

In May 2009, the University implemented an automated e-mail retention schedule based on The Texas A&M University System's record retention standards and best practices. Some commonly asked questions are addressed below.

Q. What is the email retention schedule at TAMIU?

A: As of May 2013, messages in the Inbox, Sent Items, and associated subfolders stored on University e-mail servers that are at least **30 days old (based on received date)** will be deleted automatically. Messages in other folders (i.e. those not residing within the Inbox or Sent Items) and their associated subfolders that are at least **366 days old** will be deleted. Messages in the Deleted Items folder that are two days or older will be deleted. Messages may be recovered for up to two days after deletion by using the "Recover Deleted Items" option.

Q. Will messages in subfolders in my mailbox be deleted?

A. Yes. Messages in your main folders (Inbox, Sent Items, etc.) and all subfolders are included in this retention schedule. If you need to keep messages for more than the allotted retention schedule, you can do so by archiving messages to your office computer's archive folder. Records in your archives should be kept in accordance to the State of Texas and The Texas A&M University System retention rules. Visit the approved System Records Retention Schedule here:

<http://www.tamus.edu/assets/files/legal/pdf/RecordsRetentionSchedule1March2012.pdf>

Q. Is there a tool to help me archive my email messages automatically?

A. Yes, by using the Outlook AutoArchive feature and Archive folders. This feature (if enabled) will daily check the received by date of emails and archive them to a configured archive folders (or PST file). It states that all e-mail older than 21 days be archived to your personal archive folders. While 21 days is the default settings for AutoArchive, please note that you can create custom settings on each folder. Note: There is no AutoArchive option for Mac Outlook users. If you use Mac Outlook, you will need to create archiving rules for each folder you wish to archive.

Q. Are there instructions on how to enable Outlook's AutoArchive feature?

A. Yes, For **Outlook 2010**: <http://www.howtogeek.com/howto/17877/how-to-manage-autoarchive-in-outlook-2010/>

For **Outlook 2013**: <https://www.howtogeek.com/198907/how-to-archive-email-messages-in-outlook-2013/>

For **Outlook 2016**: <https://support.office.com/en-us/article/Archive-in-Outlook-2016-for-Windows-25f75777-3cdc-4c77-9783-5929c7b47028>

AutoArchive settings explained: <https://support.office.com/en-us/article/AutoArchive-settings-explained-444BD6AA-06D0-4D8F-9D84-903163439114>

Q. Will the default archive settings apply to new folders I create?

A. No. The AutoArchive settings do not apply to any folders by default. In the AutoArchive settings, the option of “Apply to all folders” must be selected. Please note that when new folders are created, AutoArchive settings are not applied. The default setting for all mail folders is no AutoArchive. You must manually apply the desired AutoArchive settings directly on the folder settings or select “Apply to all folders” from the AutoArchive settings.

Q. What is the System and/or State policy on record retention?

A. The Texas A&M University System policy on records retention can be found here: <http://www.tamus.edu/assets/files/legal/pdf/RecordsRetentionSchedule1March2012.pdf>

Q. Can deleted messages be recovered?

A. Yes, deleted messages can be recovered up to **two** days after their deletion by selecting Folder, Recover Deleted Items from the Outlook’s menu. After **two** days, they cannot be recovered.

Q. Are all messages deleted 30 days after they are “received”?

A. No, messages in the Inbox, Sent Items, and their associated subfolders are deleted 30 days after the received date. Messages in all other folders (i.e., folders not within the Inbox or Sent Items) and their associated subfolders are deleted **366 days** after the received date.

Q. How can I tell how long a message has before it will be deleted?

A. When you open a message in Outlook 2010 the header of the email will have the time remaining. The footer of the email will have the name of the retention schedule, the retention tag name and the date of expiration. **If you are using Outlook Web Access, only the header will be visible.**

Q. What if I am unable to access my e-mail for an extended period of time due to vacation or illness?

A. The department head can request access to your computer to keep your Outlook email on so that the archiving feature will continue to run.

Q. Can I be excluded?

A. No. This procedure applies uniformly to all University e-mail accounts including shared or departmental accounts.

Q. How will this retention schedule affect my department’s shared mailboxes?

A. This retention schedule is applied to all University mailboxes. It is the responsibility of the supervisor of the department’s shared mailbox to archive messages within that shared mailbox.

Q. What if I do not use Microsoft Outlook?

A. The official e-mail program for the University is Microsoft Outlook. The Office of Information Technology only provides support for this e-mail program. All messages in all folders stored on University e-mail servers will be automatically deleted based on University email retention procedures.

Q. What if I am adjunct faculty?

A. Outlook can be accessed from off campus. You can configure Outlook on your computer or use Outlook Web Access. Just call our Help Desk for the instructions on how to configure your Outlook for off campus access.

Q. What if I have questions or concerns?

A. Please contact the Office of Information Technology at 956.326.2310. We can provide technical support and training for e-mail and archiving.