



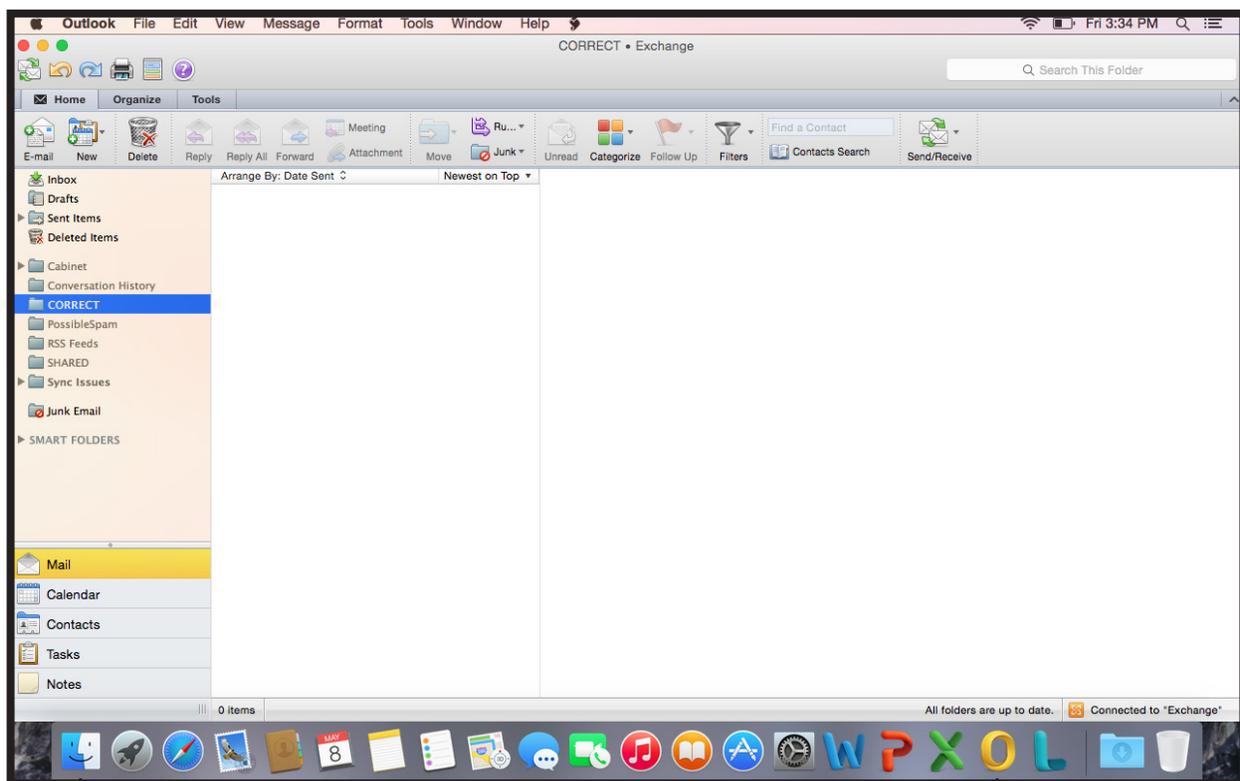
MISSISSIPPI STATE UNIVERSITY™

INFORMATION TECHNOLOGY SERVICES

Outlook Best Practices for Mac OS X

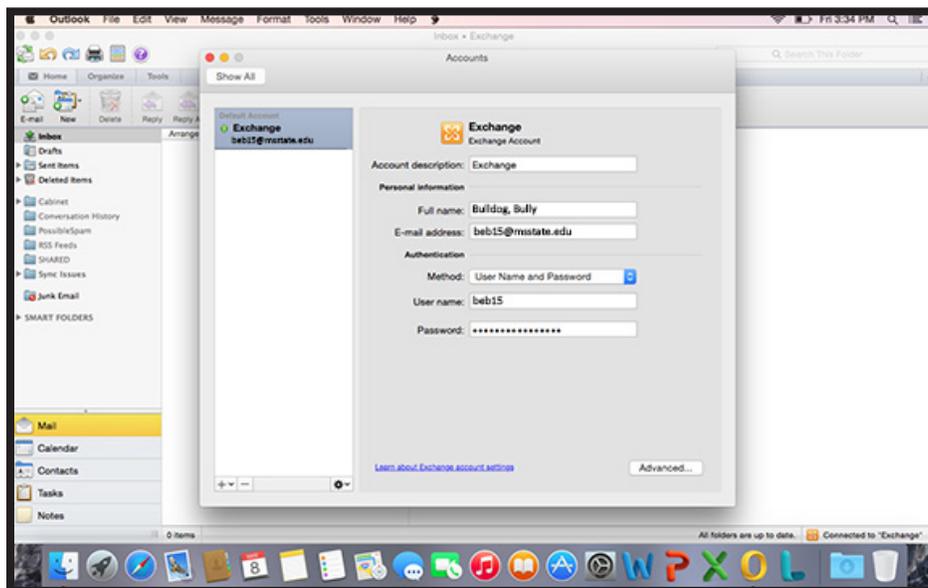
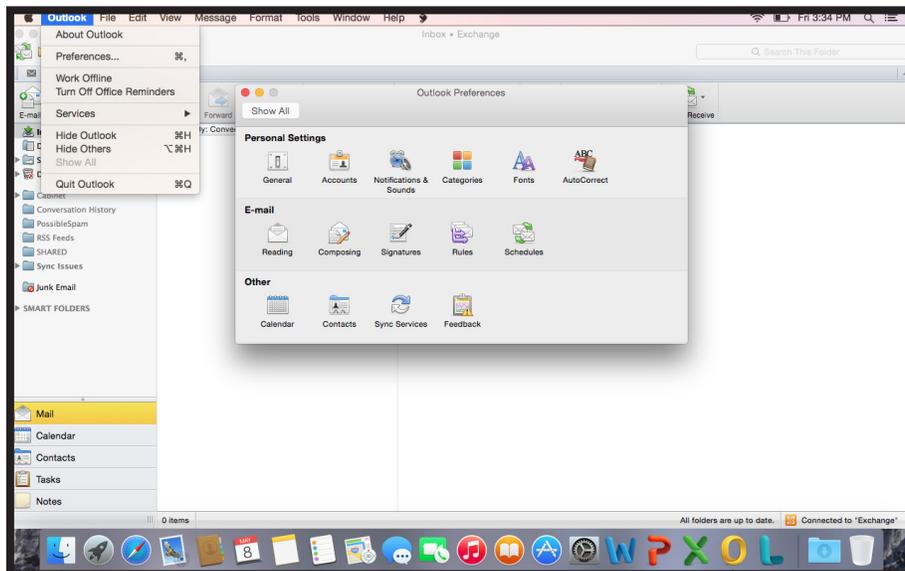
To ensure that Outlook 2011 does not experience any issues with synchronization of email, calendars, and contacts, ITS recommends following the following best practices:

1. **Keep no more than 5,000 messages in any single folder.** The Outlook 2011 client may experience slow, intermittent email synchronization if any individual mail folder contains over 10,000 messages; However, official Microsoft documentation states that users should keep this number below 5,000 in order to ensure maximum performance and stability of your account within Outlook.
2. **Do not store subfolders within the Inbox.** The Outlook 2011 client may experience slow, intermittent email synchronization if there are any subfolders stored within the Inbox. The Inbox is intended to be a “landing point” for new incoming email messages; Any mail that needs to be retained and organized should be stored in another separate mail folder of your choosing on the same level as the Inbox.





3. **Set your account’s message download option to “Download Headers Only”.** If a very large Exchange account is added in Outlook 2011, the initial synchronization of all mail items may take a very long time. Until the synchronization finishes, new incoming and outgoing emails may experience a delay. To avoid this, set your Outlook 2011 client to “Download Headers Only”, which will grab a small portion of messages initially, and download individuals messages completely as you open them. This setting may be found by going to Outlook \ Preferences \ Show All \ Accounts. Click on your email account, and then click the “Advanced” button. Under “Server”, place a checkmark in the box next to “Download Headers Only.” Click OK, and then close the account settings window.





- 4. Create, manage, and use Contact Groups within Outlook Web App.** Unfortunately, Outlook 2011 for Mac does not have the ability to synchronize Contact Groups to or from an Exchange email server. Any contact groups created within the Outlook 2011 client will only be stored on the local computer and will neither be stored on our mail server nor synchronize to other devices using your Exchange email account. If such contact groups are deleted or lost, ITS has no recourse for recovery of these items stored exclusively on the computer. In order to create, view, delete, and edit Contact Groups so that they are stored on the Exchange server, please do so by logging into the Outlook Web App by visiting <https://exchange.msstate.edu/owa> from any web browser. Click on the “People” tab in the top right corner to view and manage your contacts and contact groups.