

How do I delete messages?

With 7 GBs of storage for your email messages, you may never need to delete any of your email messages.

But if you know that you don't want to save a message or just don't need it, you may delete a message by selecting the message from your inbox and clicking on the **Delete** button.

A word of caution: you'll need to know the difference between deleting a conversation and deleting a single message. We'll explain that a bit later.

In the illustration below, a message has been selected. To delete the entire conversation, click the **Delete** button.

The screenshot shows an email inbox interface. At the top, there is a search bar with a search icon and a search button. Below the search bar, there are two buttons: "Search Mail" and "Search the Web". To the right of these buttons are two links: "Show search options" and "Create a filter".

The main content area displays a list of messages. The first message is "Wired Top Stories - How to Live by the Numbers: Nutrition - 11 hours ago". Below this message is a blue bar containing several action buttons: "Archive", "Report spam", "Delete", "Move to", "Labels", "More actions", and "Refresh". The "Delete" button is highlighted with a red box. Below the action bar is a selection bar with the text "Select: All, None, Read, Unread, Starred, Unstarred".

The message list contains the following entries:

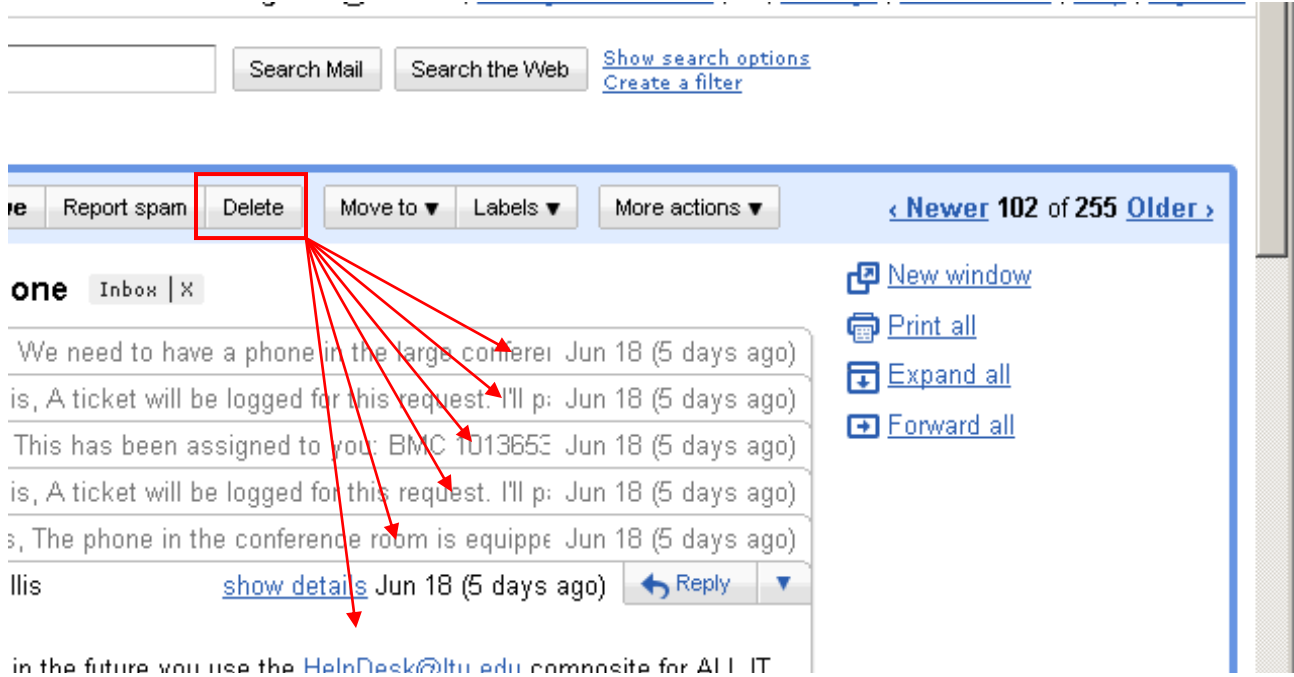
- ☆ Fatima Jawad Migrated **Fwd: You are registered for the train**
- ☆ me **Next Meeting Scheduled - Test**
- ☆ Google Calendar [Reminder] Business Meeting @ Tue Jun 9 9:30am
- ☆ John Smith Nice work - Great work on that proposal. I'll have it
- ☆ Jane Smith Friday's Meeting - Thanks! I'll be there
- ☆ John Smith Marketing Tomorrow's Meeting - I'll be there
- ☆ JMorris, me (2) Good evening - Hi - I just got word of some new rew

At the bottom of the message list, there is another selection bar with the text "Select: All, None, Read, Unread, Starred, Unstarred". Below this bar is another set of action buttons: "Archive", "Report spam", "Delete", "Move to", "Labels", "More actions", and "Refresh".

At the bottom right of the screenshot, there is a link: "Use filters to manage your incoming messages. Learn more".

Deleting a conversation

If you have opened the message, click the **Delete** button at the top of the message window. This will delete the entire conversation. Similar to a discussion board, all messages in the conversation (or thread) will be deleted.

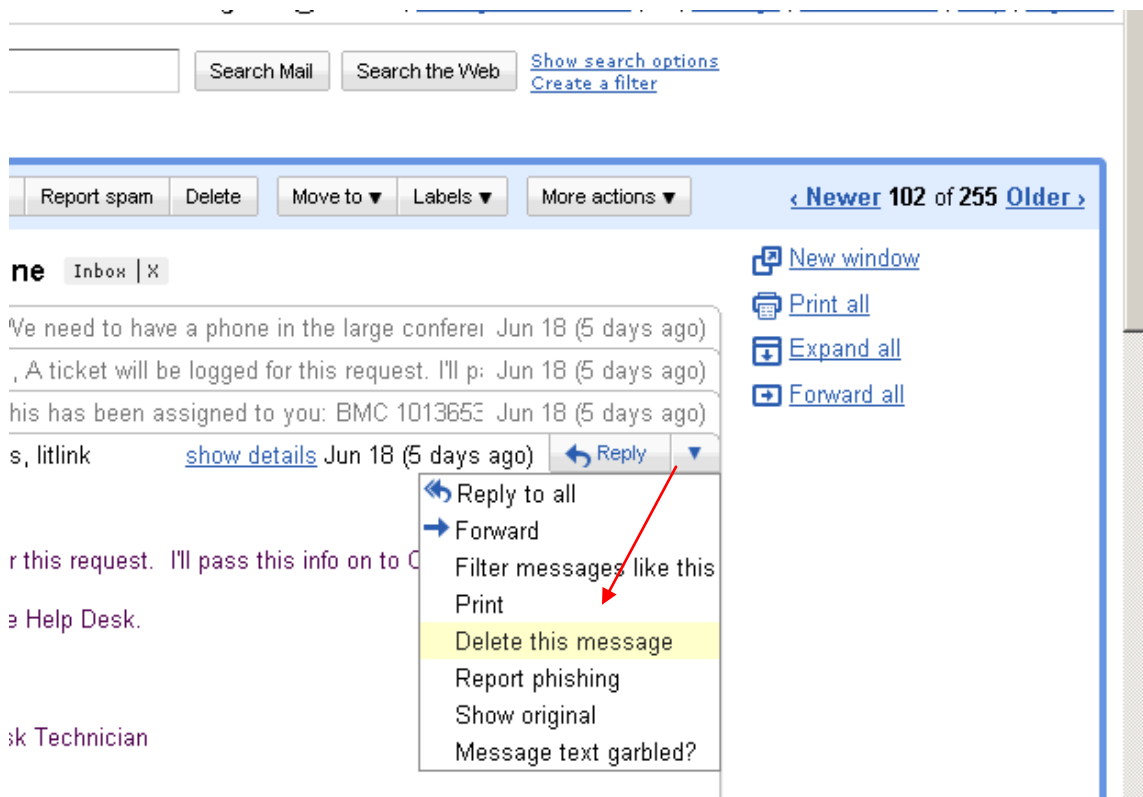


The delete button will delete all the messages in this conversation.

How to delete a single message

If you'd like to delete a single message from a conversation, open the conversation. Then expand the specific message you want to delete. (Click on the message to expand it, or use the **Expand All** link to fully display all the messages in a conversation).

Use the drop down menu in the upper right corner of the message you want to delete and select **Delete this message**. This will delete only the selected message and keep all the other messages in the conversation.

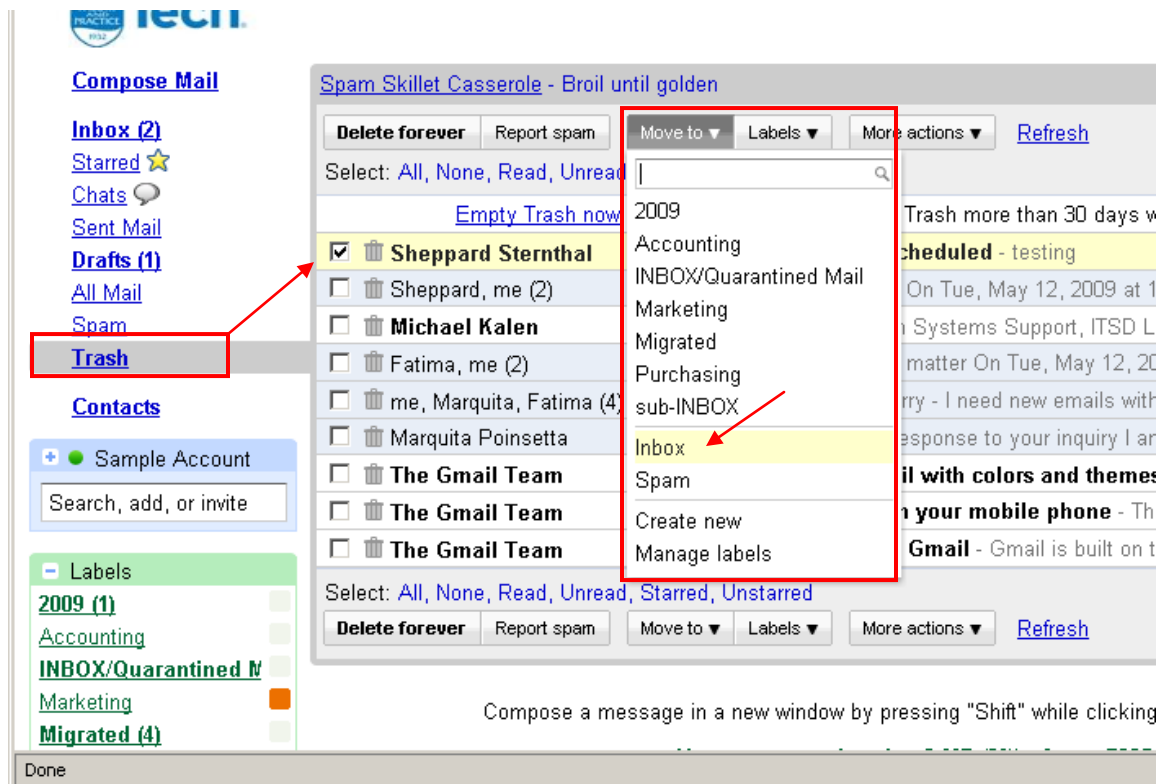


Retrieving a message from the Trash

Don't worry if you delete a message by mistake.

If you accidentally delete a message, you can still retrieve it from Trash. Deleted messages are moved to Trash and kept for 30 days. After 30 days, they're automatically deleted from Trash.

To restore a message from Trash, click on **Trash** and locate your message. You can move it back to your Inbox by clicking on the **Move To** button and selecting where to move the message to.



What happens if someone responds to a conversation that I've deleted? Will the new reply go to the Trash? Will I see it?

If you've deleted a conversation between you and one other person, any new reply will appear as a new message in your Inbox, but the deleted messages from that conversation will not appear in your Inbox.

If however, you delete a conversation with messages from many people, and a new reply is sent, all the messages in the conversation will reappear along with the new reply in your Inbox. The sender name will appear **bolded** indicating a new unread message.