O365 Email Management Challenge #4 – Baseball: Non-Records
Clap some chalk on your hands and batter up! This challenge will take approximately 24 minutes to complete.

Non-Records:
- MyAnalytics and Cortana emails from Microsoft
- YP4H challenges
- Zipongo recipes
- Housekeeping and celebratory announcements such as:
  - refrigerator cleanouts
  - floor waxing
  - pesticide spraying
  - holiday potlucks
    - retirement parties and baby showers
- Personal emails that are not for university business
- Your junk mail folder

[Note: If it is a non-record, delete the message outright, just as one would dump the “snail mail” non-record into the trash can or recycle bin.]

The previous challenges have focused on Transient Materials, but in this challenge, we will focus on locating and deleting Non-Record emails. According to The Ohio State University’s General Records Retention Schedule, Non-Records are not official university records and can be disposed of immediately. A Certificate of Records Destruction is not required to delete or destroy non-records.

Steps for deleting non-record emails:
1. **Empty the Deleted Items folder.**

2. **Click on the Inbox folder and then the Search bar.**
   Type: Cortana and click the cortana@microsoft.com email address in the drop box below (if you have already received email from the sender).

3. **Do you see results?** Are you only seeing messages from Microsoft’s Cortana?

4. **If you got results, now REALLY skim the list.** Before deleting these messages, open one and scroll to the bottom. If you do not use Cortana for administrative assistance, click Unsubscribe.
5. Delete all qualifying emails.

6. **Now repeat steps 2-5 for other types of non-records emails.**

Unsubscribe where applicable. Here are some email addresses to search for:

1. Microsoft’s MyAnalytics: no-reply@microsoft.com
2. Zipongo recipes: delicious@zipongo.com
3. Your Plan 4 Health: Yp4h@osu.edu
4. Virgin Pulse: no-reply@virginpulse.com
5. Personal email addresses of friends and family.

7. **You may also receive emails inviting you to celebrations for co-workers or house-keeping reminders.** Add deadlines and reminders to your calendar and delete the email. Search by common keywords to locate non-records emails:

   1. In the **Inbox Search** bar, type common keywords, with quotations around multi-word phrases, to narrow results. **Examples: Potluck, holiday, “baby shower”, “retirement party”, “fridge clean out”, etc.**

   2. Review the results carefully to avoid accidentally deleting an OSU record that may require longer retention. Delete all relevant emails.

   **TIP:**
   
   Set a calendar reminder for every Friday to clean out your Junk Email folder at the last 30 minutes of your work day. This will keep the folder from filling up with unnecessary spam.

8. **Last, check your Junk Email folder.** Quickly scan through the folder to confirm it is all truly spam. Then right-click the Junk Email folder and click the **Empty Folder** option. (Record “0” in the Qualtrics survey; Outlook 365 doesn’t capture the storage used in the Junk Email folder.)

**TIP:**

As a best practice, keep personal and university business emails separate. Use OSU email for university business only; never use your personal email for university business.

**LESSON:**

This exercise will help you to identify the types of emails you don’t need to keep and how to begin the practice of separating business and non-record email threads.

This search can be time-consuming, so break this search up into several days. Search for a single keyword at a time and delete all related emails. Pick the search up again another day by starting with a new keyword and deleting related emails.
9. **IMPORTANT FINAL STEP:** Complete the Qualtrics survey to record the number of emails moved to the Deleted Items folder and the new storage usage for your Inbox so we can track your team’s progress! *(Instructions for clearing the Deleted Items folder and locating your storage usage can be found in the Challenge Introduction).*

Home run!
You are now ready for Challenge 5 – Hockey: External Informational Notices!

**Challenge Wrap-Up:** Now you’ve learned which emails are not university records and how to get in the habit of deleting non-record emails immediately after reading. Remember to keep personal emails out of your university email account as much as possible. To learn more strategies for organizing email, review Email Management Guidelines.