

Accessing Your Online Archive in Exchange Online

Overview

The Online Archive in Exchange Online provides additional mailbox storage for older emails. It is separate from your primary mailbox and is not the 'Archive' folder in Outlook. Older mailbox content eligible to be archived will be automatically moved to your Online Archive on an ongoing basis. This guide explains how to access your Online Archive across different Outlook experiences and includes important usage notes.

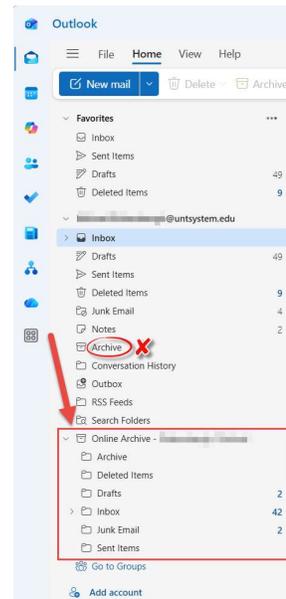
Key Details

- You must be working online (with an internet connection) to access the contents of your Online Archive, especially for items that haven't been opened since they were moved to the archive.
- Retrieving items from the Online Archive typically takes just a few seconds.
- Only mail folders that have content to be archived will appear in the Online Archive.
- The 'Archive' folder in Outlook is for items you have manually archived within Outlook. To view your Online Archive, look for **Online Archive – [Your Name]** in the folder list.
- On Outlook for iOS and Android, the Online Archive may not appear until the Outlook profile is deleted and recreated.
- The archiving process that moves content to the Online Archive runs on a Microsoft-managed staggered schedule, but runs approximately daily for each mailbox.

Accessing the Online Archive

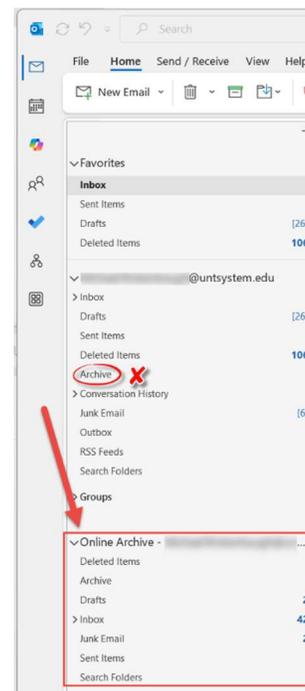
New Outlook for Windows or Webmail (Outlook Web App)

1. Open Outlook (New) or Webmail.
2. In the left navigation pane, scroll down to find **Online Archive – [Your Name]**.
3. If the Online Archive is missing, try quitting and re-launching Outlook.
4. Messages that have been moved to the Online Archive do not appear in the default folder named “Archive”.
5. Expand the archive to browse folders and messages.



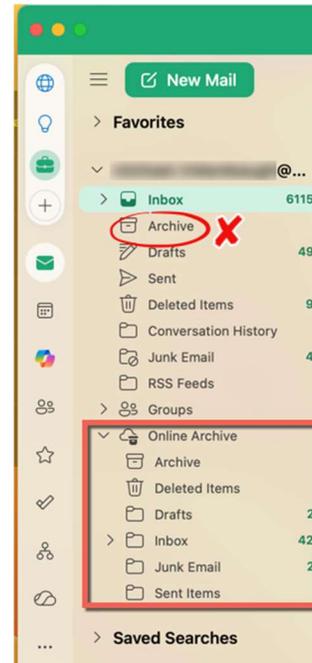
Classic Outlook for Windows

1. Open Outlook (Classic).
2. In the folder list, locate **Online Archive – [Your Name]** beneath your primary mailbox.
3. If the Online Archive is missing, try quitting and re-launching Outlook.
4. Messages that have been moved to the Online Archive do not appear in the default folder named “Archive”.
5. Click to expand and view archived items.



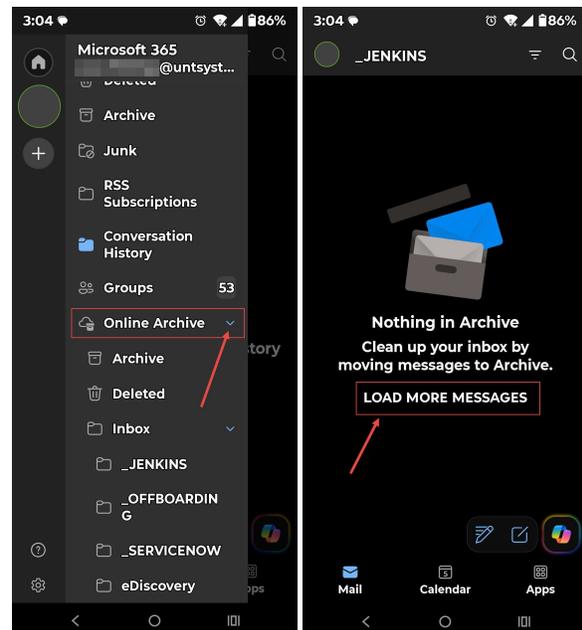
Outlook for macOS

1. Open Outlook.
2. In the folder list, locate **Online Archive** beneath your primary mailbox.
3. Messages that have been moved to the Online Archive do not appear in the default folder named “Archive”.
4. Click to expand and view archived items.



Outlook for Android

1. Open the Outlook app.
2. If the Online Archive is missing:
 - a. Ensure your app is up to date.
 - b. Delete and recreate your Outlook profile.
3. Scroll down and tap the arrow next to **Online Archive** to expand the folder list. Select a folder with content.
4. Tap “**Load more conversations**” to access older content.



Outlook for iOS

1. Open the Outlook app.
2. If the Online Archive is missing:
 - a. Ensure your app is up to date.
 - b. Delete and recreate your Outlook profile.
3. Scroll down and tap the arrow next to “**Online Archive**” to expand the folder list. Select a folder with content.
4. Tap “**Load more conversations**” to access older content.

