



E-Mail Services User Guide

VITA and Northrop Grumman, through the IT Infrastructure Partnership, are upgrading e-mail, also called messaging services, as part of the IT infrastructure transformation. This change increases your e-mail security, brings everyone onto the same network, and makes it faster and easier for agencies to communicate with one another. It also offers new options and functionality, including online password resetting, e-mail encryption, a state employee e-mail directory and SharePoint services.

To ensure that your e-mail services remain fast and secure, the standard mailbox size is limited to 100 megabytes (MB). This is the industry standard and the guideline that several agencies already use for mailbox management. This document provides information to help you actively manage your mailbox so that you can fully benefit from the new features and options available while remaining within the 100 MB size limitation.

Why is the mailbox size limit set at 100 MB?

The 100 MB size limit is an industry best practice for mailbox storage, in part, because it provides a robust, more secure messaging service that can be more quickly restored following an outage or disaster. It also enables VITA and Northrop Grumman to effectively manage messaging-related virus threats, capacity constraints and network needs. It ensures that only essential e-mail is kept and the network does not become bogged down with unnecessary stored items.

A 500 MB expanded mailbox is available where necessary with Agency IT Resource (AITR) approval.

What happens if I go over the standard mailbox size?

You will receive warning notices as your mailbox sizes approach 100 MB. At 80 MB, you will receive a daily alert message stating that you are approaching the mailbox limit. At 100 MB, you will receive an alert message stating that you have reached the mailbox size limit and will no longer be able to send messages until the mailbox size is reduced.

What can I do to keep myself from going over the size limit?

Actively managing your messages on a daily basis can prevent you from exceeding the mailbox size limitation. How can you do this? You should immediately delete unneeded items, empty your deleted folder, and move messages you need to keep into personal archive folders or personal folders (.pst) in accordance with your record agency's retention policy. This handout explains how to create archive folders and .pst files.

What if I have more questions?

If you want to know more about messaging transformation and the 100 MB mailbox size limit, visit our website at www.vita.virginia.gov. For messaging support, call or e-mail the VITA Customer Care Center at vccc@vita.virginia.gov or 1(866) 637-8482.

What counts toward the 100MB size limit?

Most mailbox items are included in the size limitation. Examples of included items are: calendars, contacts, drafts, sent mail, deleted mail and inbox messages. Personal archive folders and/or .pst files are not counted in the size limitation.

How do I check my current mailbox size?

On the Tools menu, click *Mailbox Cleanup*. On the screen that appears (shown to the right), click *View Mailbox Size*.



1 megabyte (MB) = 1024 kilobytes (KB)
The standard mailbox capacity is 100 MB or 102,400 KB

What are some ways to reduce my mailbox size?

You can use the mailbox cleanup function to help:

- Empty your deleted items folder
- Move older messages to archive or .pst folders
- Delete or move large e-mail attachments out of your mailbox (in keeping with your agency record retention policies)

How do I create a Personal Folder (.pst) and save e-mails to it?

To save messages to a Personal Folder for permanent storage, create a data file and then create folders to organize your saved messages.

Create a data file (Personal Folder file):

1. Click File > New > Outlook Data File
2. With Office Outlook Personal Folders file (.pst) highlighted, click OK
3. Choose a folder location, type an appropriate name, and click OK
4. Change the display name and set a password if necessary, click OK
5. Your Personal Folder will appear in the left hand navigation bar within Outlook

Create a new folder in the Personal Folder file:

1. Right-click the Personal Folder file
2. Click New Folder
3. Type a name for the folder, choose the appropriate folder contents, click OK
4. Move an item to a local folder by simply dragging it on top of the new folder icon or right clicking with your mouse and selecting *Move to Folder*