



Using Advanced Find to Locate and Delete Common Transitory Messages

The purpose of this guide is to assist with reducing the number of outdated and redundant transitory messages in Outlook. This guide supplements existing policies, standards and practices related to the management of information in the Government of Alberta.

If left unmanaged, too many transitory messages affect not only the performance of Outlook, but also productivity. Sorting through hundreds of items is time-consuming and inefficient.

This guide will assist with:

- using the Advanced Find tool to locate common meeting request messages;
- deleting common meeting request messages; and
- using different search protocols to locate and delete other types of common transitory messages.

NOTE: This guide is specific to Outlook 2010, but may be relevant to other versions.

Using Advanced Find to Manage Messages

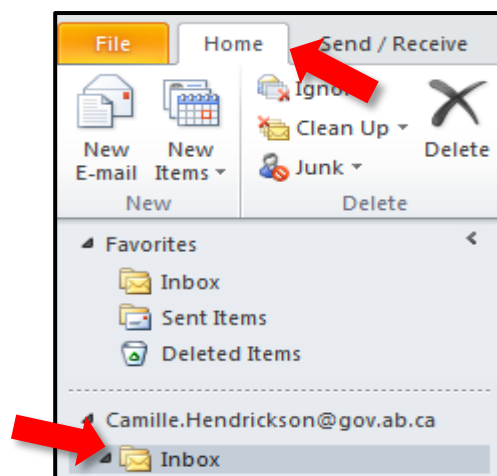
Advanced Find is useful when searching an entire mailbox to find and manually delete messages.

The example below looks specifically at meeting request messages (invitations and responses to meeting requests for both organizer and attendee); however, there are several ways that Advanced Find can be used to locate, flag and delete different types of transitory messages.

Deleting meeting request messages from Outlook's mailbox folders will not delete meetings from the Outlook calendar. To delete old calendar items, refer to the Managing Outlook's Calendar tip sheet.

Steps

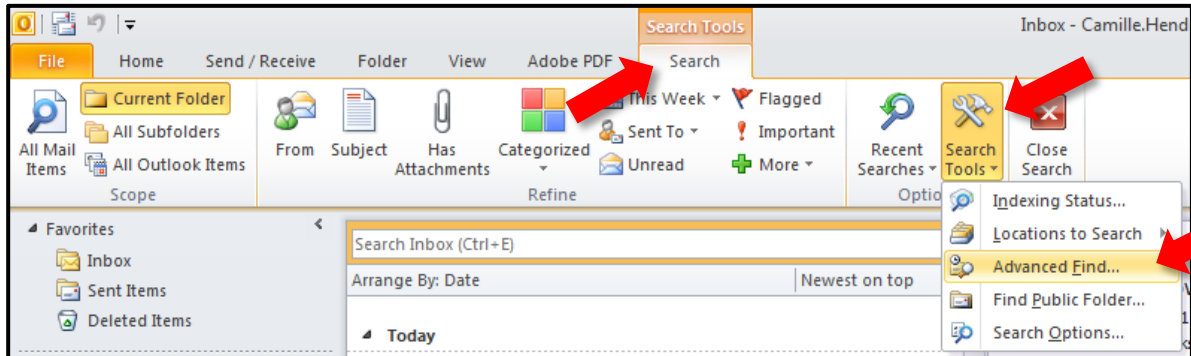
1. From the **Home** tab of Outlook, select the **Inbox**.



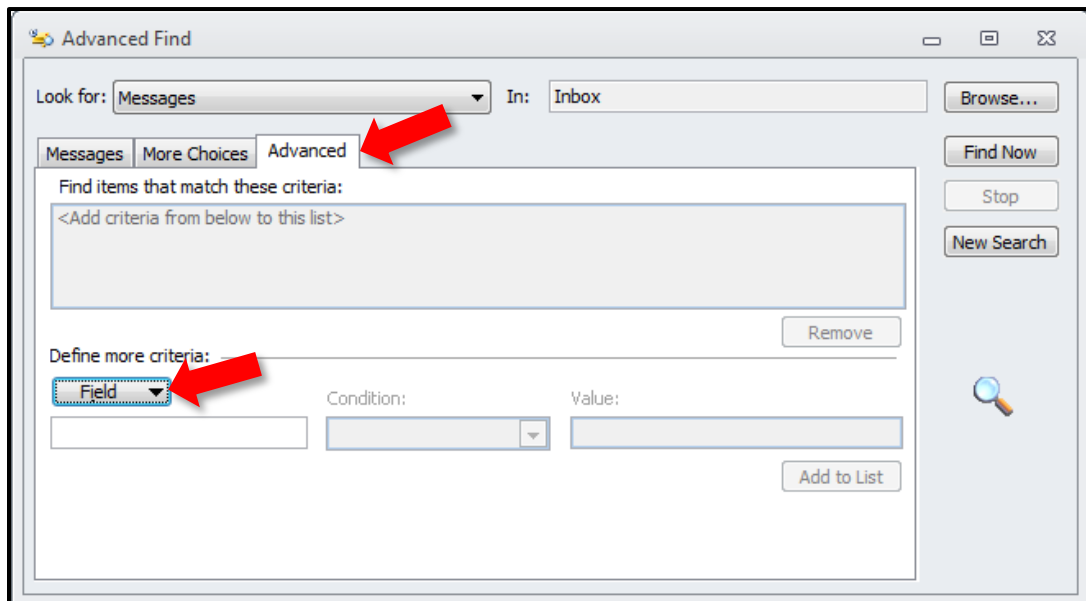
2. Locate the **Search** tool and click inside it (**NOTE:** the Search Tool may be located in different places depending on Outlook configuration. It is usually located near the top of the screen under the tool ribbon).



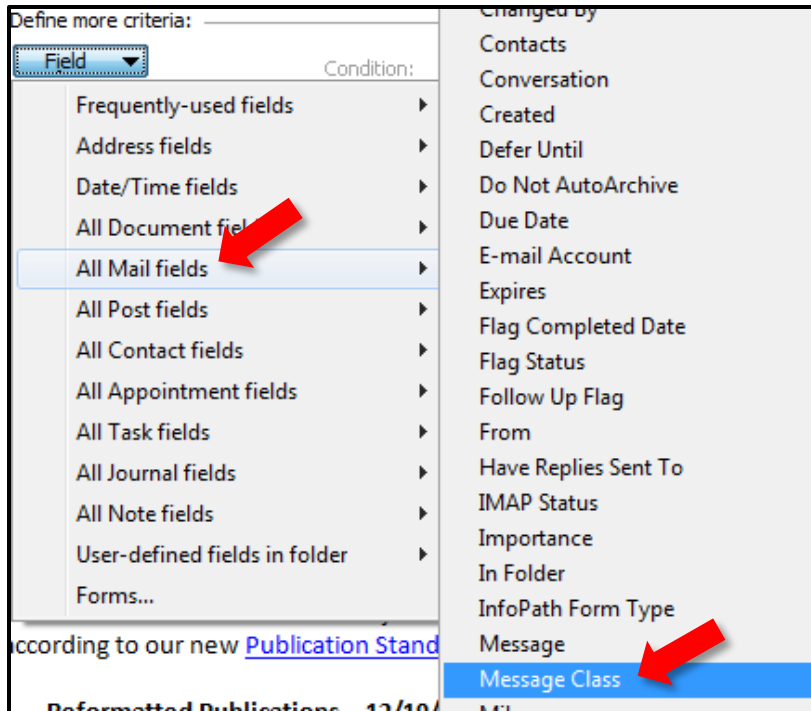
3. Click on **Search Tools** to open the Search Tools drop-down menu. Select **Advanced Find** to open the **Advanced Find** window.



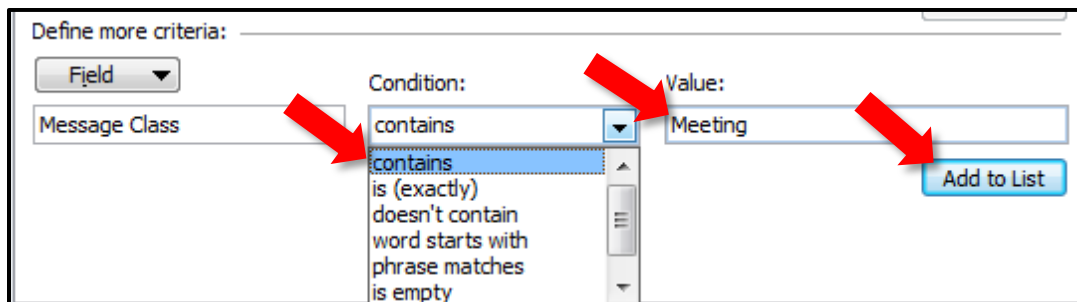
4. Select the **Advanced** tab. Open the **Field** drop-down menu.



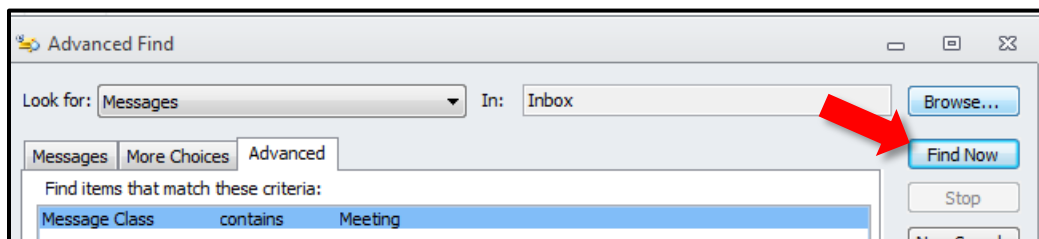
5. From the Field drop-down menu, choose **All Mail fields**, then select **Message Class**.



- Under **Condition**, use the drop-down menu to select **contains**. In the **Value:** field, type in "Meeting." Click the **Add to List** button to populate the search criteria window.



- Now that search criteria have been established, it is necessary that the entire mailbox (including subfolders) is included in the search. Click the **Browse** button to specify where Outlook will search.

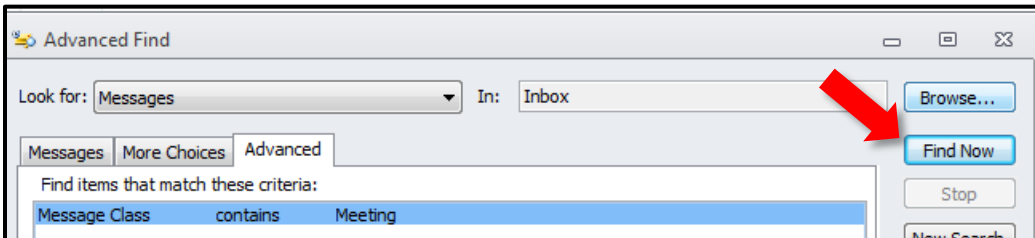


- In order for the search to be most effective, ensure that the **Mailbox, Inbox, Drafts,** and **Sent Items** folders have been selected. It is also recommended that the **Search subfolders** box is checked. Press **OK** to save the settings and return to the Advanced

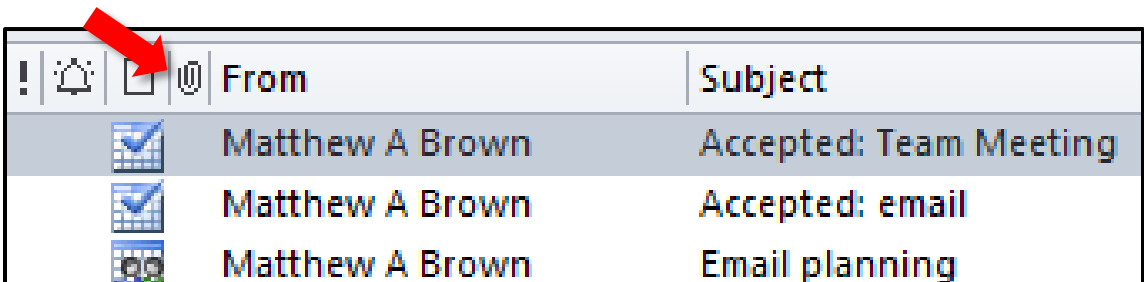
Find window.



9. Click **Find Now** to execute the search.



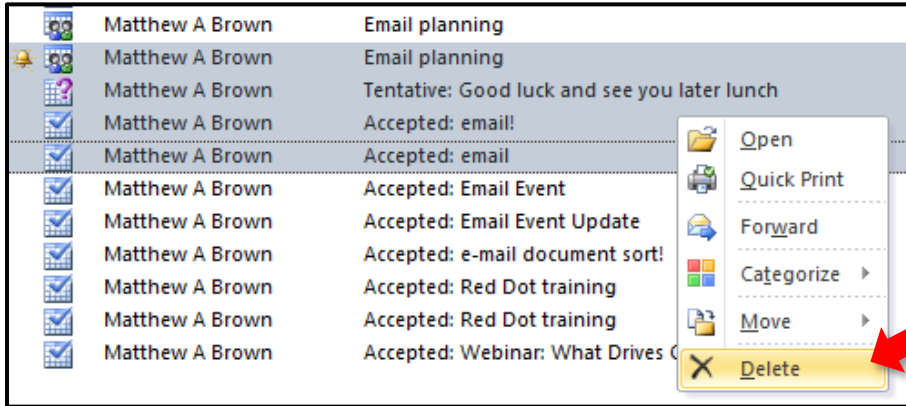
10. Before deleting items from the search results, it is recommended that any files attached to the messages are reviewed. Items with attachments can be grouped together by clicking on the paperclip icon next to **From** at the top of the search results screen. If there is a paperclip next to an item, there is an attachment.



11. From the **Search** results, select any messages to be deleted (Shift + arrow keys allows selection of multiple sequential items; holding down the Ctrl key and clicking allows

selection of multiple non-sequential items; pressing Ctrl + A will select all items). Right-click and choose **Delete** to move selected items into Outlook's **Deleted Items** folder.

NOTE: Deleting meeting request messages from the mailbox folders will not delete meetings from the calendar.



NOTE: There is a possibility that a message window will be encountered when deleting items asking whether to “Delete Shortcut” or “Delete Both Item and Shortcut.” If this message is encountered, the recommended selection is “Delete Both Item and Shortcut.”

Other Advanced Find Search Criteria

Advanced Find is a powerful addition to the Outlook toolkit that can make the process of finding and deleting transitory records significantly easier. The table below lists a handful of useful search criteria for organizing Outlook.

Field	Condition	Value	Purpose
Message Class	contains	meeting	Search calendar notifications (meeting requests, cancelled meeting notifications, etc.)
Sent	on or before	YYYY/MM/DD	Search for all messages sent prior to a certain date
Modified	on or before	YYYY/MM/DD	Search for all messages modified prior to a certain date
Received	on or before	YYYY/MM/DD	Search for all messages received prior to a certain date

Things to Remember

- Review any attachments before deleting an item.
- Accidentally sending an item to the Deleted Items folder does not mean it is gone forever; the item(s) can be retrieved by dragging it back to the folder it came from.
- If your business area is involved in any FOIP and/or litigation hold activity, please contact your department FOIP coordinator and/or senior records officer before deleting any items.