

# Outlook Duplicate Email Cleanup Guide

To remove duplicate emails in Outlook please follow the steps below.

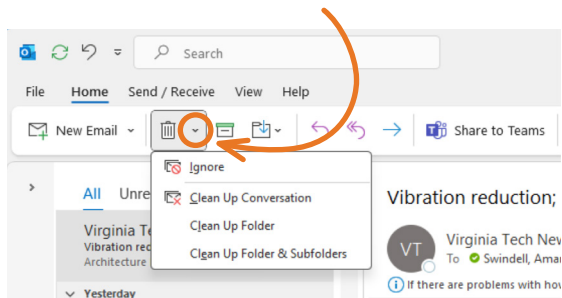
## Important to Know

- The default settings will delete duplicate emails. Messages that are categorized with colors, flagged, digitally signed or modified replies **will not delete**.
- If you desire to move the messages to another folder, you must modify the settings in Outlook. Please see the section below titled “**Move Duplicated Messages in your Entire Inbox.**”
- If you only use the browser (Chrome, Firefox, Edge, Safari) to check your email, please reach out to BAMS for assistance, [bamshelp@vt.edu](mailto:bamshelp@vt.edu).

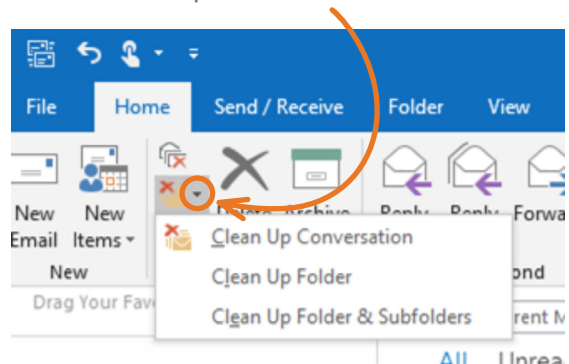
## Delete Duplicates in Outlook

1. Click the Inbox icon in Outlook.

a. In Outlook 365 click the down arrow next to the Delete Item icon.



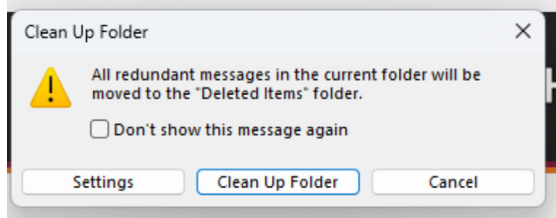
b. In Outlook 2019 click the down arrow next to the Clean Up icon.



2. Follow the proper steps below

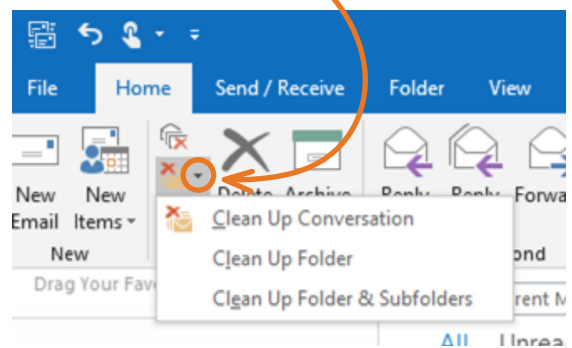
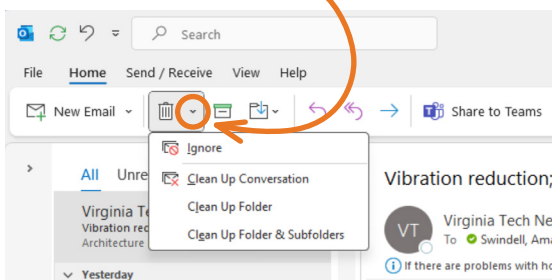
- a. If you want to delete duplicates from **ALL** folders and subfolders, select the Clean Up Folder & Subfolders option.
- b. If you only want to remove duplicates from your **inbox**, select Clean Up Folder.

3. On the below dialog select Clean Up Folder.

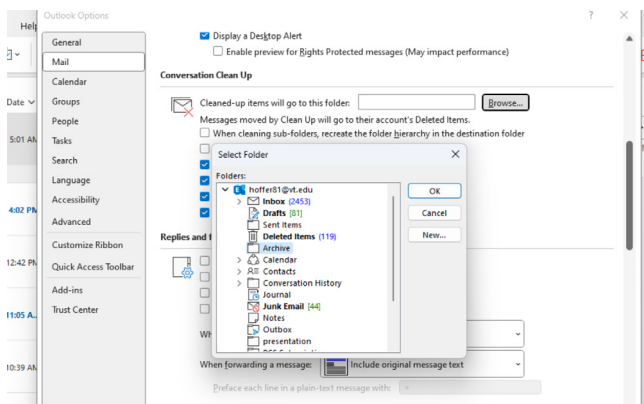


## Move Duplicated Messages in your Entire Inbox

1. Right click on the Inbox icon, click New Folder, type in a name for your new folder.
2. To move duplicates from all folders and subfolders.
  - a. Click the Inbox icon in Outlook.
    - i. In Outlook 365 click the down arrow next to the Delete item icon.
    - ii. In Outlook 2019 click the down arrow next to the Clean Up icon.



- b. Select the Clean Up Folder & Subfolders option.
3. Select Settings in the box that opens.
  4. Scroll down to the Conversation Clean Up section.
  5. Click Browse, select the folder you created in Step 2, and click Ok on both pop-up screens.



6. Select Clean Up Folder on the remaining dialog.