



## Outlook Best Practices for Windows

To ensure that Outlook 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 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 2013 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.

