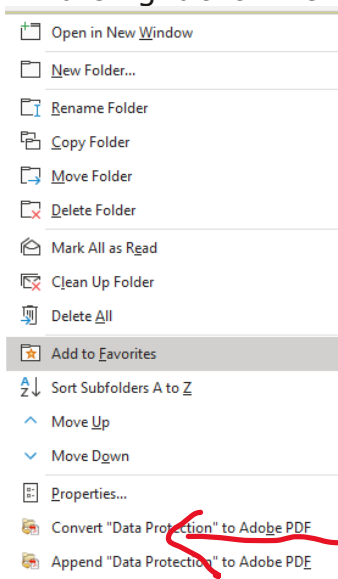# Clean Up for Outlook folders

Guidance for staff

This guidance takes you through how to use the Clean Up function in Outlook. Aside from reducing the amount of email you are keeping (and need to search through), it will be useful to run Clean Up over any emails you are sending to the Information Rights team for subject access or freedom of information requests. You should end up sending fewer items as email chains will be cleaned up prior to sending.

Where is Clean Up?

In the right click menu when you right click on a folder in Outlook.

What does Clean Up do?

Clean Up runs through the emails in a folder and moves duplicates within a chain to the Deleted Items folder. It is set up so that the following messages are not moved:

- Categorised messages

- Flagged messages

- Digitally signed messages

- Original messages when a reply has modified the original message. So if you have responded to questions within another email, that original email will not be removed.

How do I use Clean Up?

You can choose to clean up a folder, or a folder and its subfolders if you go into Settings and choose this as an option. In running it over a folder, I reduced the number of emails from 1879 to 1351. The cleaned up items will be transferred into the Deleted Items folder.

If Clean Up cannot find any relevant items, it will produce a message saying so.

What if an email is cleaned up that I want back?

You can retrieve the email from Deleted Items.

Review schedule

Review interval	Next review due by	Next review start
3 years	31/05/2025	1/05/2025

Version history

Version	Date	Approved by	Notes
1	29/04/2019		
2	06/05/2022	Information Governance Management Board	Major change due to the way Outlook now presents Clean Up

Contacts

Position	Name	Email	Notes
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Communications and Training

Will this document be publicised through Internal Communications?	**Yes/ No**
Will training needs arise from this policy	**Yes/ No**
If Yes, please give details	