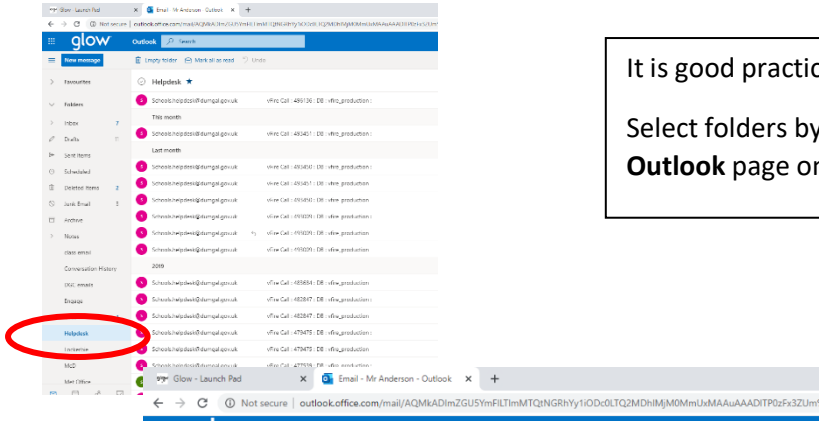
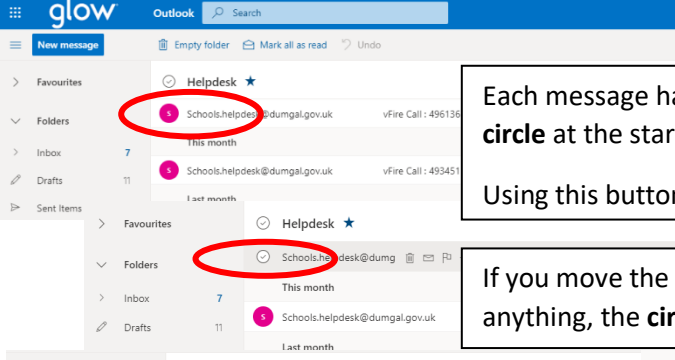


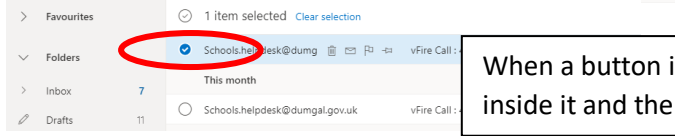
# Deleting files from Outlook email on Glow



It is good practice to clear out unwanted or read emails regularly. Select folders by **clicking** on the **list** on the **left-hand side** of the **Outlook** page on Glow.

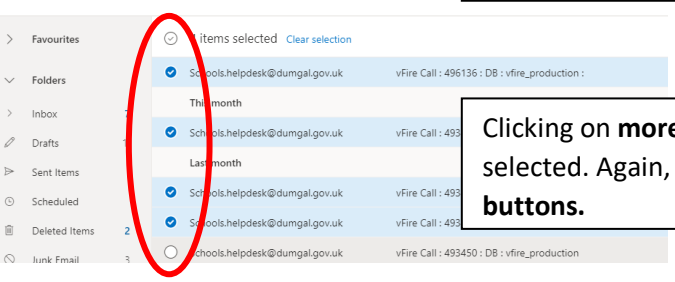


Each message has a **select** button, accessed by using the **coloured circle** at the start of each message in the folder list. Using this button helps to **select messages** without opening them.

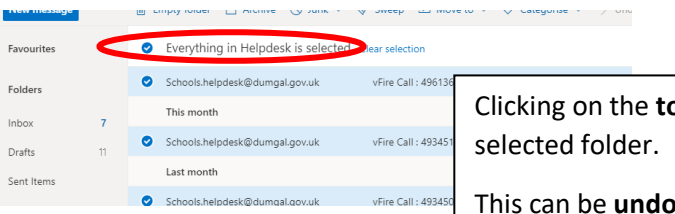


If you move the **cursor** over the **coloured circle** without selecting anything, the **circle loses its colour** to show it is a button.

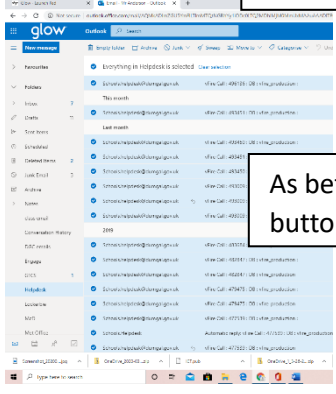
When a button is **clicked**, the circle will turn **dark blue with a tick** inside it and the message will be highlighted.



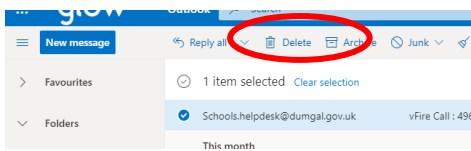
Clicking on **more than one circle** allows multiple message to be selected. Again, **selected messages** will be **highlighted with ticked buttons**.



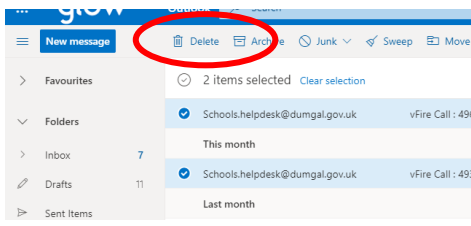
Clicking on the **top-most button** will **select everything** in the selected folder. This can be **undone** by clicking again on the same button.



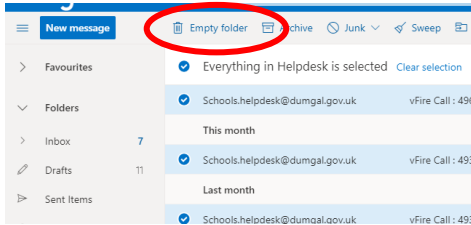
As before, **selected messages** will now be **highlighted with ticked buttons**.



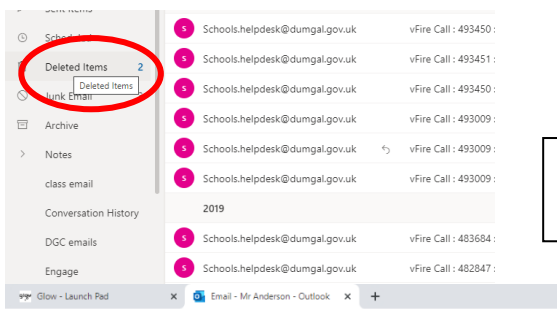
The 'Delete' button is normally located on the **grey ribbon** above the message list. **Click** on this button to **delete** messages.



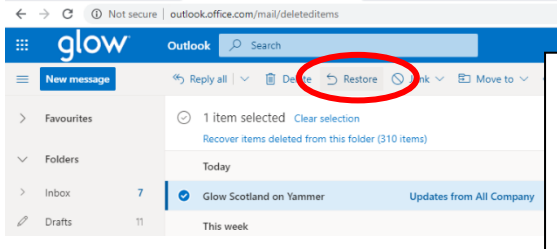
The position of the 'Delete' button will change slightly when **multiple emails** are selected. Again, **click** on the button to **delete the selected messages**.



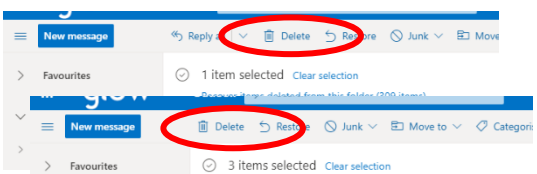
Where **all messages** in a folder have been selected, the 'Delete' button will change to 'Empty folder'. Select to **delete all messages** in the folder.



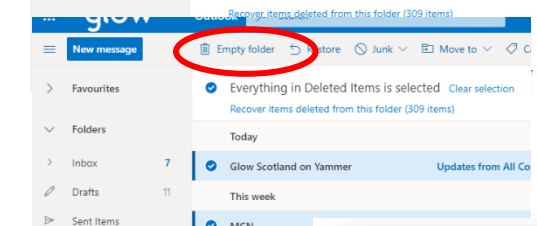
Once deleted, messages move into the 'Deleted Items' folder. This acts as a **safety net** for any messages **deleted by mistake**.



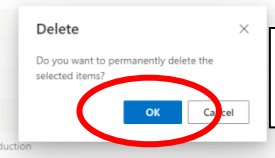
Once a message has been moved to 'Deleted items' it can be **restored** back to its **original folder**.  
Use the button at the start of each message to select it. Once selected, click on the 'Restore' button on the **grey ribbon** to complete the process.



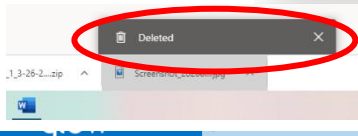
Messages in 'Deleted items' which are no longer required can be **permanently deleted** by selecting one file, multiple files or all files, as shown before, using the buttons to the left of the filename.



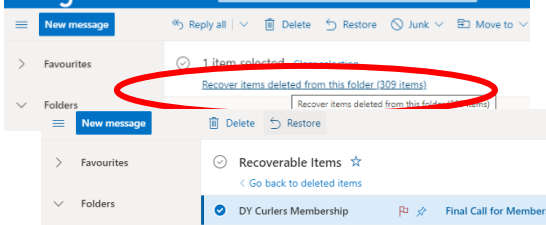
Use 'Delete' to remove **single or multiple files**.  
Use 'Empty folder' to remove **all files**.



Which ever method is used, a **dialogue box** will appear asking you to **confirm** your actions. Click on 'OK' to complete the process.



A grey 'Deleted' message should appear on your screen to confirm the process is complete.



Permanently deleted files can be **recovered** by clicking on the link shown. A list of 'Recoverable items' should appear. **Select the required item** and click on 'Restore'. The item should be returned to its original folder.