

## Trouble Finding an Email?

Since the move of our email to the online archive, many of you have expressed frustration on locating an email. You are certain the email should be in there, but after numerous searches it is not coming up for you. Hopefully, this will help you to understand why and how you may be able to refine your search in order to locate it.

It is critical for the agency that when you are requested to locate emails for a public disclosure request or litigation hold, that are you following these suggestions in order for the agency to be able to have confidence that we are provided all responsive materials. This is how we minimize the risk to the agency.



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Archive

Conversation History

Junk Email

Outbox

Search results are limited to 250 results in the email online archive (EOA). When the EOA returns results it does so in reverse chronological order (oldest to newest). Therefore, if there are 500 matches in EOA it will only return the oldest 250 matches.

When you do a search in Outlook of “All Mailboxes” you will get a time gap if there are more than 250 matches in EOA because it will return the oldest 250 matches and then append that to all of the locally found (< 6 month old) matches. (e.g. if there are 50 matches from the last 6 months and 500 matches older than 6 months Outlook will only return 300 matches - the 50 from the last 6 months and 250 of the oldest emails from EOA.)

The only way, currently, to mitigate this time gap is to be more specific in a search query to get the number of EOA matches under the 250 max search results from the online search.

An example of refining a search would be if you needed an email from a project, instead of typing in “project”, type in the name of the person you sent the email to or the email is from, the specific name of the project, or the month the email is from.

Another example would be if you were looking for a specific attachment in an email, instead of typing in “attachment”, type in the name of the attachment or who the attachment is from/was sent to.