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## Archiving Rules for email Folders

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Users create folders and sub-folders to organize and manage their email.

All departments have document retention rules and schedules. In addition, users have various business needs for retaining email messages for different lengths of times.

Folders created in your mailbox with an archive rule (suffix) will contain email “stubs”.

Folders suffixed with one of the following: -6mo, -1yr, -2yr, -3yr, -4yr, -5yr, -6yr, -7yr, -8yr, -9yr, -10yr, will have their messages archived with a corresponding retention period. Only these designated values are valid, and they are not case sensitive.

**Correct Example: Projects-3yr**

Incorrect Example: Projects – 3 years

Subfolders will inherit the parental retention by default. You can over-ride this by setting a specific retention on a subfolder.

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## Archiving Your Emails

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Archiving an email by moving it to a folder with an archive rule, moves it and its attachments from the email system to the archive system. It is replaced in the email system with a pointer to the full content in the archive system (a stub). Stubs consist of header information (Subject, From, To, CC, BCC, Attachments, Date and Time) and the first 600 characters of the message.

**Archive Training Video:**

<http://streamer.state.ak.us:8080/asxgen/statezantaztraining.wmv>

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## Email & Calendar Item Retention

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### Quick Reference

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|----------------|--|
| New Folders    | Messages are retained for 135 days if no archive rule has been set.<br><br>Archive rules are set by adding a dash-suffix to the folder name (i.e. -1yr). |
| New Folder-6mo | Messages are retained for 6 months from the date of receipt.   |
| New Folder-#yr | Messages are retained for # years from the date of receipt. Where # is 1,2,3,4, 5,6,7,8,9 or 10 yrs.   |
| Sub Folders    | Same retention as Parent Folder unless a retention is specifically set.  |
| Calendar Items | These are maintained for 5 years then deleted.   |
| Inbox          | Messages are retained for 90 days then deleted.  |
| Sent           | Messages are archived after 7 days; then retained 90 days before being deleted.  |
| Deleted        | Messages are retained for 7 days then deleted.   |

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### ETS HELP CENTER

Anchorage: 269-5016 Juneau: 465-1818

Fairbanks: 451-5288

Email address: [help.center@alaska.gov](mailto:help.center@alaska.gov)

# Enterprise Technology Services



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## State of Alaska

## Statewide Email

## Management

## Quick Reference Guide

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## Mailbox

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A mailbox contains all of your messages and contacts as well as your calendar items – it contains default folders i.e. Inbox, Sent Items, Deleted Items, Drafts, Templates, etc. and any folders you create for better email organization and management.



A user's mailbox will have a 300mb size limit.

A typical email (without attachments) is 5kb in size, the average Word document is 40kb and the average MP3 is 3mb. A typical archive stub header is 1kb.

In theory, your mailbox could hold:

- 307,500 archived email stubs
- 61,500 emails; or
- 6,853 emails with a word doc attached; or
- 100 emails with an MP3 attached

At 300mb users receive a warning message.  
At 325mb sending of messages is disabled.  
At 400mb sending & receiving are disabled.

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## Inbox Folder

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The "Inbox" folder is the default location where new emails are delivered. **Items are retained here for 90 days before being deleted.**

**Note:** Use the Tools "Rules & Alerts", Rules Wizard to automatically move messages from the Inbox to a named folder of your choice.



To set an "out of office" notification, use Tools "Out of Office Assistant". This feature does not have a "notify ending" date, so please remember to turn it off when you return to the office.

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## Sent Items Folder

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The 'Sent Items' folder contains a copy of each email you send.

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## Deleted Items Folder

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Deleted emails are moved to this folder. A message inadvertently deleted can be recovered from the "Deleted Items" folder by the user. The Deleted Items folder may be emptied by right-clicking on the folder name and selecting "Empty Deleted Items Folder".

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## Calendar Items

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Calendar meetings and appointments are included in the 300 MB mailbox limit.

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## Tips for Sending Email

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Using Keywords in your subject can be very helpful for you and your recipients – it greatly improves your searching and folder management functions (i.e. use project name, "meeting", "travel", etc.)

To save a message as a draft (in the Drafts Folder) for editing later, click on "file/save", or close the message and answer "Yes" to "Do you want to save the message?"

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## Tips for Receiving Email

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It is best to manage your incoming mail as promptly as possible while it is "fresh" – determine action needed based on items as:

- if it needs to be flagged for follow-up,
- if it can be deleted after reading it,
- if it needs to be saved in a reading folder,
- if it needs a reply before being deleted,
- if it needs to be considered for archives or other folders, etc.

Remember to empty the Deleted items folder occasionally for more room to receive email...

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## Tips for Training New Users

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The [Statewide eMail & Calendaring Project](http://www.state.ak.us/local/akpages/ADMIN/info/msEA/) website has numerous references, copies of training materials and links to training sites:

<http://www.state.ak.us/local/akpages/ADMIN/info/msEA/>

A special training website called: **eMail & Calendar Training** is also available:

<http://www.state.ak.us/local/akpages/ADMIN/info/msEA/exchangetraining.shtml>

Please check back often for updates!