

## Lotus Notes - Reducing Mailbox Size:

### **First check the size of the mailbox.**

To find your Lotus Notes mailbox size, follow these steps:

1. Right clicking on your mailbox on the Home tab.
2. When the menu appears, select Application >> Properties.
3. A new window will appear called "Database".
4. Click on the second tab labeled "i".
5. Your mailbox size (labeled Disk space) is on the top line (There are approximately 1,000 MB in 1 GB.).

### **Instructions on Reducing Mailbox Size to 4GB:**

To sort through Lotus Notes to identify your largest emails and calendar items:

1. In Lotus Notes, select the All Documents folder.
2. Click on the 'Size' column header to sort all mail and calendar items from largest to smallest.
3. Scroll to the top to find the largest sized items.
4. Delete any items with large attachments that are no longer needed.

Note: Removing attachments or emails from your Archive will not help to decrease your mailbox size. Any files subject to Zurich's Records Management Policy or a Legal Hold must be maintained in the proper manner.

To delete an attachment without deleting the email:

1. Double click on an email with an attachment to open the email.
2. Double click in the body of the email to edit the email.
3. Right click on the attachment and select Delete.
4. Confirm you want to delete the attachment when a pop-up appears.
5. Save your changes when a second pop-up appears.

Once you have deleted or moved a number of large attachments, run the email "Compact" process by following these steps:

1. Go to File >> Application >> Properties.
2. Click on the second tab labeled "i".
3. Click on the Compact button.

Note: The compacting process may take up to 20 minutes. You will not be able to access your Lotus Notes email or calendar while it is compacting, so please plan accordingly. Other programs on your computer will not be affected during compacting.

What if user is still not at 4GB?

1. Check the mailbox size after the compact is complete using the instructions above.
2. If mailbox size is still over 4GB, please continue to review the mailbox consistent with the instructions provided above for attachments and emails that no longer requires for job function.
3. Once you have removed additional attachments and emails, compact again and check the new mailbox size.
4. Repeat these steps until the mailbox size is 4GB.

Reminder: If you would like further instruction on how you can store documents that needs to retain for job function, more information is available on the MySite Home Page

(<https://teamspace.zurichna.com/teamsite/00004/SitePages/Home.aspx>)

Reminder: Emails subject to Legal Hold should remain in users Lotus Notes mailbox. These messages will be automatically moved to a new storage location when the mailbox is moved to Outlook.