

How to Delete Messages from Outlook 2007

Why do I need specific instructions to delete mail messages In Outlook?

The Delete button in Outlook doesn't actually delete a mail message in Gmail. It only removes the label. While the message will not appear in your Inbox, it will still be stored in All Mail and will be counted in your email storage quota.

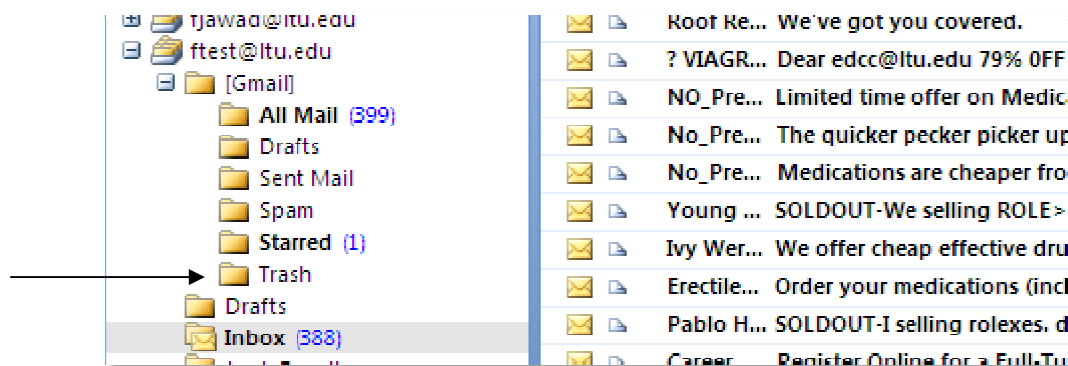
If I delete the message from All Mail, will that delete the message?

If you use the Delete button to delete the message from All Mail, the message will appear with strike through, but it is not deleted. It will still be there the next time you use Outlook and the message will still be counted in your email storage quota.

Messages can only be deleted if they are in the Gmail Trash folder.

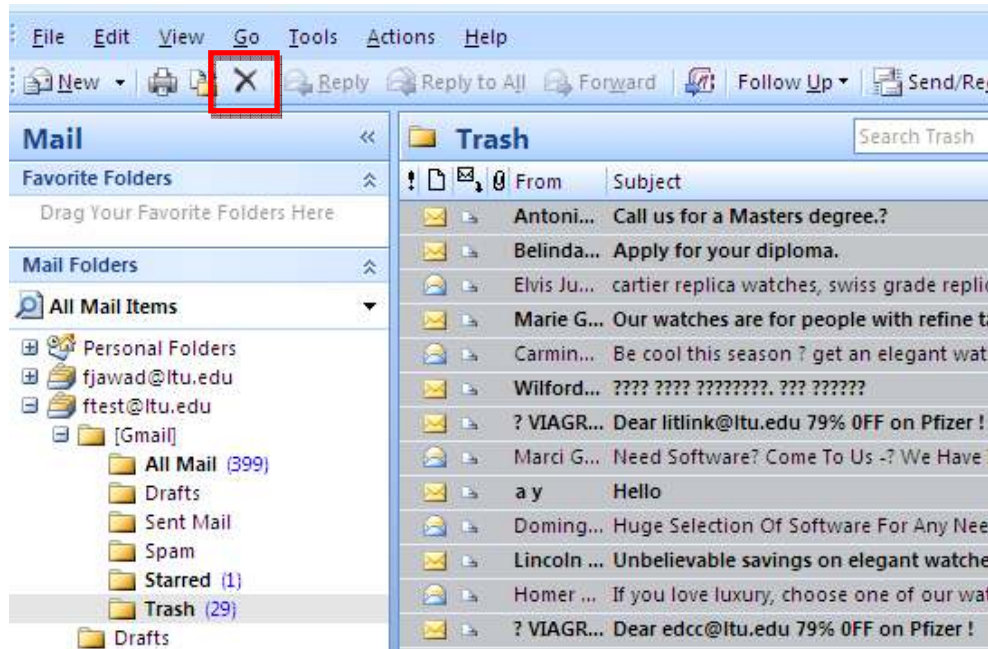
Here's how to completely delete email messages using Outlook:

1. Expand the [Gmail] folder by clicking on the + (plus sign) so that so that all sub-folders are listed including Trash.



2. Select a message or group of messages and drag and drop them to the Trash folder under the [GMAIL] folder.
3. Open the Trash folder by clicking on it.
4. Select all the messages in it.

5. Click the Delete button from the top menu. This will strike through the messages to be deleted.

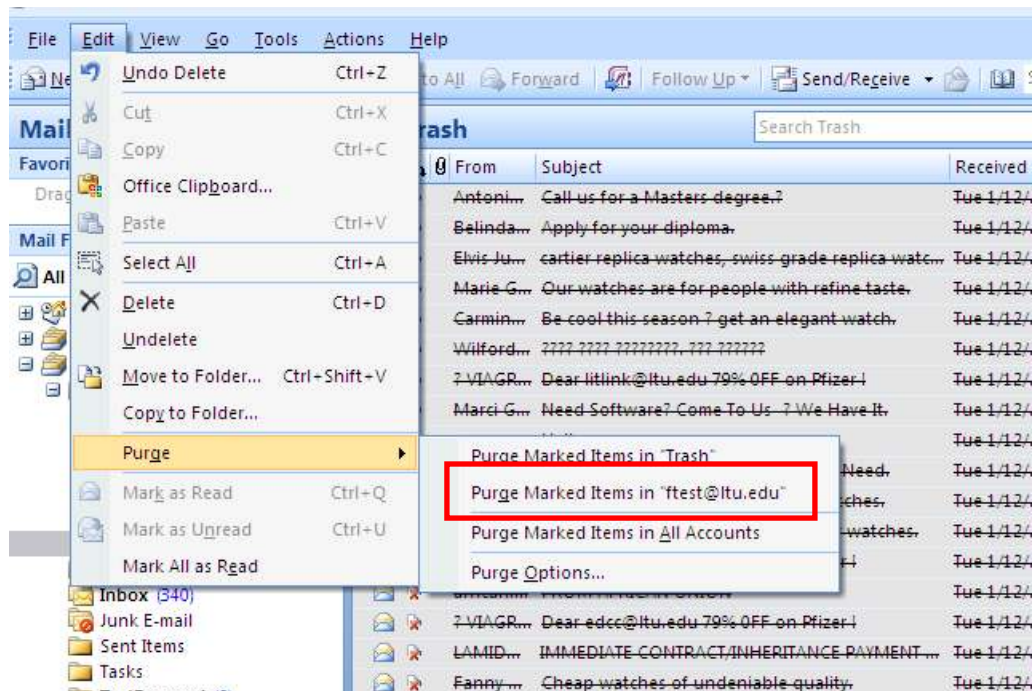


Once the messages appear with a strike through them, they have to be purged from the system.

6. Go to the Edit menu and Select the Purge sub-menu.*

7. Select 'Purged Marked items in username@ltu.edu'

This will completely remove the messages from your account. **Once the messages are purged, they cannot be recovered.**



* You can add the Purge Command to your Outlook Toolbar:

1. Click on **Tools**
2. Click on **Customize**
3. Select **Edit** from the left side command list
4. Scroll down the right side command list until you find **Purge Marked Items in "[username] @ltu.edu"** and select it.
5. Drag this to your toolbar.

