Archive Folder and Archive Mailbox

As part of the Government of Alberta's transition to the Exchange Online environment, users have access to the Archive folder and Archive Mailbox. Users of these features must understand that the Archive folder and Archive Mailbox:

- do different things, and fulfill different purposes;
- may appear in both individual user mailboxes and shared mailbox environments; and
- must be used in a manner that supports both business priorities and Government of Alberta information management requirements.

What do I need to know?

All email messages created, received, and/or maintained by the Government of Alberta are records, and must be managed in accordance with Government of Alberta information management policy instruments. Remember the following principles when managing email:

- Emails, including all emails maintained in the Archive Mailbox and Archive folder, may be responsive to FOIP and/or litigation requests.
- Emails of short-term value, with no further use beyond an immediate transaction (e.g., an email thanking a teammate for lunch) may be transitory records. Under the transitory records schedule, transitory records can be immediately deleted.
- Emails that document and/or provide evidence of a decision or business transaction (e.g., an email approving a project) may be official records. Official records must be maintained in an approved secure storage solution.
- Outlook (including the Archive Mailbox and Archive folder) is not an approved secure storage solution.
- The Archive folder and Archive mailbox are distinct from Outlook's AutoArchive feature.

What is the Archive folder?

The Archive folder is a default folder (like Inbox and Sent Items) within the standard Exchange Online mailbox, and appears at the same "level" as other default folders. Users can move items in and out of the Archive folder, items in the Archive folder (and any user-created Archive sub-folders) count towards the overall size of a mailbox, and the folder is available regardless of the access method (e.g., Outlook, Outlook on the Web, mobile devices).

Below is an example of how the Archive folder appears in Outlook 2016—other versions of the Outlook environment should look similar.

Alberta
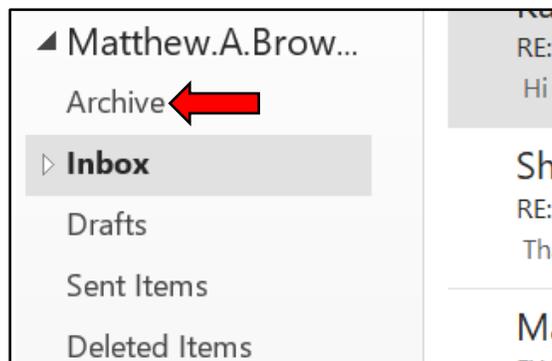
How does the Archive folder work?
Users can move items in and out of the Archive folder to support proper email management at their discretion.

What is the Archive Mailbox?
By default, the Archive Mailbox will not be available to most users. Archive Mailboxes will be enabled once a mailbox reaches 80% of its maximum allowable size, all emails older than 2 years will automatically be moved to the Archive mailbox, once Archiving is enabled:
- **40GB for shared mailboxes**
- **80GB for user mailboxes**

The "Archive Mailbox" is a feature of Exchange Online that provides users with additional mailbox storage space. In many ways, the Archive Mailbox functions like a standard mailbox; it can be searched, items can be moved in and out at the discretion of the user, and it can be accessed via Outlook and Outlook on the Web.

> **Note –** Searches in a default mailbox will not search the Archive Mailbox. Searches in different mailboxes must be conducted separately.

When viewed within Outlook or Outlook on the Web, the Archive Mailbox will appear as "Online Archive – (display name)" (e.g., "Online Archive – Jane Smith").

> **Note –** At this time, the Archive Mailbox cannot be accessed via mobile devices (e.g., iPhones, Android smartphones, etc.).

How does the Archive Mailbox work?
The Archive Mailbox works both manually and automatically:
- users can manually move items in and out of the Archive to support proper email management; or
- items can be moved automatically into the Archive when the standard mailbox begins to reach capacity. When a certain mailbox size is reached, all emails two years or older will be moved from the inbox to the Archive Mailbox.

References and Supporting Resources
- [Enterprise Information Management Email Management Resources](#)
- [Exchange Online mailbox limits and the archive mailbox](#)
- [Official and Transitory Records: A Guide for Government of Alberta Employees](#)

Contact
- For email and other information management questions, please contact [Enterprise Information Management](#).
- For Exchange Online support and other technical questions, please contact the [GoA Service Desk](#).