Email Management Challenge #5 — Hockey: External Informational Notices
Lace up your skates and step onto the ice! This challenge will take approximately 28 minutes to complete.

External Informational Notices:
- Reminders for webinars and conferences
- Voting for officers from associations
- Association newsletters
- Listserv/Discussion board email notifications

[Note: External emails sent from vendors, students, the public, or other groups that require response or action from you or that serve an OSU business purpose are considered OSU records and must adhere to OSU retention schedules.]

Reminder: you do not need approval before deleting transient emails. View the Challenge Introduction for more information.

Steps for deleting unsolicited and other non-record external informational emails:
1. Empty your Deleted Items folder.
2. Click on your Inbox folder. Most of your emails should sort to your Focused inbox, but you may receive some in the Other inbox.
3. Click on the Other inbox and skim through the emails to see if you need to keep anything. These will often be emails inviting you to register for non-OSU conferences, webinars and trainings. Take a minute to scroll to the bottom of any unsolicited emails that you receive from frequent senders and Unsubscribe if you no longer want to receive emails from the sender, then Delete the email. This will reduce the number of emails you will have to delete in the future.

TIP:
If your inbox is sorted by All/Unread, you may wish to change it to Focused/Other to maintain a cleaner inbox.

Click the View tab and the Show Focused Inbox button.

You can still see unread emails in the folders panel under Search Folders > Unread Mail.
4. **Now click on the Focused Inbox folder and then the Search bar.** This will open the Search tab. Next to the search bar, confirm the drop-down menu is set to Current Mailbox.

5. **Click the From button.** The following prompt will automatically appear in the search bar: `from:“Sender Name”`, with “Sender Name” highlighted. Type the domain name of a professional association or 3rd party vendor to which you are subscribed. This will prompt the email address to appear in the drop box below. Click the email address in the drop box and hit Enter. **University Libraries example:** `ocl.c.org` or `oclclists.org`.

6. **Alternatively, click the Search bar and the Subject button.** The following prompt will automatically appear in the search bar: `subject:“keywords”`, with “keywords” highlighted. Type a frequently used subject line from a professional association or 3rd party vendor to which you are subscribed. Next to the search bar, click the drop-down menu to select All Outlook Items.

**TIP:**

If most of the external email you receive is for informational purposes only, **create a rule** to sort external emails into a folder for easier review and disposal.

Set a calendar reminder weekly to review the External folder you create and delete any emails you don’t need.

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**Types of external emails to search for:**

1. Reminders for non-OSU webinars and conferences
2. Voting requests for officers from non-OSU professional associations
3. Newsletters from non-OSU professional associations
4. 3rd party vendor software updates
5. Listserv/Discussion board notifications
7. **Click the drop-down menu below the Search bar**, typically sorted by Date and select From. This will make it easier to sort out OSU vs. non-OSU senders. Use the list at right to search for common keywords.

8. **Do you see results?** Are you only seeing external messages that were sent to you for informational purposes only?

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**Keyword examples to search for:**

*Note: many of the keywords below are frequently used in OSU emails. Pay close attention to the sender to avoid potentially deleting an official OSU record.*

1. Chapter meeting
2. Monthly newsletter
3. “Registration fee” (try this search without clicking the Subject button)
4. Webinar / conference / brown bag lunch
5. End-User Training
6. Certifications or credentials
7. Last chance to register / Thank you for attending / registration is now open / reserve your seat / one day/week until / don’t miss / close to capacity / class limit
8. Needs your feedback
9. Software sales / software updates

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**TIP:**

Outlook only pulls search results from the last 365 days. To find results older than 1 year old, scroll to the bottom of the search results and click the **MORE** link.

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9. **If you got results, now REALLY skim the list.** Do you still need these messages for reference or convenience? Add webinars and conferences to your calendar and delete the email. For any
helpful articles that you want to keep or share with your department, save to a shared server and delete the email.

10. **Delete all qualifying emails.**

11. **IMPORTANT FINAL STEP:** Complete the [Qualtrics](#) survey to record the number of emails moved to the [Deleted Items](#) folder and the new [Total Folder Sizes](#) for your [Inbox](#), [Sent](#) and [Archive](#) folders so we can track your team’s progress! *(Instructions for clearing your [Deleted Items](#) folder and locating your [Total Folder Size](#) can be found in the [Challenge Introduction](#)).*

Goaaaal!
Are you ready to dash through a BONUS challenge? Head on over to the Track Challenge!

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**Challenge Wrap-Up:** Now that you’ve learned how to identify and delete external informational emails, get in the habit of deleting new external email notifications after reading. Add any webinars and conferences to your calendar and delete the invitation email. To learn more strategies for organizing your email, review [Email Management Guidelines](#).