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.
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.

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*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.