In March of 2019, The Governing Board of Southwestern College adopted Administrative Procedure 3310 – Records Retention and Destruction. We are now required to maintain only five years of email on our District email servers. Our plan was to delete any email over five years old in each mailbox and to do so on a continuous and automated basis beginning January, 2020.

As with everything in life, stuff happened, and we all had enough on our plates, so it was delayed a year. But now, our servers are running out of space. We've already added two more, but, we truly can't keep up with the growth. We're going to migrate to the cloud come summer, but we can't move all our current data to the cloud.

Some numbers as of today:

> We have 2,288 Email Mailboxes or Mailbox Shares.
> We have over 52,000,000 emails.
> We are using 12 terabytes of space.
> We only have 6.5 years of email right now.

We need to get to work.

Beginning April 12, 2021, the system will begin to automatically delete anything over five years old from all mailboxes and do so every day.

We appreciate that you may have older emails you're keeping for various reasons and those must be saved. Please see the attachments for instructions on how you can use Outlook or Outlook on the Web to preserve those emails.

Thank you for your attention and continued support.

Heather MacNintch
Email Administrator
Systems Specialist
Southwestern College

Using Outlook to save and store old email

This is probably the best way to save old email.

PST (Personal Storage Table) files are files that contain copies of messages, calendar events and other email related items. They are created by Outlook or Exchange to run with Outlook, Exchange, or other Windows Messaging platforms. You can also find "read only" software on the Internet which would allow you to read PST files, but not edit them in any way.

If you work on a campus computer, you can just use your desktop Outlook to create and access your PSTs. If you are remote and rely on Outlook on the Web, then as an employee of Southwestern College, you have access to Office365, which includes Outlook. (Just remember, when you leave SWC, you will lose that access to Office365 and will have to purchase it, instead). Also, that old email will only be available to you on the computer you've saved it to. Outlook on the Web can't use PSTs at all.

Administrators, Fulltime Faculty and Staff already have access to Office 365 and can move to the next section. Adjuncts don't. Why? Because a majority of you don't have SWC desktops. We're moving towards Office365 on campus, so every time we get a new machine or we re-install Office for any reason, it's Office365.

For adjuncts, please go to ServiceNow via MySWC, and under Access, request Office365. More information for enrolling, downloading, installing and working in Office 365 can be found on the SWC Web Site.
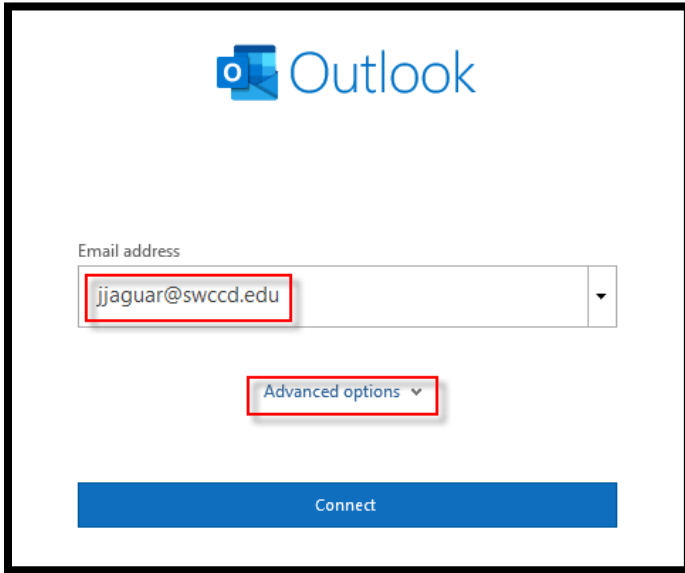
If the link above doesn't work, copy and paste this into your browser:

https://www.swccd.edu/administration/institutional-technology/applications-and-software/office-365/office-365-for-staff-faculty.aspx
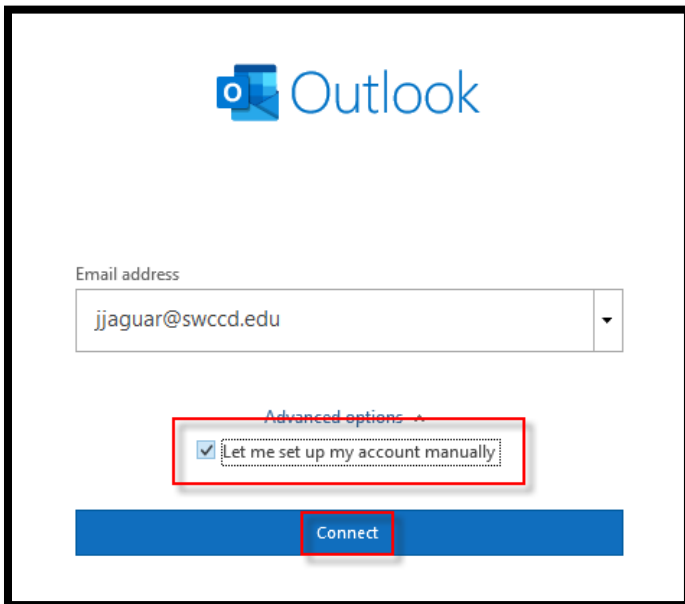
Setting up Outlook with your SWC Email

Launch Outlook

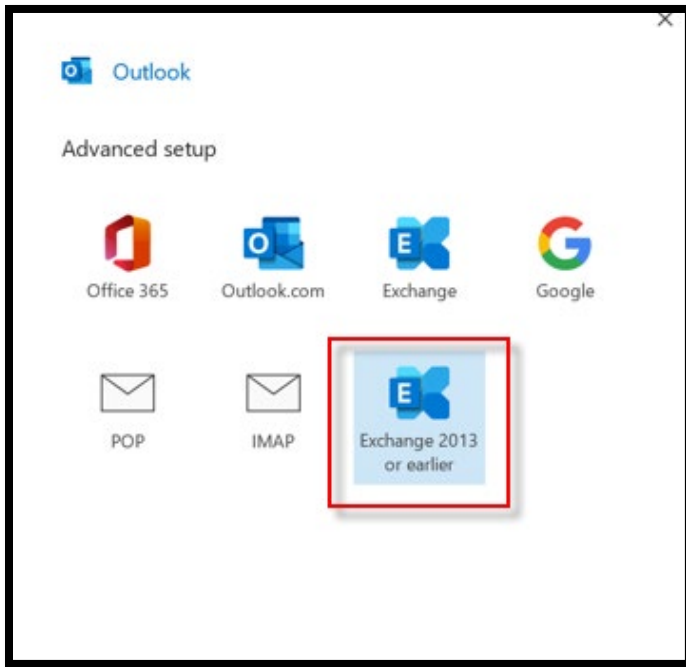At the prompt below, enter your SWC email address, then click the Advanced Options link:

Check the "Let me set up my account manually" box and click Connect:

Choose Exchange 2013 or Earlier:

It should now say "connecting to your mailbox@swccd.edu. It then shows your email address as your login, BUT your email address isn't your userID in Outlook, your userID is your first initial and last name.

AND, the email servers reside on our internal domain, sccd. SO, click "More choices," then "Use a different account:"
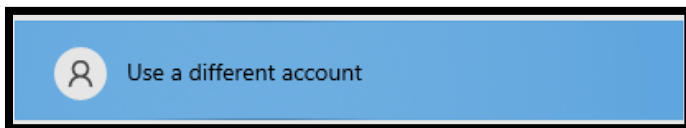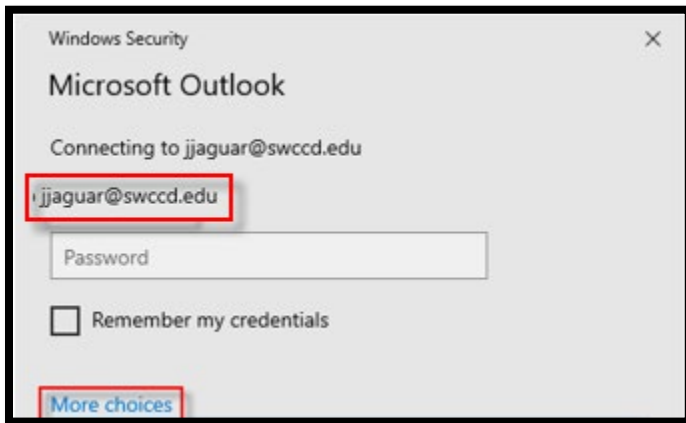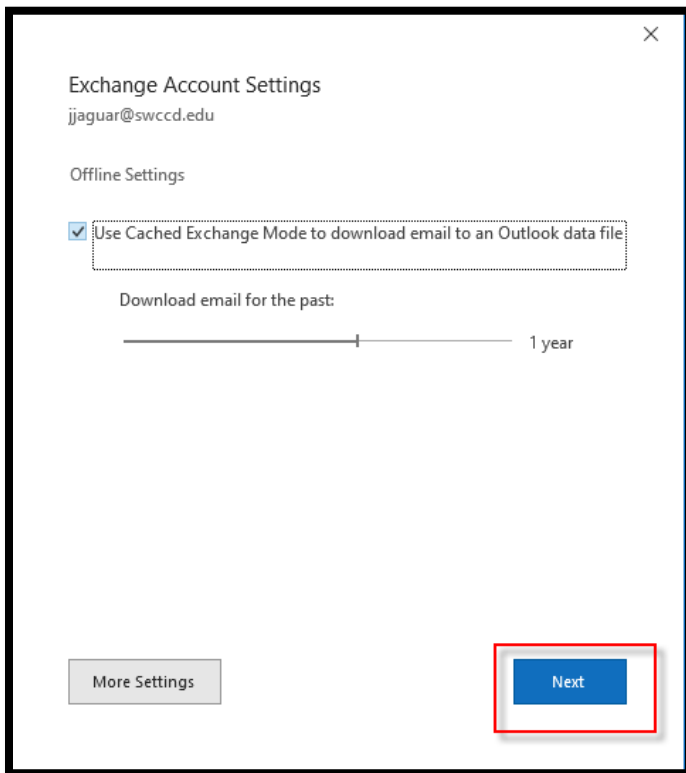
Enter sccd\userid, key in your password, and click the "Remember my credentials" box.

(Please note: your credentials are remembered throughout your current session of Outlook. We believe they last for about 30 logins, then you'll have to reenter them. It's by design).
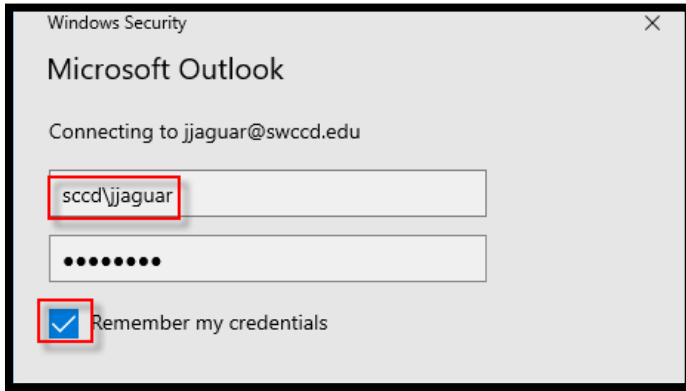
Click OK

After a while, this will pop up:
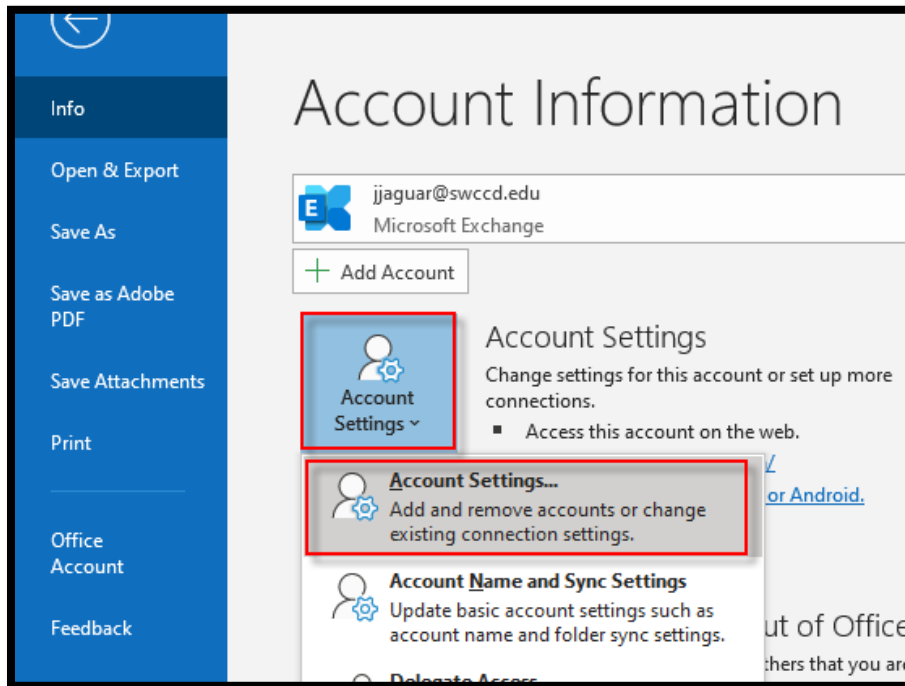

Click Next

Click Done

You've got mail!
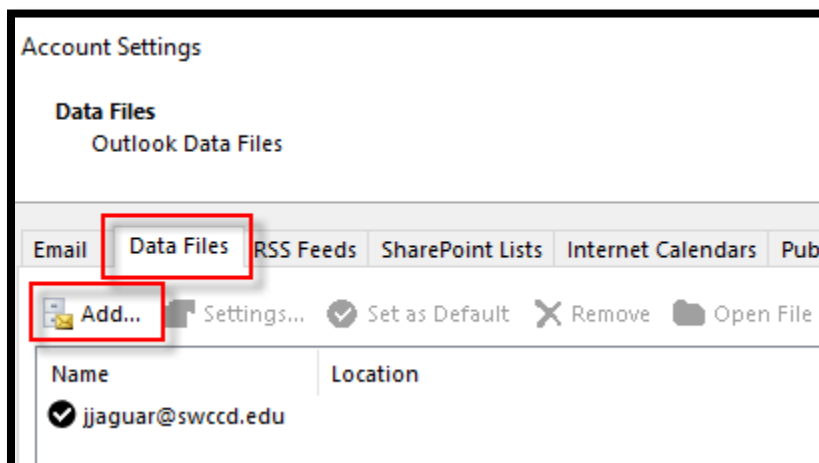
Creating PST files

In Outlook:

Click File
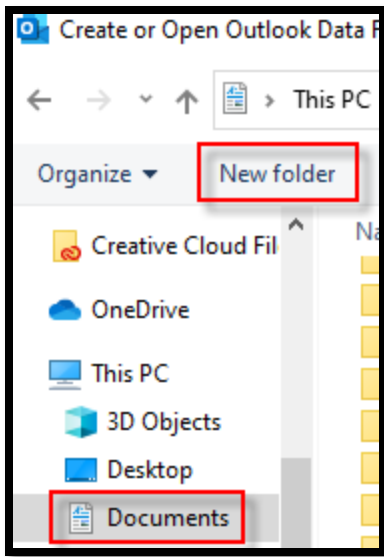Account Settings
Account Settings

Choose the Data Files tab
Click Add

By Default, Outlook saves PST files in a hidden directory…which no one can find: you, or the backup software you use, etc. We're going to save it under Documents and call it "Outlook Files"

Click on Documents
Click on New folder

Name it "Outlook Files" or something similar
Click OK
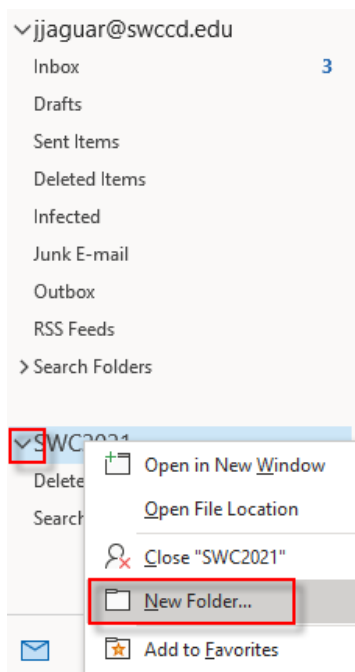Now, let's name the PST
Click OK
Click Close

Now you have a new directory down the left side of your Outlook

Click on the right pointing bracket.

Manually create your subfolders by single right clicking on the main folder name, then clicking New Folder then entering the name. Create as many as you want/need!

Start moving your old mail from your @swccd.edu account to your PST.

Multiple ways to do that:

Highlight the mail (or group of emails) in the @swccd.edu mailbox and just drag it to the PST

Highlight the mail (or group of emails) in the @swccd.edu mailbox, single right click on it, choose Move, either choose other folder or use one that's listed (frequently used).


Quirky thing about PST files: Outlook is very possessive of it's PST files. You can't do anything to them or with them as long as they are open and connected to Outlook. SO, when you back up your computer, you must make sure Outlook is closed, otherwise the backup will fail trying to copy the PST.

Using Outlook on the Web to save and store old email

In Outlook on the Web, you can basically do two things: Print or forward the email.

Click on the Filter Link in your Inbox:
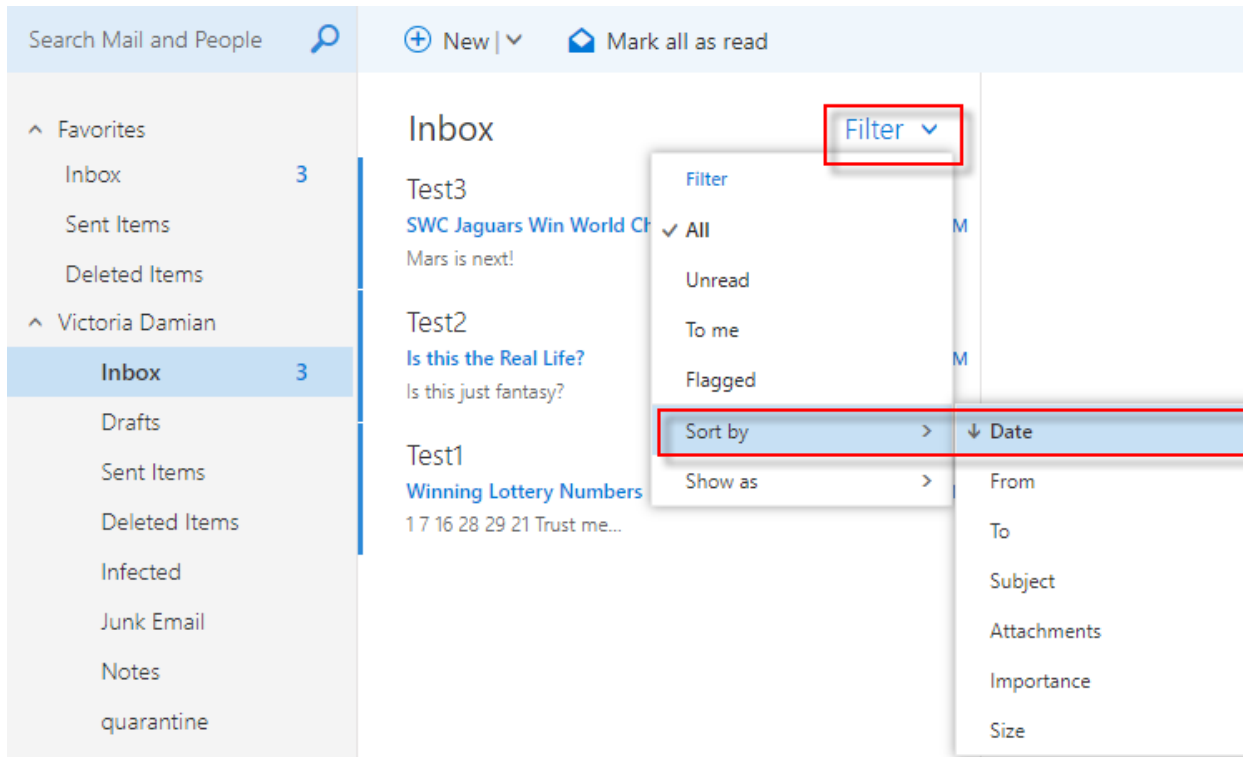
Sort by Date (Toggle from ascending to descending) to get to the old stuff.

You'll need to access these one at a time. Either print (to PDF or Paper) or forward to a personal email account. You can also download or save any attachments to the email.