How to utilize M365 Online/In-Place Archive

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M365 Online Archive (aka In-Place Archive) offers users more mailbox storage space. Active staff/faculty (A5 license) have 100GB mailbox storage space. Online Archive will provide an additional 100GB of storage space. This feature is currently not enabled by default to the GC Community. It can be enabled by request.

How to submit a request to enabled M365 Online Archive

- Email IT Services Or submit a ticket to ServiceNow Self-Service Portal

What to expect after M365 Online Archive is enabled?

- By default, the retention policy is 2 years. All emails in your mailbox (including folders/subfolders) will be moved to Online/In-Place Archive mailbox.

  *Outlook Desktop App* is called “Online Archive”

  > Online Archive - mchoon@gc.cuny.edu

  *M365 web* (outlook.com) is called “In-Place Archive”

  < In-Place Archive - Mark Choon

- Online Archive mailbox is not visible on mobile devices, but mail items are accessible by doing a search.
- It will take approximately 24 hours for the mail items to be moved and re-indexed after Online Archive mailbox is first enabled.
- Online Archive will move all the mail items according to the retention policy by replicating the folder structure as your primary mailbox.
- Online Archive functionality is different than Archive option (right click a mail item to archive)
  - Online Archive will automatically move your email according to the retention policy once on nightly basis to Online Archive Mailbox.
  - Archive option is a manual step will move specific mail item(s) the primary mailbox folder.
How to do a search in Online Archive mailbox

- M365 Outlook on desktop only searches the current folder by default. To search both your current mailbox and **Online Archive** mailbox at the same time, choose **All Mailboxes** (Outlook for Windows) or All folders (Outlook.com) from the search box:

![All Mailboxes](image1)

**Note the search results in Outlook desktop:**

![Search Results in Outlook Desktop](image2)

**Note the search results in Outlook.com**

![Search Results in Outlook.com](image3)

- Outlook App on your mobile device will search **All Mailboxes** (including **Online Archive** mailbox) even though it is not a visible folder. Note that there’s a **filters** option to include/exclude **Online Archive** items (this enabled by default)

![Filter Options](image4)