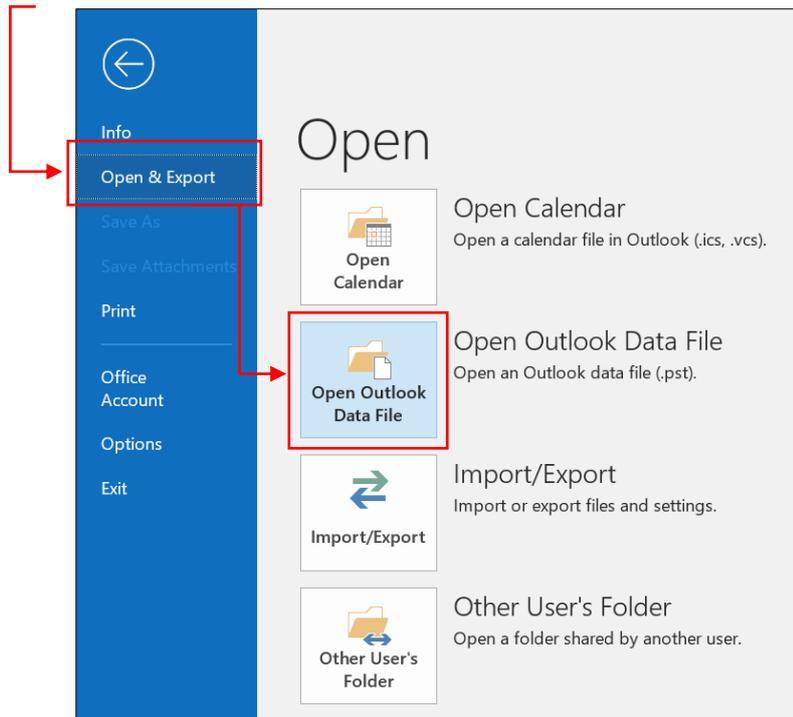

Figure 23: Open Outlook Data File

4. Locate the archived file in your Document folder (default location: Outlook Files folder) and select OK (see Figure 24).
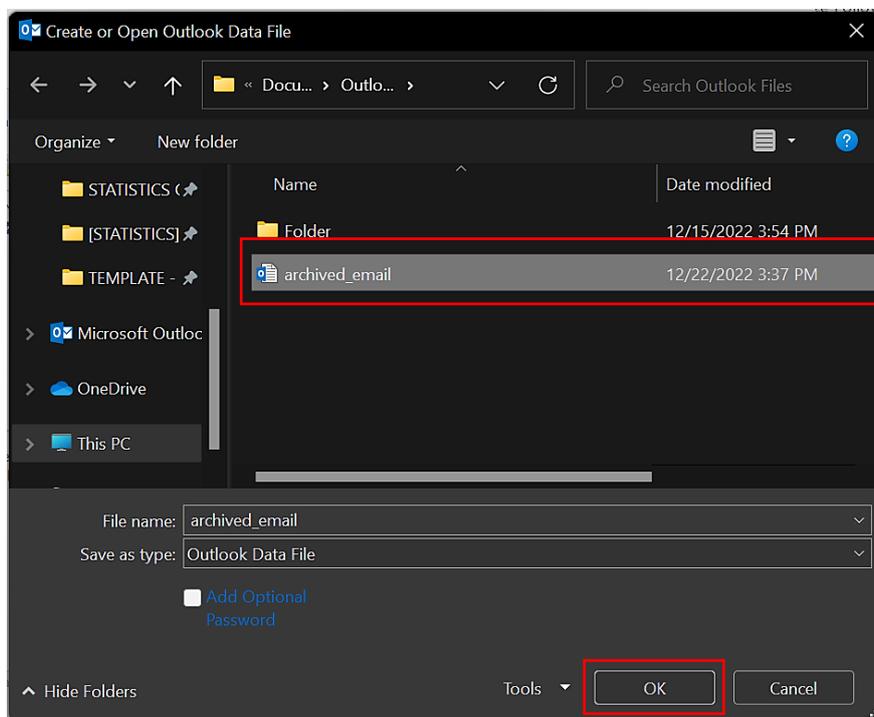

Figure 24: Locate the archived email file

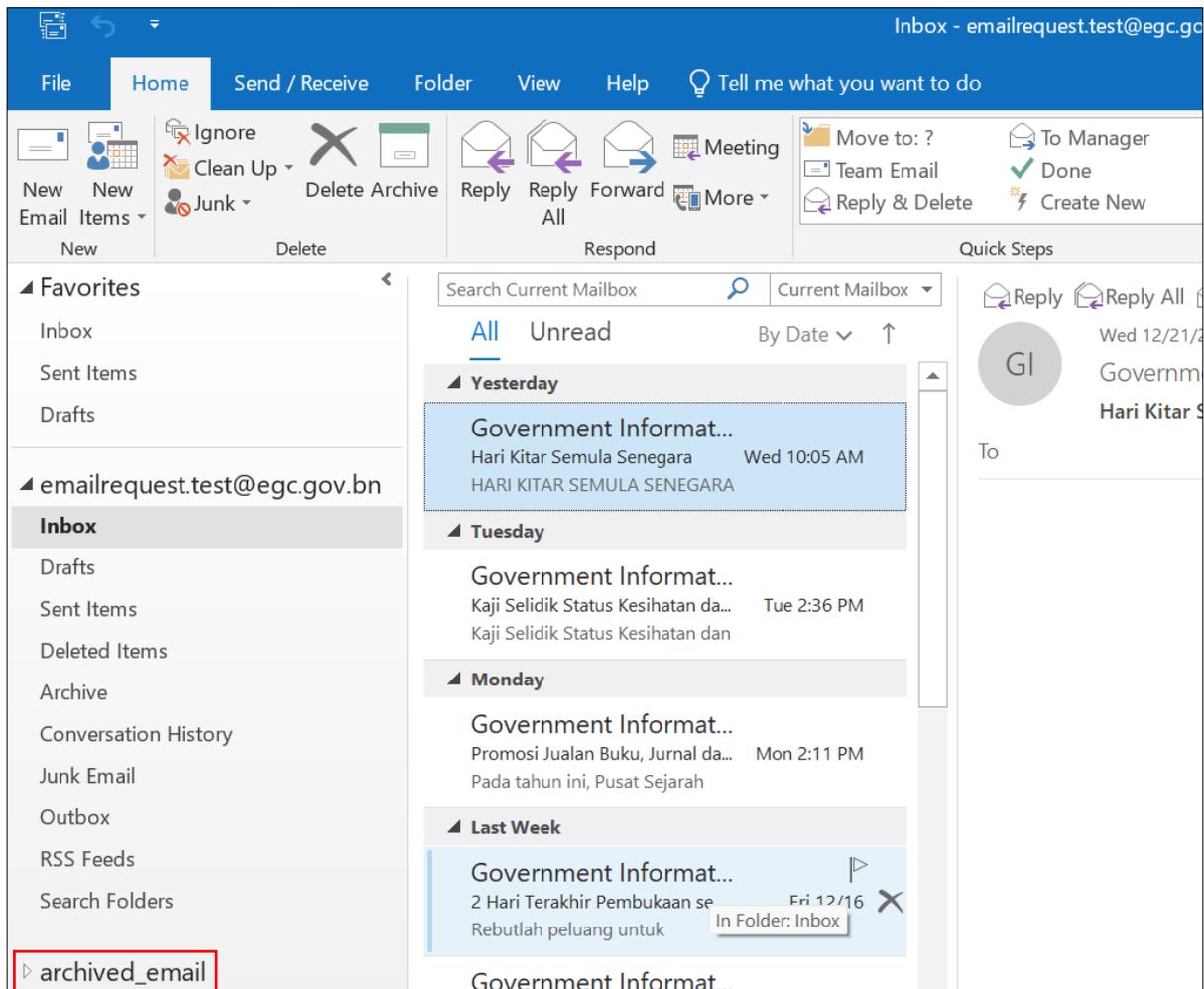5. The archived email should be listed and available to view on the left pane on Microsoft Outlook (see Figure 25).

Figure 25: Viewing archived email