

Moving, Deleting, and Recovering Mail Messages

You should now have a “feel” for Outlook Web Access 2003. Having just completed folders, you can see that we can move a message from any folder to any folder simply by clicking on it and dragging the message to another folder.

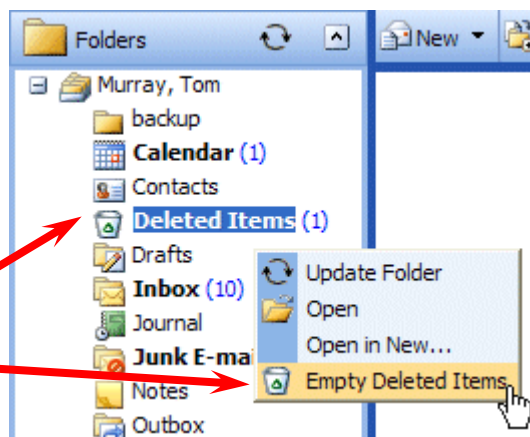
To **delete** a message, you have already learned that you can click on the message and then on the “X” in the **button bar** (not the X in the **upper right hand corner**). If you click on the upper right hand corner X, this will simply **close** the message and return you to the Inbox, etc.

When you **delete** an e-mail message in your **Inbox, Sent Items**, or a **Folder**, this places the message in the **Deleted Items “trash can.”** You can “**drag**” an item from **Deleted Items** to **any folder** to **retrieve** it, or use the methods above to **recover** a message to a folder.

“Really” Deleting Messages

To “**really**” delete an e-mail message in the **Deleted Items trash can**, you can **click-on** the **message** and **click-on** the “X” **button**, or tap the **Delete key**. Outlook Web Access 2003 will ask you if you “**really**” want to delete the message. When you say “**yes**,” it’s **gone**. To delete **several individual messages at once**, click-on the **first** message, then **hold down** the **Ctrl** key, and **while holding down Ctrl**, **click-on** the **other items**. You will see that they turn “**blue**,” indicating that you are “**marking**” them (just like we covered before). Now click the “X” button or tap the **Delete** key.

Because you are in a web browser, and not Outlook on your office computer, **you cannot use the Select all feature to delete everything in your Deleted Items folder**. However, there is another really **nice feature** in Outlook Web Access 2003 that will **allow you to delete all the messages in your Deleted Items trashcan**. **RIGHT** click on the **Deleted Items trashcan** and a **drop down menu** will appear (see **image and arrow on right**). Click the **Empty Deleted Items** selection.



A **message box** will appear asking if you **really want to delete all the items**. If you do, **click OK**.

