Cleaning Up Redundant Messages

You can reduce the number of messages in your mail folders by using the new Conversation Clean Up feature in Microsoft Outlook 2010 and 2013. Redundant messages throughout a Conversation are moved to the Deleted Items folder.

Remove redundant messages


2. Click one of the following:
   - **Clean Up Conversation**: The current Conversation is reviewed, and redundant messages are deleted.
   - **Clean Up Folder**: All Conversations in the selected folder are reviewed, and redundant messages are deleted.
   - **Clean Up Folder & Subfolders**: All Conversations in the selected folder and any folder that it contains are reviewed, and redundant messages are deleted.

Change Conversation Clean Up options

You can specify which messages are exempt from Clean Up and where messages are moved when they are deleted.

1. Click the File tab.
2. Click Options.
3. Click Mail.
4. Under Conversation Clean Up, do any of the following:
   - To change where items are moved, for **Cleaned-up items will go to this folder**, click Browse, and then select an Outlook folder. By default, messages are moved to the Deleted Items folder. If you have multiple email accounts in your Outlook profile, each account has its own Deleted Items folder. Messages are moved to the Deleted Items folder that corresponds to the email account.
   - To replicate the folder structure of items Clean Up deletes (when you use the Clean Up Folders & Subfolders command), select **When clean sub-folders, recreate the folder hierarchy in the destination folder**.
   - To always keep any message that you haven’t read, select or clear the **Don’t move unread messages** check box. We recommend that you don’t select this option. The remaining
Conversation messages will contain any messages that are deleted, such as those that you might not have read.

• To always keep any message that is categorized, select or clear the Don’t move categorized messages check box. We recommend that you select this option. Categories apply to specific messages and deleting a categorized message would result in the loss of the categorized message.

• To always keep any message that is flagged, select or clear the Don’t move flagged messages check box. We recommend that you select this option. Flags apply to specific messages and deleting a flagged message would result in the loss of the flagged message.

• To always keep any message that is digitally signed, select or clear the Don’t move digitally-signed messages check box. We recommend that you select this option.

• To always keep the original message if someone alters the message when it is included in replies, select or clear the When a reply modifies, a message, don’t move the original check box. We recommend that you select this option. This makes sure that you have a complete record of all content in the Conversation in the event someone alters a message that is contained inside a reply.