Outlook –
Organizing the Inbox

Microsoft Outlook is the most utilized business application in the world today, but for many users dealing with Outlook is the most frustrating part of their day. This session is designed to help Outlook users better organize and manage their email communications. It contains coverage on how to reduce e-mail interruptions, triage the Inbox rapidly, find related messages quickly and easily, organize the Inbox with folders, categories, and rules, and use drag-and-drop to create new tasks and appointments. The information provided in this session will ease your frustration and improve your productivity in using Microsoft Outlook.

Take Control of Email

If you feel that you would get a lot more work done in the office if you didn't have to deal with email, you are not alone. Recent research shows that one of the greatest threats to staff productivity is workplace distraction, and most users would agree that email is the most significant source of distraction in the office.[1] What began in the early 1990s as a productivity enhancing application has become a nightmare for most business professionals. For many, email consumes more time and effort than almost any other workplace activity. Some receive hundreds of messages daily, most of them worthless SPAM. If you want to improve your personal productivity and return some semblance of order to your workday, taking control of email should be your number one goal.

Reduce Interruptions

Unfortunately, the default settings in Outlook don't help users achieve that goal. When a message arrives, Outlook plays a sound, briefly changes the mouse pointer, shows an envelope icon in the taskbar, and displays a desktop alert. No wonder you can't get anything done. No sooner do you start a task than Outlook cries out, "You’ve got mail," and the interruptions continue throughout the day.

A better way to handle email is to disable all notifications and check email on a fixed schedule. For example, you could check email five times a day – when you arrive at work in the morning, just before or after your morning break, lunch, and afternoon break, and just before leaving the office in the evening. Interruptions are minimized because email is handled during natural pauses in your workday. Don't worry about clients, customers, or managers who demand immediate response to email. Outlook can be configured to alert you when messages from specific people arrive even though message notifications have been disabled. That is covered in a later section on creating rules to handle in-bound messages.

To disable email arrival notifications, do one of the following.

1. In Outlook 2007, select **Tools, Options** from the menu. On the **Preferences** tab, click **E-mail Options, Advanced E-mail Options** to open the **Advanced E-mail Options** dialog box. Uncheck **Play a sound**, **Briefly change the mouse cursor**, **Show an envelope in the notification area**, and **Display a New Mail Desktop Alert**. Click **OK** to commit your changes.

2. In Outlook 2010-2016, click **File, Options** to open the **Outlook Options** dialog box. Click **Mail** in the navigation pane on the left and then scroll to the **Message Arrival** section in the options pane on the right as shown in **Figure 1**. Uncheck **Play a sound**, **Briefly change the mouse pointer**, **Show an envelope in the taskbar**, and **Display a Desktop Alert**. Click **OK** to commit your changes.

With that simple change, email interruptions will be banished from your workday. Keep in mind that you may suffer withdrawal pains from the respite, so make sure to resist the temptation to check email manually until you have become fully accustomed to your new routine.

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[1] Dr. Gloria Mark, University of California – Irvine, quoted by Farhad Manjoo, "Discovering Two Screens Aren't Better Than One," *The New York Times Online Edition*, March 19, 2014.

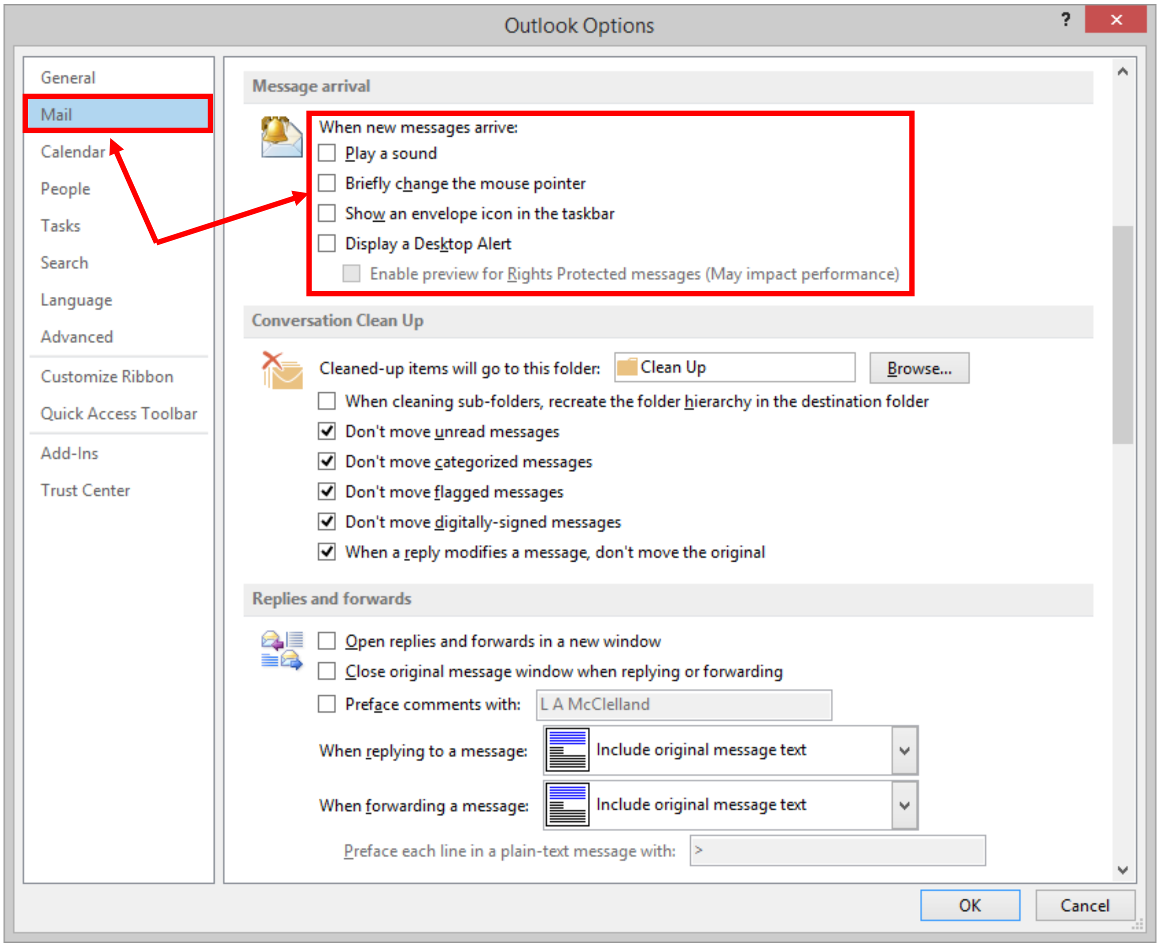

Figure 1 - Disabling Message Arrival Notifications in Outlook 2013/2016

Enable the Junk Mail Filter

Once you have reduced or eliminated the continuous interruptions generated by incoming email, the next problem to tackle should be junk mail. Make sure that the built-in Junk E-mail filter is enabled and set the level of junk email protection to "high."

To enable the Junk E-mail filter, do one of the following.

1. In Outlook 2007, select **Tools, Options** from the menu. In the **Options** dialog box, click **Junk E-mail** on the **Preferences** tab. In Outlook 2010-2016, select **Junk, Junk E-mail Options** on the **Home** tab.

2. In the **Junk E-mail Options** dialog box, set the level of junk email protection to **High** and uncheck **Permanently delete suspected junk e-mail instead of moving it to the Junk E-mail folder** as shown in **Figure 2**. Click **OK** to save your changes.

At this point, users should review their Junk E-mail folder daily to make sure that valid email has not been captured by the filter. Any time a valid email is filtered improperly, steps should be taken to alter the filter's actions. In Outlook 2007, right-click on the message and select **Junk E-mail, Add Sender to Safe Senders List** so that email from that sender won't be captured by the filter in the future. Then, select **Junk**

E-mail, Mark as Not Junk to move the message back to the Inbox. In Outlook 2010-2016, right-click on the valid message and select **Junk, Never Block Sender** or **Never Block Sender's Domain**. Then, select **Junk, Not Junk** to move the message back to the Inbox.

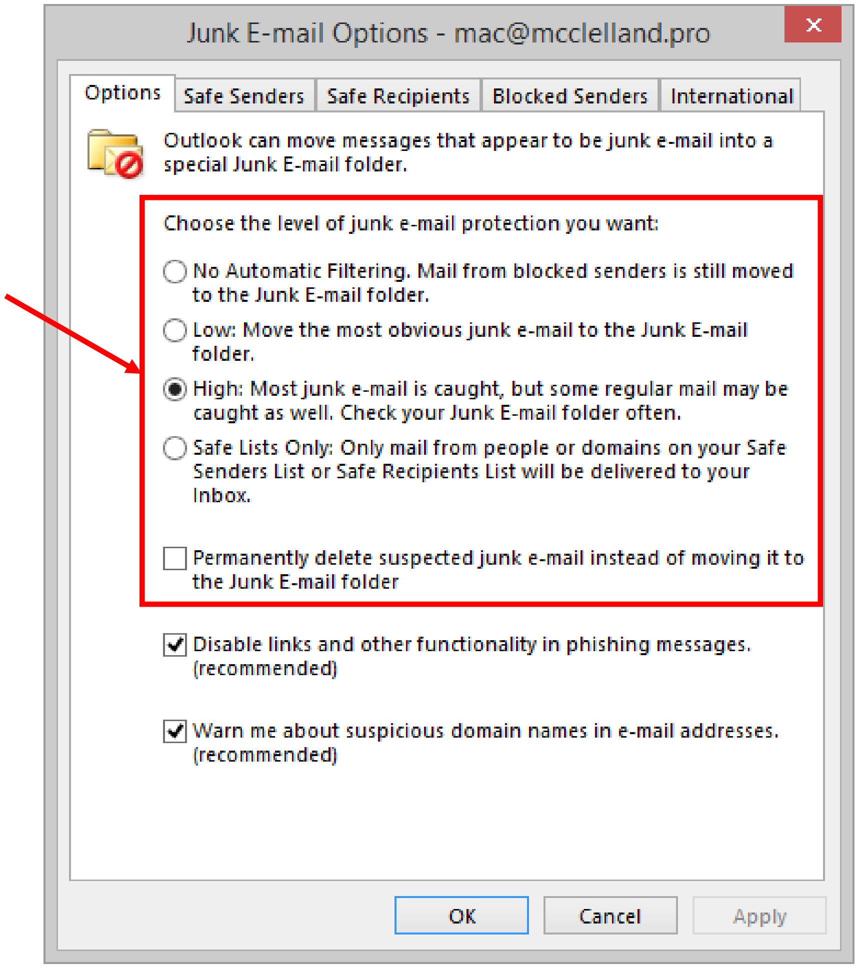

Figure 2 - Enabling the Junk E-Mail Filter

Similarly, when junk email gets through to your Inbox, make sure to update the filter to catch the junk in the future. In Outlook 2007, right-click on the message and select **Junk E-mail, Add Sender to Blocked Senders List** so that email from that sender won't escape the filter. In Outlook 2010-2016, right-click on the valid message and select **Junk, Block Sender**. Taking a few minutes to keep the junk filter up to date will pay big dividends in the long term.

Triage the Inbox Rapidly

The preceding tips eliminate or reduce junk email and the number of interruptions that most users experience on a daily basis, but they don't help us with the cumbersome and time-consuming task of clearing our Inbox or taking action on important message requests. The following tips and tricks are designed to help users triage their Inbox in rapid fashion.

Make the Message List Work for You

The message list can be sorted in ascending or descending order along an array of pre-defined dimensions with just a few clicks from the top of the Message List. Messages can be sorted by date, category, subject, whether the message has attachments, or from whom the message was sent, etc. Messages can also be grouped within dimension to fit a particular circumstance. The groups can be expanded or collapsed individually or all at once.

Several new features have been added to the Message List in Outlook 2013/2016 to make it easier for users to triage their Inboxes. The Message List in Outlook 2013 has filter buttons to display all messages or just unread ones, as shown in **Figure 3**. A single click rapidly filters the list to display the messages desired. Further, unread messages are identified by the colored bar on the left edge of the message header. In Outlook 2016, the same functionality is available from a drop-down menu at the top of the message list.

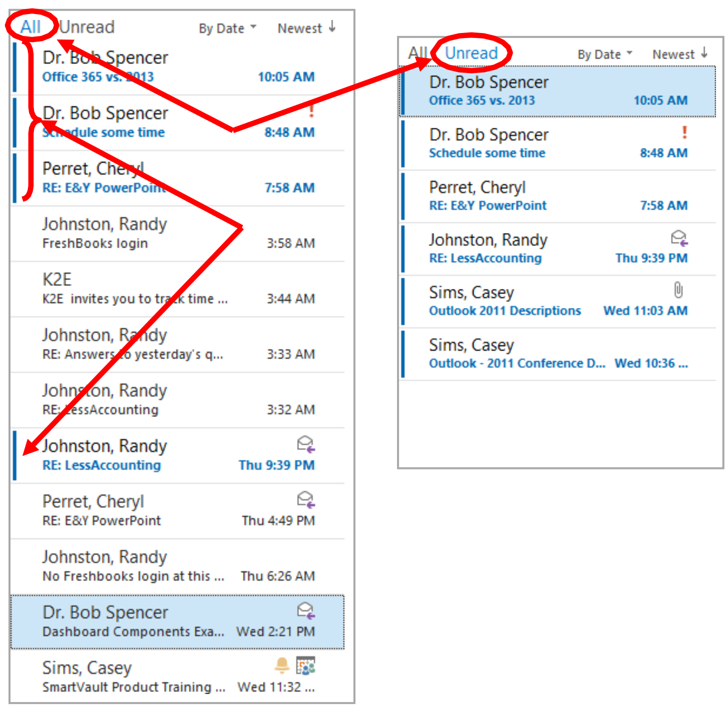

Figure 3 – Easily Identify or Filter Unread Messages

The Message List can be filtered to display only unread messages in earlier versions. In Outlook 2007, simply select **Unread Messages in this Folder** from the **Current View** box on the **Advanced** toolbar. If the toolbar is not displayed, select **View, Current View, Unread Messages in this Folder** from the menu. In Outlook 2010, click **Filter E-mail** on the **Home** tab and select **Unread** or click in the **Search** box at the top of the Message List and select **Unread** on the **Search Tools, Search** contextual tab. The **Filter E-mail** button can be added to the Quick Access Toolbar for convenience.

In Outlook 2013/2016, the message header can be set to reveal from one to three lines of the message itself. This helps users focus their time on those messages that require their attention first. To set the number of message lines displayed in the message header, select **View, Message Preview** on the ribbon.

In default, the Message Preview is set to display two message lines. For maximum impact, set it to three. On large monitors, widen the Message List so that more of the message is displayed in the preview.

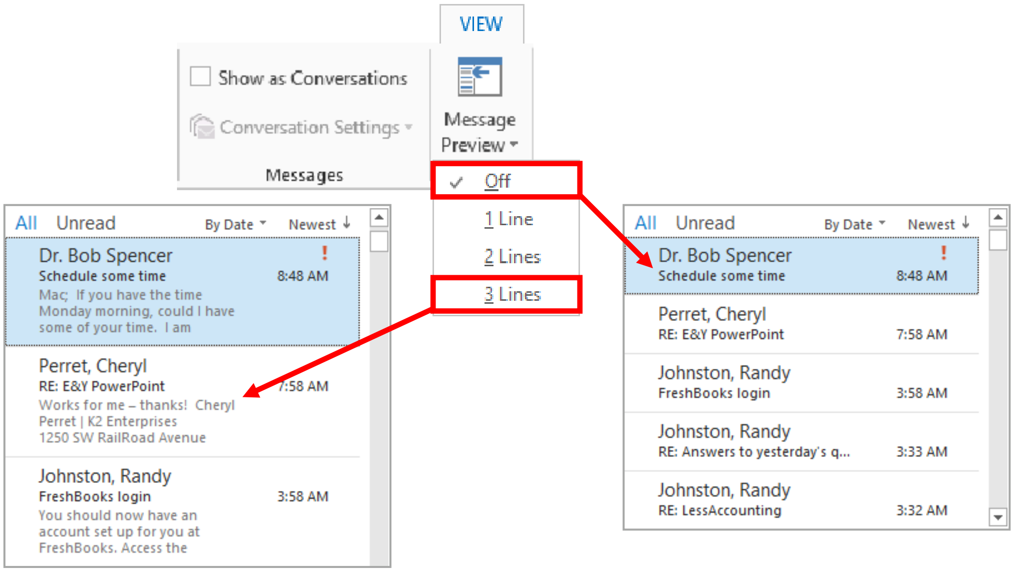

Figure 4 – Adjusting the Message Preview

Message preview is also available in earlier versions of Outlook, but the preview is set at three lines. To turn on message preview in Outlook 2007, select **Messages with AutoPreview** from the **Current View** box on the **Advanced** toolbar. If the toolbar is not displayed, select **View, Current View, Messages with AutoPreview** from the menu. In Outlook 2010, click **View, View Settings** and then click **Other Settings**. In the **AutoPreview** section, select **Preview all items** or **Preview unread items**. Note that the preview can be configured to display for unread messages only, a feature not available in Outlook 2013/2016. The **AutoPreview Layout** button can be added to the Quick Access Toolbar for convenience.

Messages can be acted upon directly within the Message List in Outlook 2013/2016 without resorting to the context-sensitive menu. Messages can be flagged for action, deleted, or marked as read or unread as shown in **Figure 5**. This is especially useful for those using touch devices. In Outlook 2013/2016, users can no longer categorize messages in the message header.

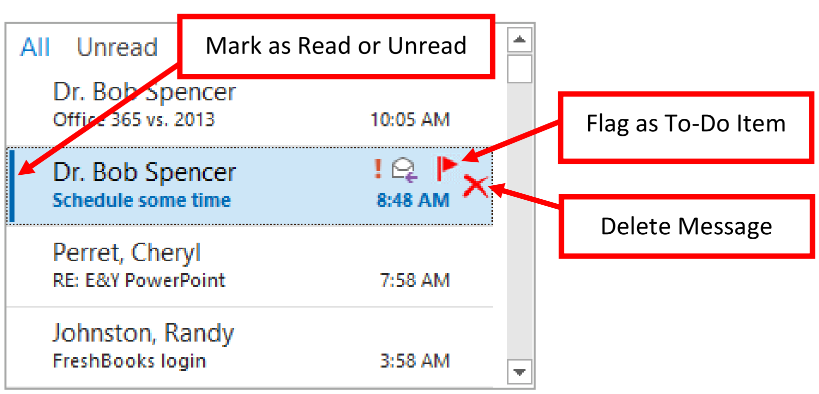

Figure 5 – Action a Message within the Message List

Minimize Annoying Windows with In-line Reply and Forward

In Outlook 2013/2016, users can now reply or forward a message directly from the Reading Pane. Click the desired action, and the Reading Pane becomes an editing pane with most formatting capabilities as shown in **Figure 6**.

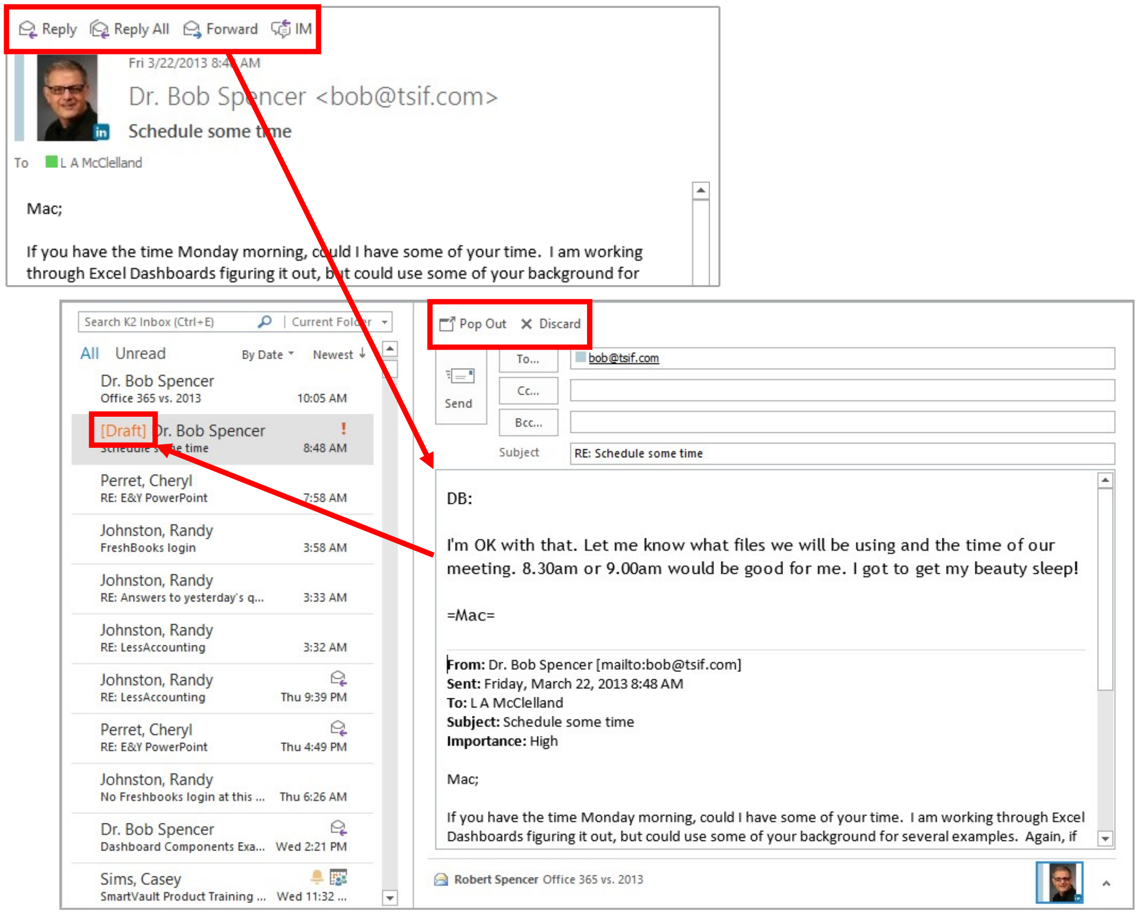

Figure 6 – Replying to a Message from within the Reading Pane

For those requiring more formatting options than are normally available when composing a reply within the Reading Pane, users can **Pop Out** the message into a new window. While the message is being composed, "**[Draft]**" will be displayed in the message header. If a user moves away from the message before sending the response, the response will be accessible from the Drafts folder for further action, and the message header will continue to be marked "[Draft]" in the original folder. To delete a reply before sending, simply click **Discard**.

Find Related Messages with Conversation View

Business professionals often need to refer to an earlier message in a message thread to confirm an action request. One way to accomplish that goal is to find all related communications to a message of interest. In Outlook 2007, right-click on the message of interest in the Message List and select **Find All, Related Messages**. In Outlook 2010-2016, right-click on a message and select **Find Related, Messages in this Conversation**. In both instances, the process finds all related messages regardless of the folder in which the messages are filed.

Alternatively, email messages can be viewed by Conversation in Outlook 2010-2016. When **Conversation View** is enabled, messages in the Message List that *share the same subject* can be viewed in a single thread. Users can quickly review and act on individual messages or a complete Conversation. Conversations are identified in the Message List with a white arrow point. The messages *within* each Conversation are sorted with the newest message at the top of the expanded list. As new messages in the thread are received, the entire Conversation is positioned in the Message List in the date order currently active. When users click on a Conversation header in the Message List, the newest message in the thread is displayed in the Reading Pane. Any Conversation that contains unread messages has a bold subject in the message header along with a count of the unread messages in the thread. Expanded Conversations display any unread messages with a bold heading. In default, Conversations include all related messages regardless of the folder in which they are filed. For example, messages sent by a user are typically saved in the Sent Items folder, but will appear and be grouped in a Conversation with messages in the Inbox as shown in **Figure 7**.

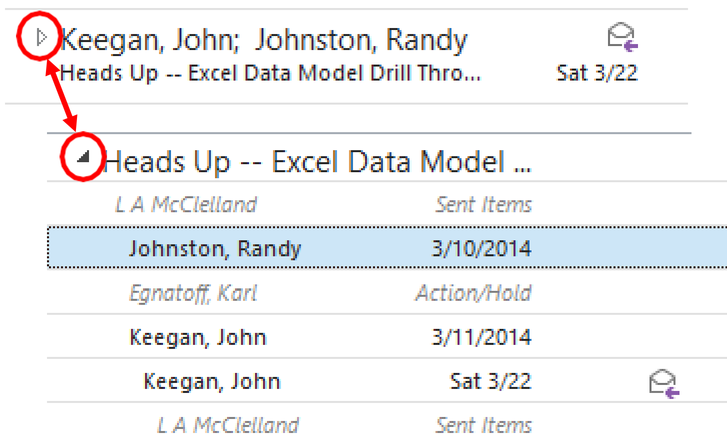

Figure 7 – Conversation Thread Expanded in the Message List

When a message gets two or more responses, a Conversation can split into multiple but separate threads. In Outlook 2010, click on an individual message inside a split to display its Reply Line - a dashed line that shows the messages to which it replies. Reply Lines, as a feature, have been removed from Outlook 2013/2016.

To view messages in Conversations, the Message List must be arranged in date order. To enable Conversations in Outlook 2010-2016, check **Show as Conversations** on the **View** tab. Alternatively, click on the **Arrange By** (sort) drop-down at the top of the Message List and select **Show as Conversations**. Note that messages can be sorted by Conversation in Outlook 2007, but the resulting display only contains messages found in the current folder, which is much less powerful than the Conversation View found in Outlook 2010-2016.

> By design, Conversations are grouped by subject. Messages with the same subject are grouped in a Conversation, even if the messages are unrelated. This may cause problems for some users who send or receive messages with commonly used subjects.

Automate Routine Mail Processes with Quick Steps

Repetitive, multistep procedures can be converted to single clicks with Quick Steps in Outlook 2010-2016. Think of Quick Steps as a macro creation tool that allows users to automate the Inbox triage process. For example, if users forward messages to their managers frequently, the conventional process requires opening and addressing the forwarded message before adding comments to the message itself. A custom Quick Step can eliminate the first two steps in the process and possibly all three. Quick Steps are executed from the **Quick Steps** gallery on the **Home** tab. The first time a user executes one of the six pre-configured Quick Steps, Outlook prompts the user to specify any required details and rename the Quick Step, if desired, as shown in **Figure 8**.

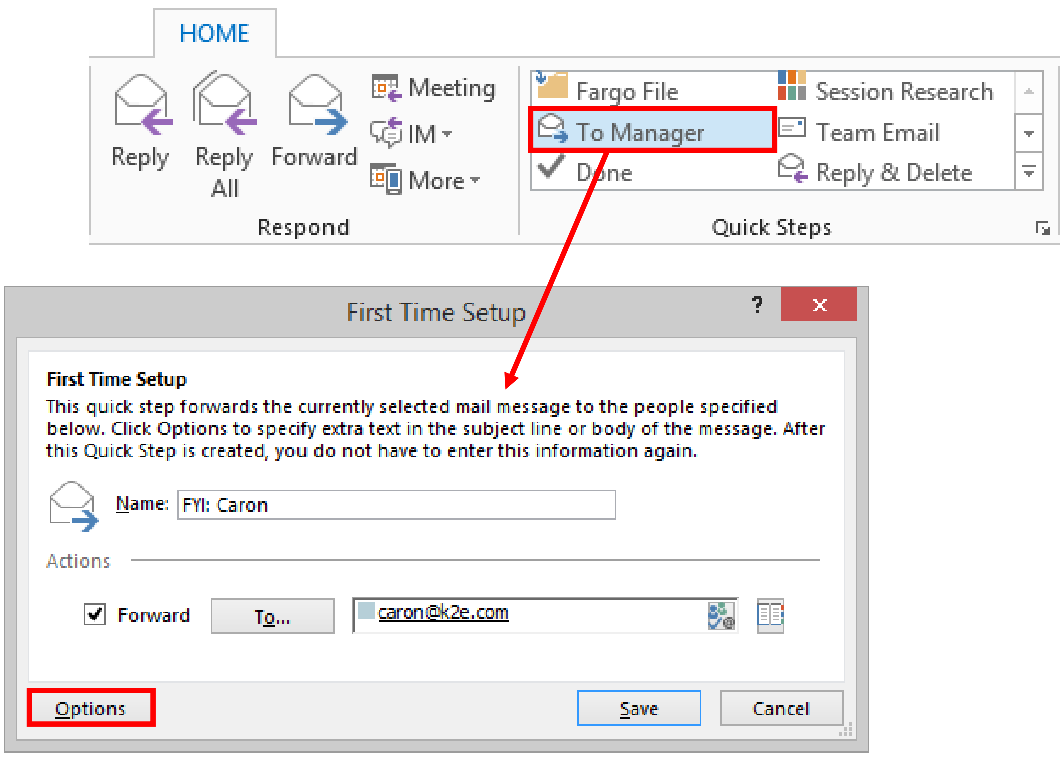

Figure 8 – Customizing a Quick Step on First Use

To add additional actions or to customize the Quick Step beyond the simple customizations illustrated, click **Options** to open the **Edit Quick Step** dialog box as shown in **Figure 9**. To access all available options, click the **Show Options** link. In this case, notice that the subject, flag, and importance can be set along with a custom text message and a keyboard shortcut. More importantly, additional actions can be added to the Quick Step so that multistep processes can be accomplished with a single click.

To edit an existing Quick Step, click the drop-down arrow in the lower right-hand corner of the **Quick Step** gallery and select **Manage Quick Steps**.

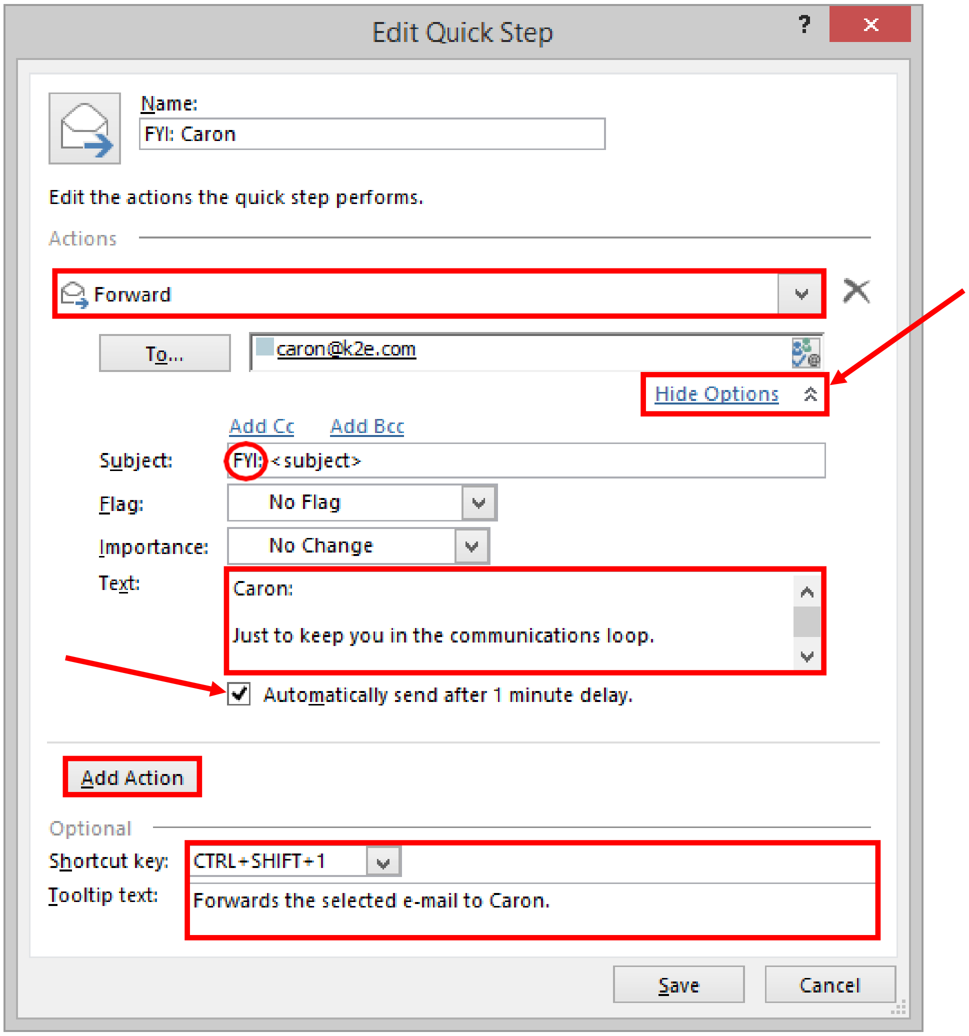

Figure 9 – Adding More Complex Customizations to a Quick Step

Flag Messages for Follow-up

When you receive a message that requires action, flag it for follow-up. In the message list, simply click on the flag icon in a message header to add the message to the Task List with the **Due Date** set to **Today**. Alternatively, right-click on the flag icon to select from several built-in follow-up periods or to create a custom due date as shown in **Figure 10**. Users can set the default due date to meet their needs by selecting **Set Quick Click** from the context-sensitive menu.

Flagging a message for follow-up does not create a separate new Task item. It merely adds the flagged message to the Task List. If the task item is deleted from the Task List, the associated message is also deleted. This causes great frustration for users who routinely clear their Task List by deleting completed items because that process prevents them from finding or referring to previously actioned messages. Instead, mark an item *complete* by clicking the flag icon in the Task List. The flagged message will disappear immediately from the Task List but will remain in the Message List, marked with a green checkmark to indicate that action has been taken. Similarly, flagged messages can be marked complete directly from the Message List. Simply click on the flag in a message header to change it to a green checkmark and remove the message from the Task List.

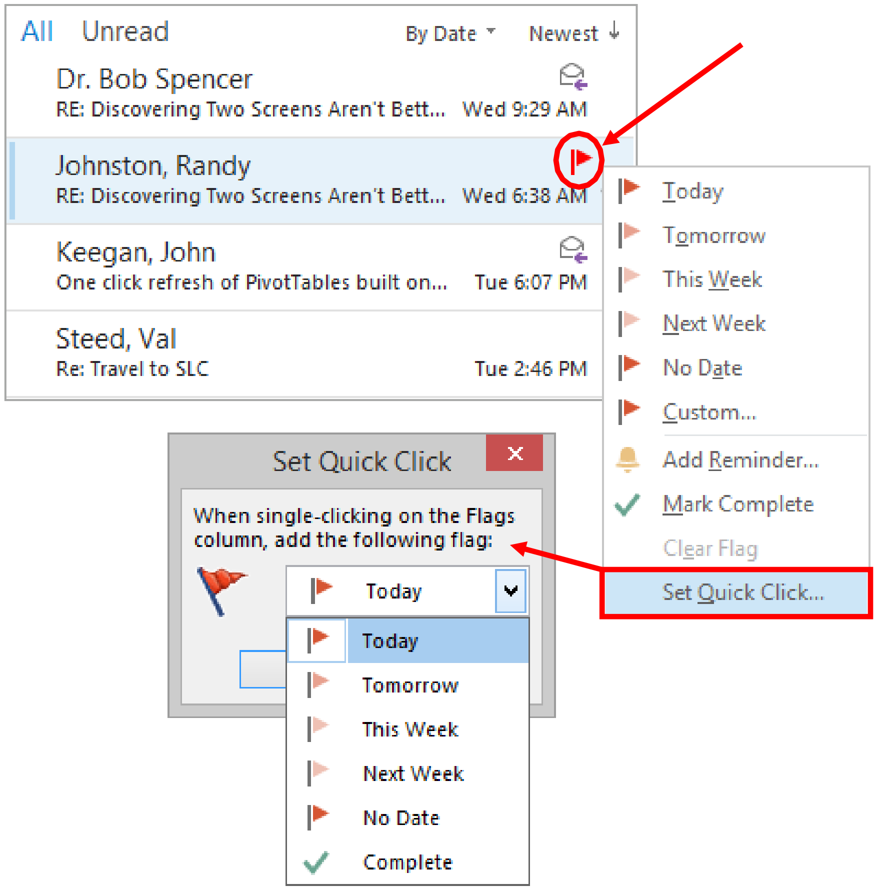

Figure 10 – Creating a Task Item by Flagging a Message for Follow-up

Users can also flag outgoing messages to remind recipients of some event or requested action. For example, if a report is due next Friday, a manager could send an email message to her subordinate reminding him of the due date. The manager could also flag the message to display a reminder to her subordinate on the date and time of her choosing. To flag a message for a recipient, click the **Follow-Up** button on the **Message** tab of the message window and select **Flag for Recipients**.

Find Anything Quickly with Instant Search

When you need to find messages related to specific issues or from specific people, don't scroll endlessly through your messages, or sort the message list on a sender's name; instead, use Instant Search. Just type a key word or a person's name in the search box at the top of the message list, and you will find what you are looking for in just a few seconds. Instant Search was introduced in Outlook 2007, but Outlook 2010 and 2013/2016 make it easier and more intuitive for users to narrow their search results by adding search criteria. Whenever users click in the **Search** box at the top of the Message List, the **Search Tools** contextual tab is displayed as shown in **Figure 11**. Users can select from a wide variety of criteria – From, Subject, Has Attachments, etc. – and can select from a list of locations to search – All Mailboxes, Current Mailbox, Current Folder, Subfolders, All Mail Items, or All Outlook Items. If the desired criteria are not exposed on the Search Tools contextual tab, click **More** for a complete list of search fields. The criteria for the ten most recent searches are maintained in the **Recent Searches** drop-down list. In Outlook 2007, criteria can be added by clicking the chevron arrow immediately to the right of the **Search** box.

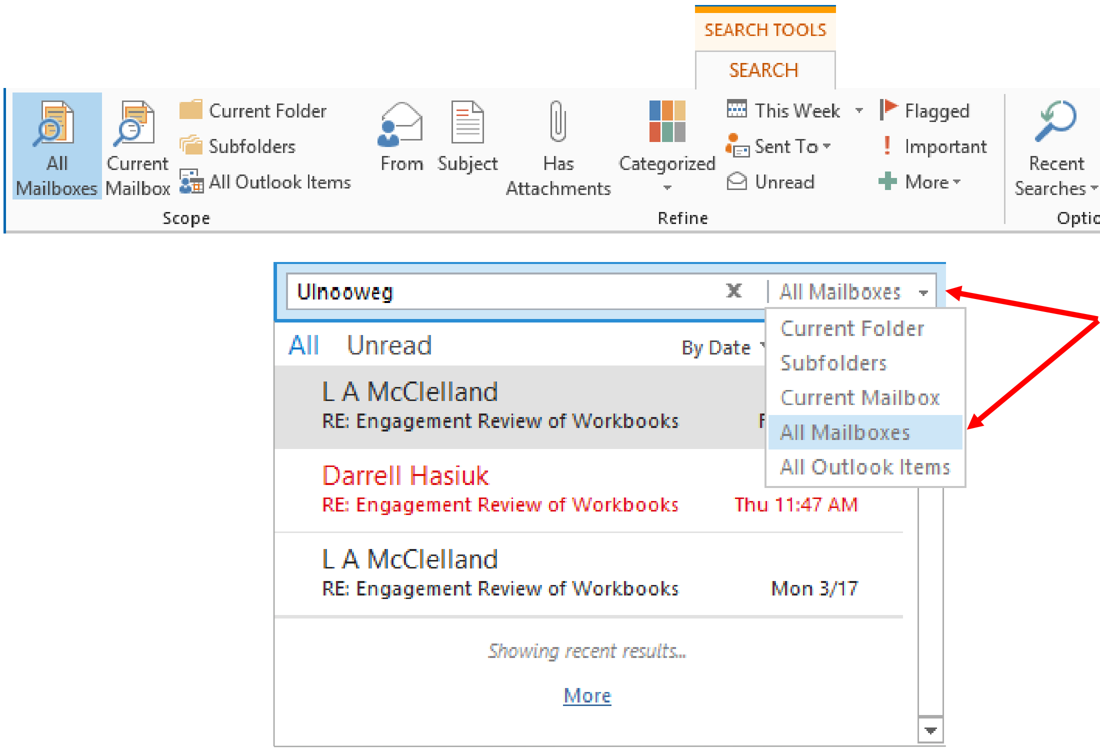

Figure 11 – Search Tools Contextual Tab

Users can easily specify what locations to search with a drop-down menu just to the right of the **Search** box in Outlook 2013/2016 as shown in Figure 11. The **Current Mailbox** is the default search location. The default location can be modified in Outlook options. Click **File, Options, Search** to set the location of your choice.

Don't Rekey – Use Drag-and-Drop

Email messages often precipitate the creation of new tasks or appointments. Don't use the keyboard to create these tasks or appointments; use drag-and-drop instead. Simply drag a message from the Message List and drop it on the Calendar button to create a new appointment automatically. An added benefit is that the body of the message will be embedded in the body of the appointment so that any critical information or needed explanation is available at your fingertips in preparing for the meeting. Additionally, Outlook allows users to drag-and-drop all types of items to organize or create new items quickly and easily. Here are some of the most useful and timesaving ways in which users can organize their communications, calendar, and tasks.

- Organize your messages by dragging them from the Message List and dropping them into other folders in the Folder List.

- Create new tasks by dragging messages to the Tasks button. The subject of the message becomes the title of the task, and the message body is contained in the task notes.

- Create new or update existing Contacts by dragging messages to the Contacts button. The message body is added to the Notes field of the contact. Outlook will display any proposed updates to existing Contacts for user confirmation.

- Create new appointments by dragging messages to the Calendar button. The subject of the message becomes the title of the calendar item, and the message is contained in the calendar notes. Alternatively, drag messages to the appropriate dates on the thumbnail calendars in the To-Do Bar to create new appointments on the dates chosen. This functionality has been removed in Outlook 2013/2016.

- Create new email messages by dragging contacts to the Mail button.

- Put tasks on your calendar by dragging tasks to the Calendar button. The title of the task becomes the title of the calendar item, and the task detail is contained in the item's notes.

- Create reminder messages for appointments by dragging appointments to the Mail button. The title of the appointment becomes the subject of the message, and the calendar detail is included in the message body.

These are just a few of the ways users can put drag-and-drop processes to work in Outlook. Almost any Outlook item can be used to create another Outlook item quickly and easily using this process. This functionality eliminates the need to rekey information and dramatically improves user productivity.

Build a Complete Record

Have you ever scheduled an appointment or task and then had to search for its related source documents when the task or appointment came due? Instead of working with multiple discrete items, use drag-and-drop to build a complete record when the appointment or task is scheduled. If an email message precipitates the task or appointment, create the item by dragging-and-dropping the message to the appropriate button. Then, drag documents and contacts into the body of the task or appointment as they become available. When the task or appointment comes due, all of the related supporting information and documentation will be in the body of the item, thereby saving time and effort.

Figure 12 shows a task that was created by dragging a message to the Tasks button. Note how the message is included in the body of the task, which alleviates the need of the user to search for the original message. In building the complete record, all of the necessary files and the contact records for others involved in the process have been dragged into the task. When the task comes due, all of the needed documents and information will be readily available to the user.

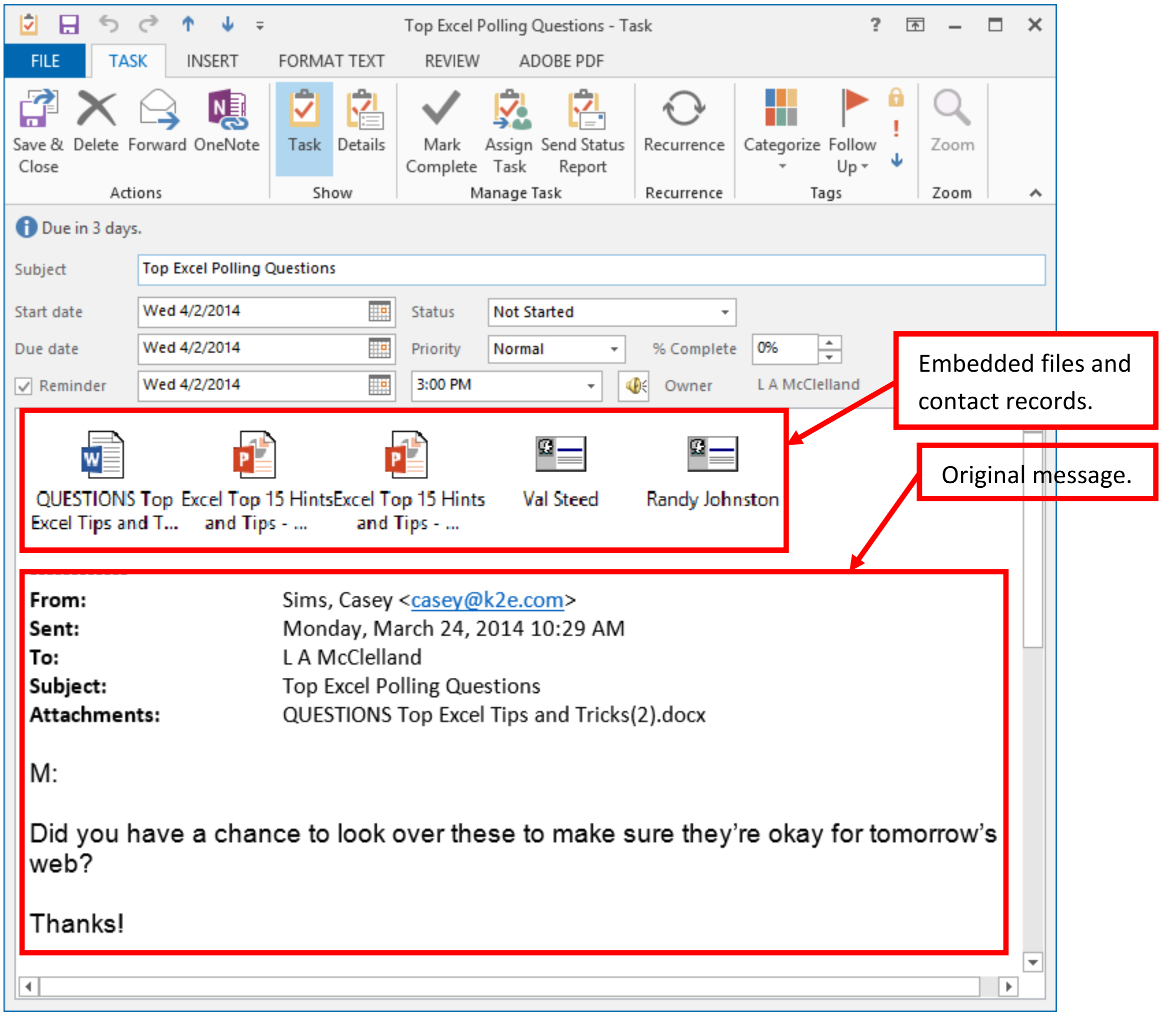

Figure 12 - Build a Complete Record to Support a Task or Appointment

Organizing the Inbox

Using Folders to Organize

Folders are the most widely used means for organizing email messages in the Inbox. From simple to elaborate schemes, folders are easy for users to understand and implement. The folder hierarchy can be as elaborate and complex as a user's needs dictate. The biggest problem with using a complex multi-level structure is finding messages in the labyrinth of folders, especially when a single message can be logically related to multiple folders. This was particularly problematic in older versions of Outlook, where the built-in search functionality only searched one folder at a time. This made finding messages a cumbersome, time-consuming process that often found users browsing the message lists folder-by-folder looking for an important communication.

In almost every circumstance, several custom folders will need to be created for storing and organizing messages. Be careful not to make your folder structure too deep or too complex. Here is a short list of folders commonly used by many experienced Outlook users.

- Company Inbox – contains messages from other staff members within an organization; may contain sub-folders for departments, teams, or managers
- Major Accounts – contains messages from major clients, customers, or vendors; may contain sub-folders for individual clients, customers, or vendors
- Action/Hold – stores messages that require action
- Personal – holds messages from a user's spouse, relatives, or close personal friends

Using Categories to Organize

Categories are a color-coding and tagging system to organize messages *within* folders and *across* multiple folders. Think of categories as *virtual* folders, similar in operation to labels in Gmail. With categories, there is no need to create a complex folder structure. Messages and other Outlook items can be assigned to one or more categories, which allow users to access these items quickly and easily by Group in the Message List or using a Search Folder.

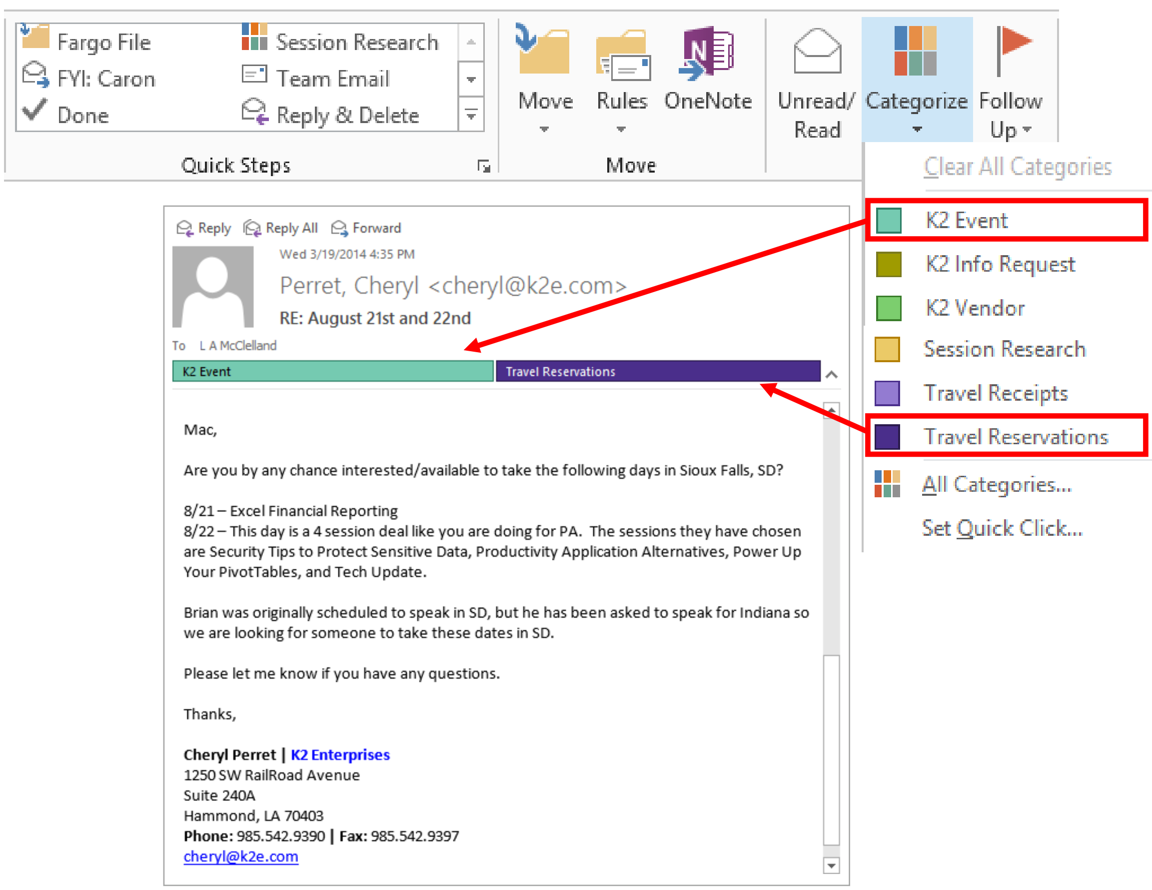

Figure 13 - Multiple Categories Can Be Assigned to a Message

Outlook comes with a number of predefined categories, but users can customize the list to meet their own needs. Each category is associated with a user-specified color so that messages and items can be identified visually.

To assign a category to a message do the following:

1. In Outlook 2007/2010, right-click on the **Category Box** for the message of interest in the Message List and select the appropriate category. In Outlook 2013/2016, click the **Categorize** button on the **Home** tab as shown in **Figure 13**.

To assign multiple categories to a message, repeat the process for assigning a single category as often as required. Alternatively, click **All Categories**, near the bottom of the category list, and check the categories to be assigned to the message or other Outlook item.

To access categorized messages quickly, simply select one of the built-in search folders, **Categorized Mail**, from the folder list as shown in **Figure 14**. All mail that has been assigned one or more categories will be displayed in the message list within groups that can be expanded or collapsed to display the desired messages. Messages that have been assigned to more than one category will appear in each group to which they have been assigned.

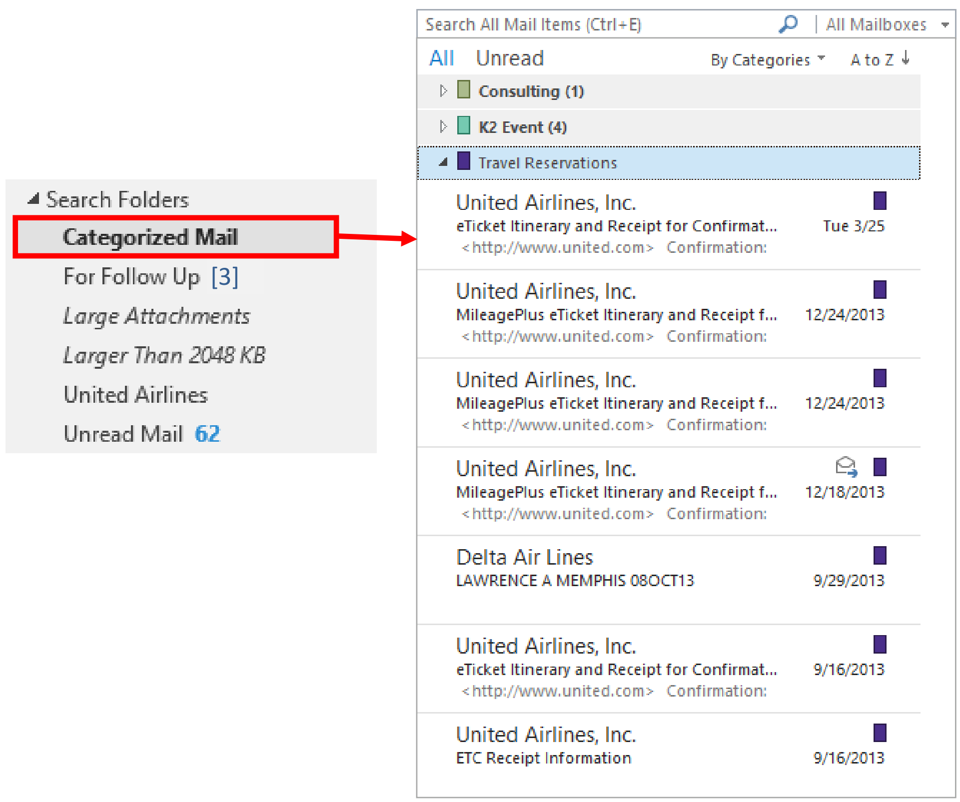

Figure 14 – View Messages in Categories as Virtual Folders

All categorized messages will appear in their respective groups, regardless of the physical folders in which the messages reside. In other words, categories act as virtual folders, organizing messages across multiple physical folders to provide quick and easy access to messages with some common characteristic. This functionality makes it easy for users to organize messages for later access, even when a single message is logically associated with two or more categories.

Using Folders and Categories Together

Folders and categories should be thought of as complementary tools that can be used together to organize your messages more effectively. For example, folders could be used to provide a simple high-level organizational structure, while categories could be used to provide additional levels of detail. While folders provide an intuitive organizational structure for most users, each message can only be stored in a single folder unless multiple copies of a message are made. Further, dealing with a complex folder structure reduces productivity. Categories overcome these disadvantages by allowing messages to be logically associated without the necessity of creating or maintaining a complex folder structure.

Categories are best used to organize work. They provide visual cues to determine quickly and easily from or to whom messages were received or sent, the project or team with which they were associated, whether they're personal or business-related, or whether they are identified with any other important characteristic. They are especially useful for messages that require grouping across several characteristics. For example, a single message concerning a meeting with a key client may need to be organized by who requested the meeting, the type of engagement, and the staff member in charge. In this case, three categories could be assigned to the message without requiring a complex folder structure.

Selectively Turning On Alerts

An earlier tip described how to minimize interruptions by turning off all inbound email notifications in Outlook. Unfortunately, some of our cohorts, superiors, or clients demand immediate action on the messages they send us. With rules, we can selectively turn on email notifications for messages arriving from specific people. Start the rule creation process as described above. Then, choose **Apply rule on messages I receive** in the **Start from a blank rule** section of the Rules Wizard. Identify the sender(s) and then select the following actions when a message is received: 1) **play a sound**, 2) **display a specific message in the New Item Alert window**, and 3) **display a Desktop Alert**. Complete the rule as described earlier. After the rule is enabled, you will be notified by Outlook when a message arrives from an important person, even though message arrival notifications have been disabled.

Keeping the Inbox Clean with AutoArchive

A user's mailbox grows as items are created and received. As a mailbox grows larger, Outlook slows down in day-to-day operations, and the probability of data file corruption increases. To manage these potential problems, many users manually clean out old messages, tasks, and calendar items, but Outlook provides an automated process – AutoArchive – to handle this time-consuming task. AutoArchive is a mystery for many Outlook users. In default, AutoArchive runs every two weeks and moves all of the messages and other items that are older than six months to an archive folder – a ***.pst*** file located on a user's computer. While almost all users have seen the prompt from Outlook to run AutoArchive, most cancel the operation because they are not sure what the process entails.

To set up AutoArchive properly requires three simple steps: 1) review and change the global settings to meet a user's needs, 2) apply the changes to all folders, and 3) customize the global settings for specific folders.

To change the global settings for auto-archive:

1. From the menu, select **Tools, Options** to open the **Options** dialog box.

2. On the **Other** tab, click **AutoArchive**.

3. In the **AutoArchive** dialog box, review and modify the settings to meet a user's needs.

   In default, AutoArchive runs every fourteen days, archives all messages and items older than six months to a file named ***archive.pst***, and deletes expired items. The expiration date for all messages and items is six months, except for Calendar items (which do not expire), Sent Items, and Deleted Items (which expire in 2 months).

   K2 Enterprises recommends that users uncheck **Delete expired items (e-mail folders only)**. All other settings should be configured to meet the needs of individual users, as shown in **Figure 15**.

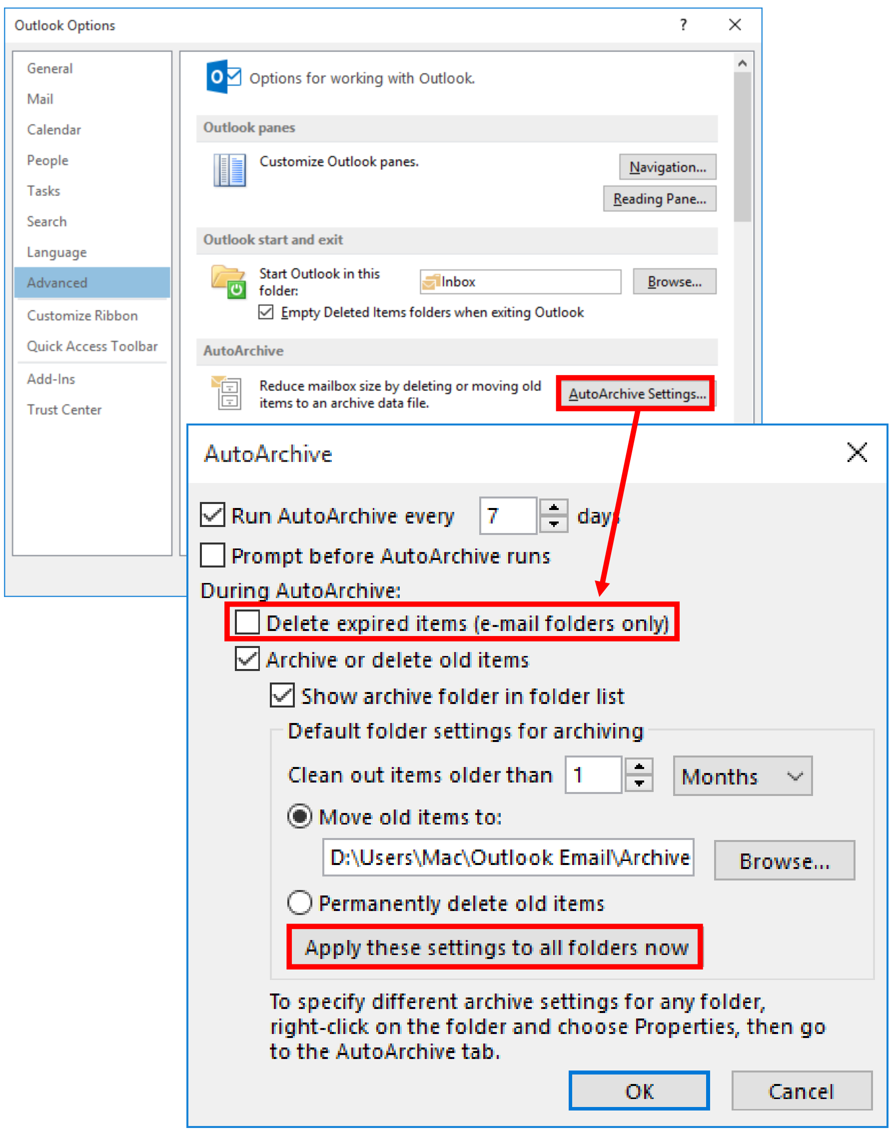

Figure 15 – Setting AutoArchive Defaults

Note that the name and location of the ***archive.pst*** file can be modified in this dialog box if desired.

Before closing the AutoArchive dialog box, make sure to apply the changes to all existing folders:

1. Click **Apply settings to all folders now**.
2. Click **OK, OK** to close the dialog box and complete the process.

Now that the modified AutoArchive settings have been applied to all folders, the only task remaining is to customize the settings for individual folders as necessary:

1. In the **Navigation Pane**, right-click on a folder for which the archive settings need to be customized and select **Properties** from the context-sensitive menu.
2. On the AutoArchive tab, adjust the folder's archive settings as required, as shown in **Figure 17**.

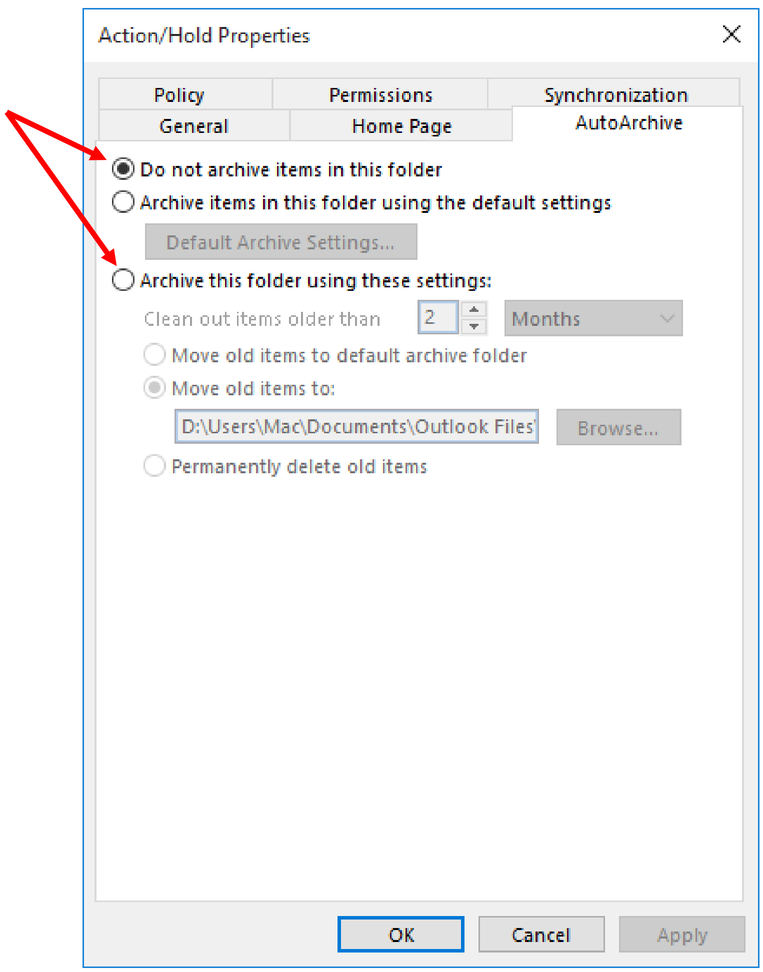

Figure 17 – Customizing the AutoArchive Settings for Individual Folders

Among the folders that may require individual archive settings are Action/Hold, Company or Personal inboxes, InfoPath Form folders, and Calendar and Task folders. The Contacts folder is never archived. Follow along with your instructor as we explore AutoArchive.

Once AutoArchive runs, the Archive folder will appear in the Navigation Pane at the bottom of the folder list. Expanding the Archive folder will reveal a set of folders identical to those contained in a user's mailbox. As a message or item is archived, it is moved to the same location in the Archive folder. In other words, a message in the Company Inbox will be moved to the Company Inbox in the Archive folder during the archiving process. All messages and items in the Archive folders can be accessed just as any other messages or items in a user's mailbox. They can be searched with Instant Search, or moved to other folders in the archive or back to the main mailbox using drag-and-drop. The point is that users will have the same access to messages and other items that they have always had, notwithstanding that the messages and other items have been relocated to the Archive folder. The advantages gained are that a user's mailbox is smaller, opens faster and performs better, is less cumbersome to use, and is less likely to corrupt.