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# Exchange Online Archive

## 1 Introduction

Exchange Online Archive (EOA) is a feature of Exchange Online mailboxes that allows storage of historical emails and releasing space used in user's primary mailboxes.

Data stored in EOA is not cached locally on client's computers, so it is only available with an active Internet connection.

The main purpose of EOA is for all users to stop storing emails in local PST files and use online storage instead. This prevents unauthorized access to dormant PST files and improves overall security.

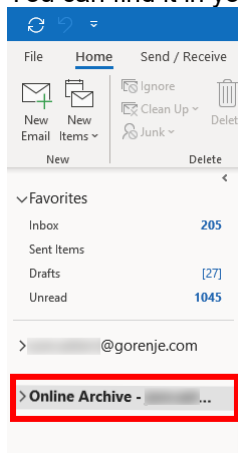
## 2 Who can use EOA?

EOA is available to all our Exchange online users with E3/M3 and E5/M5 licenses.

It is not available to users with E1 licenses, and it is generally not enabled on shared mailboxes.

## 3 How do I access EOA?

You can find it in your Outlook's navigation pane as a separate mailbox:



Please pay attention – your EOA is never a part of your primary Exchange Online mailbox; you might find a folder named “Archive” in your primary mailbox, but that is not your EOA. The EOA mailbox should be visible as **Online Archive – your username**, a separate mailbox on the same level as your primary mailbox.

## 4 How can I start using EOA?

Check that you can see the **Online Archive – your username** in the list of your mailboxes. If it is not visible, please contact the IT helpdesk.

If it is visible, then all emails older than 2 years are automatically moved to your EOA.

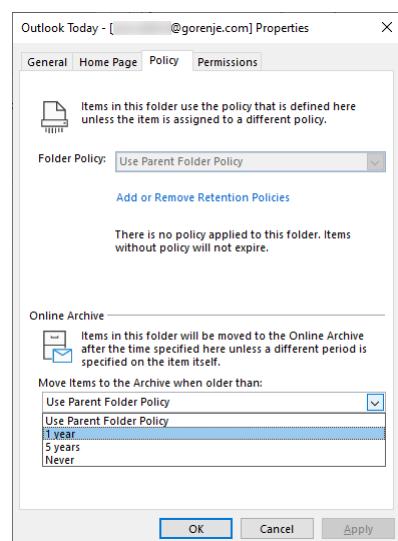
## 5 How much space is available in EOA?

1 TB per user.

## 6 What archiving policy should I use?

In most cases the default archiving policy will work just fine, so you probably won't have to change anything. The default archiving policy automatically move items older than 2 years to the EOA.

But if you have different needs, you can modify the policy being used for the entire mailbox or for individual subfolders by right clicking the folder in the navigation and selecting **Properties / Policy**:



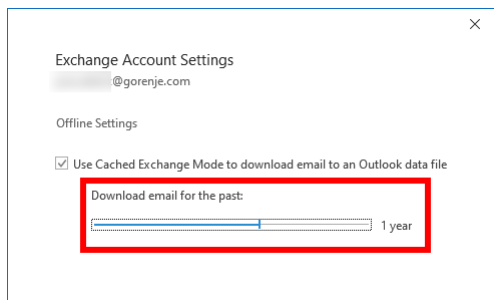
## 7 How can I move old emails to EOA?

The best way is to let the policy take care of that. But you can also drag-and-drop individual messages or entire folders.

## 8 Why should I use EOA?

The main reason for using EOA is to offload the old data from your main mailbox.

Also, if you are using multiple shared mailboxes, the OST file on your computer might grow so much, that the Outlook stops working. If this happens, we recommend setting tighter archiving policies on shared mailboxes and lowering the caching period in your **Account settings**:



The default setting is 1 year, you can set it between **3 days** and **all** (not recommended).

## 9 My mailbox is always full. Can EOA help?

Yes, to some extent. For normal use, the EOA is usually the right solution.

But if you are getting extensive amounts of data to your mailbox, you should consider some other method of saving the data or deleting the data that is no longer needed.

## 10 Should I move my old emails from my PST archives to EOA?

Yes.

Your email archive is available on all your computers as it is stored in the same place as your primary mailbox.

Also, if you move your emails from PST to EOA, you no longer leave your sensitive data laying around in PST files that can be accessed by anyone or lost.