BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Inbox Cleanup
Spam, Unsubscribing & Storage

Stop the junk, unsubscribe safely and clear years of old mail —
so the "storage full" warnings go away, one step at a time

A plain-English guide to a calmer, emptier inbox

Take your time — deleted mail waits in the Trash first

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For Gmail, Outlook.com, iCloud Mail, Yahoo and AOL · phone and computer · facts current November 2026

What's Inside

This is your guide to taming an overflowing email inbox: getting off mailing lists without falling for fake unsubscribe links, teaching your junk filter, and clearing out years of old mail so the "storage full" warnings stop. It covers Gmail, Outlook.com, Apple's iCloud Mail and Mail app, Yahoo and AOL, on a phone and on a computer. Start with Part 1, then jump to the chapters for your own email. If a screen looks a little different, the idea is still the same.

Part 1 — Getting Started

1 A Note from Bill
2 Why Your Inbox Fills Up
3 Which Email Do You Have?
4 Before You Delete Anything: A Safe Plan
5 Spam, Junk and Newsletters: Know the Difference

Part 2 — Unsubscribing Safely

6 Safe Unsubscribing: The Golden Rule
7 Spotting a Fake Unsubscribe Link
8 Unsubscribe in Gmail
9 Unsubscribe in Outlook.com
10 Unsubscribe in Apple Mail (iPhone, iPad and Mac)
11 Unsubscribe in Yahoo and AOL
12 When Unsubscribing Doesn't Work

Part 3 — Junk Filters, Blocking & Rules

13 How Junk Filters Learn (and How to Teach Them)
14 Report Spam and Block in Gmail
15 Junk and Blocked Senders in Outlook.com
16 Junk and Blocking in Apple Mail and iCloud
17 Rescuing Good Mail from the Junk Folder
18 Filters and Rules: Let Your Email Sort Itself
19 Outlook's Sweep Tool
20 A Spare Address for Shopping and Sign-Ups

Part 4 — Storage Full: Clearing Years of Mail

21 Storage Full: What It Means and Why It Matters
22 Check How Much Room You're Using
23 Gmail: Find the Biggest and Oldest Mail
24 Gmail: Delete in Bulk on a Computer
25 Google One Storage Cleanup
26 Outlook.com: Clear Out Space

27 iCloud Mail: Clear Out Space
28 Yahoo, AOL and Internet-Provider Email
29 Empty the Trash (the Step Everyone Forgets)
30 Should You Just Buy More Storage?
31 Keeping What Matters: Saving Before You Delete

Part 5 — Staying Safe & Keeping It Clean

32 Staying Safe While You Clean
33 A Five-Minute Monthly Routine
34 Helping a Parent Clean Up Their Inbox
35 When to Call Bill
36 Your Inbox Cleanup Cheat-Sheet

PART 1

Getting Started

Why inboxes overflow, which kind of email you have, and a calm, safe plan for cleaning it up without losing anything that matters.

CHAPTER 1

A Note from Bill

Hello, and welcome. I'm Bill, and for more than 30 years I've helped people make technology behave. Here in Portage County, one of the calls I get is about email that has simply gotten out of hand: thousands of unread messages, store ads arriving by the dozen, scam emails slipping in between the real ones, and then a warning that says your storage is full.

None of that means you did anything wrong. Email piles up quietly for years. Every store receipt, every newsletter, every photo the grandkids sent is still sitting there unless someone cleared it out. This guide shows you how to clear it out calmly, a bit at a time.

WHAT THIS DOES FOR YOU

What this guide does for you

It shows you how to get off mailing lists **safely**, without clicking the fake unsubscribe links scammers use. It teaches your junk filter to catch more spam, sets up simple rules so mail sorts itself, and walks you through finding and deleting the big, old messages that fill your storage. It covers Gmail, Outlook.com, iCloud Mail and Apple's Mail app, Yahoo and AOL, on both phones and computers.

Who this guide is for

- Anyone who got a "storage full" or "almost out of space" warning about their email.
- Anyone tired of wading through ads and junk to find the messages that matter.
- Anyone who isn't sure whether an "unsubscribe" link is safe to click.
- Family members helping a parent tame an inbox with years of mail in it.

The big promise: a safety net, with one honest warning

Most of what you'll do here can be undone. Unsubscribing, blocking and moving mail to the junk folder are all reversible. Deleted mail usually waits in the **Trash** (Outlook calls it **Deleted Items**) for a while before it's gone for good. The one step to slow down for is **emptying the Trash** or using a storage tool that says **permanently delete**. Once you do that, the mail can't be brought back. This guide flags those steps clearly every time.

You're never stuck alone

Take this at your own pace, a few minutes a day if you like. Nobody cleans out ten years of email in one sitting. And if you get stuck, call or text me at **(330) 200-8042**.

— Bill

CHAPTER 2

Why Your Inbox Fills Up

An inbox fills up in two different ways, and it helps to know which one is bothering you. One is **clutter**: too many messages to find the good ones. The other is **storage**: the total size of everything you've kept, which counts against a limit set by your email company.

Clutter: the daily flood

Most clutter comes from businesses. Every time you buy something online, enter a contest, join a rewards program or sign up for a coupon, your address can land on a mailing list. Each list sends a few messages a week. Twenty lists can mean a hundred emails a week, and none of them stop on their own.

Storage: the slow build-up

Storage is about size, not count. A plain text email is tiny. A message with photos, a video or a big document attached can be thousands of times larger. A few years of family photos sent by email can quietly use more space than all your other mail put together. That's why deleting the **biggest** messages first frees space fastest (see Chapter 23, *Gmail: Find the Biggest and Oldest Mail*).

Problem	What fixes it
Clutter	Too many messages. Fixed by unsubscribing, junk filters and rules.
Storage	Too much size. Fixed by deleting big and old mail, then emptying the Trash.
Both	Most overflowing inboxes have both. Stop the flood first, then clear the backlog.

GOOD TO KNOW

Your storage is often shared

With some companies, your email shares one storage allowance with your photos and files. Google shares its free space across Gmail, Google Drive and Google Photos, and Apple's iCloud storage covers iCloud Mail along with photos and backups. So a "Gmail is full" warning may really be caused by photos. Chapter 21, *Storage Full: What It Means and Why It Matters* explains each company's rules.

CHAPTER 3

Which Email Do You Have?

Every company's cleanup tools are a little different, so the first step is knowing which company runs your email. The easiest clue is the end of your address, the part after the @ sign.

Your address ends in…	Your email company
@gmail.com	Gmail, from Google. See the Gmail chapters.
@outlook.com, @hotmail.com, @live.com, @msn.com	Outlook.com, from Microsoft.
@icloud.com, @me.com, @mac.com	iCloud Mail, from Apple.
@yahoo.com	Yahoo Mail.
@aol.com	AOL Mail.
@charter.net, @twc.com, @roadrunner.com and similar	Email from your internet company, such as Spectrum. See Chapter 28, *Yahoo, AOL and Internet-Provider Email*.

The app versus the account

Here's what confuses many people: the **app** you read mail in isn't always made by the company that runs your **account**. The blue Mail app on an iPhone or Mac can show a Gmail or Yahoo account. The Outlook app can show a Gmail account. That matters, because the most powerful cleanup tools usually live with the account company, often on its website.

TIP

When in doubt, use the website on a computer

For big cleanup jobs, sign in to your email company's own website on a computer: gmail.com, outlook.com, icloud.com, mail.yahoo.com or mail.aol.com. The big screen makes selecting hundreds of messages easier, and the website always has the company's full set of tools.

Where to learn the basics

This guide sticks to cleanup. For everyday use, such as reading, replying, attachments and passwords, Bill's Home Tech also has separate guides for Gmail, for Outlook, and for Yahoo and AOL Mail.

CHAPTER 4

Before You Delete Anything: A Safe Plan

Cleaning an inbox goes best in a sensible order. If you start by deleting, the same junk keeps pouring in behind you. If you stop the flood first, every message you delete stays deleted.

The order that works

1. **Turn off the tap.** Unsubscribe from the mailing lists you don't read (Part 2).
2. **Teach the filter.** Report real spam and block pests (Part 3).
3. **Set a few rules.** Let your email sort or delete routine mail on its own (Chapter 18, *Filters and Rules: Let Your Email Sort Itself*).
4. **Clear the backlog.** Delete the biggest and oldest mail first (Part 4).
5. **Empty the Trash.** Only then does the space come back (Chapter 29, *Empty the Trash (the Step Everyone Forgets)*).
6. **Keep it tidy.** A five-minute routine once a month (Chapter 33, *A Five-Minute Monthly Routine*).

Save what matters first

- Photos people emailed you that you don't have anywhere else.
- Receipts and warranties for things you still own.
- Tax, insurance, medical and legal messages.
- Anything you'd want a family member to find someday.

Chapter 31, *Keeping What Matters: Saving Before You Delete* shows simple ways to save those before you clear things out.

HEADS UP

Don't rush a "storage full" fix

When a warning appears, it's tempting to delete everything in sight. Take a breath. Your existing mail isn't going anywhere today. Spend ten minutes saving what matters, then delete with a plan.

TIP

Small bites

Set a timer for fifteen minutes and do one step. Stopping halfway never hurts anything, and you can pick up where you left off tomorrow.

CHAPTER 5

Spam, Junk and Newsletters: Know the Difference

Not all unwanted email is the same, and each kind needs a different response. Getting this right is the heart of safe cleanup.

Kind	What it is	What to do
Newsletters and store mail	From real companies you dealt with: stores, charities, airlines, news.	Unsubscribe. It's safe and it works.
Unwanted marketing	From real companies you never contacted.	Mark as spam or junk, or block.
Scam and phishing	Fake bills, fake prizes, fake warnings, fake package notices.	Never click. Report as spam or phishing, then delete.

The quick test

Ask yourself: **Do I recognize this company, and did I ever give them my email?** If yes, it's probably a real newsletter and unsubscribing is safe. If you've never heard of them, or the message is pushy, scary or too good to be true, treat it as spam and don't click anything inside it.

SCAM ALERT

Scammers dress up as companies you know

A fake email can carry a real logo, such as Amazon, your bank or the post office. Look at the sender's full address, not just the name. If it's from a strange or misspelled address, it's spam no matter whose logo is on it.

GOOD TO KNOW

"Spam" and "junk" mean the same thing

Gmail and Yahoo call the folder **Spam**. Outlook and Apple call it **Junk**. Same idea: a holding area for mail the system thinks is unwanted.

PART 2

Unsubscribing Safely

How to get off the mailing lists you don't read, using the built-in unsubscribe tools, and how to avoid the fake unsubscribe links scammers use.

CHAPTER 6

Safe Unsubscribing: The Golden Rule

Unsubscribing is the single best way to shrink the daily flood. Real companies give you a way to opt out, and the big email services now put an **Unsubscribe** button right at the top of many messages so you don't have to hunt for the tiny link at the bottom.

WHAT THIS DOES FOR YOU

What it does for you

Every list you leave is a few fewer emails a week, every week, for good. Unsubscribing from twenty stores you never buy from can cut your daily mail noticeably, and it makes the messages that matter easier to see.

The golden rule

Unsubscribe from companies you know. Report and delete everything else. If you recognize the sender and you once gave them your address, unsubscribing is safe. If you don't recognize the sender, or the email looks like a scam, don't click anything in it, not even "unsubscribe." Use your email's **Report spam** or **Junk** button instead.

Use the built-in button when you can

The safest way to unsubscribe is the button your email service adds itself, usually near the sender's name at the top of the message, not a link inside the email's own text. When you use the built-in button, your email service sends the request for you, and you never visit the sender's website.

Email	Where the safe button is
Gmail	Unsubscribe next to the sender's name, or the Manage subscriptions page. See Chapter 8, *Unsubscribe in Gmail*.
Outlook.com	Unsubscribe at the top of the message, or Settings > Mail > Subscriptions. See Chapter 9, *Unsubscribe in Outlook.com*.
Apple Mail	The "This message is from a mailing list" banner. See Chapter 10, *Unsubscribe in Apple Mail (iPhone, iPad and Mac)*.
Yahoo and AOL	Unsubscribe tools in the apps and websites. See Chapter 11, *Unsubscribe in Yahoo and AOL*.

TIP

Give it a few days

After you unsubscribe, a message or two may still arrive while the company updates its list. Gmail's own help says it can take a few days. If mail keeps coming weeks later, see Chapter 12, *When Unsubscribing Doesn't Work*.

CHAPTER 7

Spotting a Fake Unsubscribe Link

Scammers know people want less email, so some spam includes an "unsubscribe" link that does something else entirely. Clicking it can tell the scammer your address is real and read by a person, which can mean **more** spam, or it can open a fake website that asks for your password or card.

Warning signs

- You don't recognize the sender and never signed up for anything from them.
- The email is a scare (account locked, payment failed, virus found) or a prize (you've won, claim your reward).
- The sender's address is a jumble of letters, or a misspelled version of a real company.
- The unsubscribe page asks you to **type your email address and password**, or to sign in.
- The page asks for a phone number, a payment or a download to "complete" the unsubscribe.

SCAM ALERT

A real unsubscribe never needs your password

Leaving a mailing list should take one or two clicks. If an unsubscribe page wants your email password, your bank details or a payment, close it. It's a trick.

What to do instead

1. Don't open links or attachments in the message.
2. Use your email's **Report spam**, **Junk** or **Report phishing** button. This teaches the filter (see Chapter 13, *How Junk Filters Learn (and How to Teach Them)*).
3. Delete the message.
4. If the sender keeps coming back, **block** them, or set a rule to delete their mail automatically (Chapter 18, *Filters and Rules: Let Your Email Sort Itself*).

If you already clicked

Don't panic. Clicking a link by itself usually just confirms your address. If you only clicked and closed the page, delete the email and move on; you may see a bit more spam. If you **typed a password** on that page, change that password right away from the real website or app, and change it anywhere else you used the same one. If you entered card or bank numbers,

call the number on the back of your card. Bill's Home Tech also has a separate guide for recovering a hacked account.

FROM BILL

Not sure? Ask before you click

If you can't tell whether a message is real, leave it alone and call or text me at (330) 200-8042. Waiting a day costs nothing.

CHAPTER 8

Unsubscribe in Gmail

Gmail has two safe unsubscribe tools. One works on a single message. The other, called **Manage subscriptions**, lists all your mailing lists on one page, sorted by how much each one sends, so you can clear out a dozen in a few minutes.

Manage subscriptions: all your lists in one place

1. **On a computer:** open Gmail. In the left-hand list, click **More**, then **Manage subscriptions**.
2. **In the Gmail app on a phone:** tap the **Menu** button (three lines, top left), then **Manage subscriptions**.
3. Look down the list. Each sender shows roughly how many emails it has sent you recently.
4. Next to a sender you don't want, tap or click **Unsubscribe**, then confirm.
5. Gmail sends the unsubscribe request to the sender for you. You stay on this page and can keep going.

GOOD TO KNOW

It may not be on your account yet

Google says Manage subscriptions is rolling out gradually, so some accounts don't have it yet. If you don't see it under More, use the single-message button below instead. Google also says that unsubscribing here removes you from all of that sender's related mailing lists.

Unsubscribe from one message

1. Open an email from the mailing list.
2. Near the top, next to the sender's name, look for **Unsubscribe**.
3. Tap or click it, then confirm.
4. If Gmail says you need to visit the sender's website, choose **Go to website** only if you recognize and trust the company.

HEADS UP

Blocking isn't the same as unsubscribing

Google points out that blocking a sender doesn't unsubscribe you; it just sends their mail to Spam. For real companies, unsubscribe first. Save blocking for senders who ignore you.

TIP

Not seeing an Unsubscribe button?

Gmail shows it only when the sender includes the information it needs. If it's missing and you trust the company, use the unsubscribe link at the very bottom of the email. If you don't trust it, use Report spam.

CHAPTER 9

Unsubscribe in Outlook.com

Outlook.com, the free Microsoft email used by @outlook.com, @hotmail.com, @live.com and @msn.com addresses, also gathers your mailing lists into one list, called **Subscriptions**.

The Subscriptions page (on a computer)

1. Go to **outlook.com** and sign in.
2. Select **Settings** (the gear, top right).
3. Choose **Mail**, then **Subscriptions**.
4. Find a sender you don't want and select **Unsubscribe**.
5. Repeat for each list, then close Settings.

GOOD TO KNOW

How Outlook builds the list

Microsoft says Outlook looks for mailing-list information in each incoming message (after junk is filtered out) to decide whether it's a subscription. Senders that don't include that information won't appear, so the list may not be complete.

Unsubscribe from one message

When you open a newsletter in Outlook.com or the Outlook app, you'll often see **Unsubscribe** near the top of the message. Select it and confirm. As with Gmail, this is safer than a link buried in the email's own text.

TIP

If Subscriptions is missing

The Subscriptions page isn't offered on every kind of account. If you can't find it, unsubscribe message by message, or block the sender (Chapter 15, *Junk and Blocked Senders in Outlook.com*). Bill's Home Tech also has a separate Outlook guide for everyday use.

CHAPTER 10

Unsubscribe in Apple Mail (iPhone, iPad and Mac)

Apple's Mail app on iPhone, iPad and Mac can unsubscribe for you from many mailing lists, whichever email account you use in it: iCloud, Gmail, Yahoo or another.

On iPhone or iPad

1. Open the **Mail** app and open a newsletter.
2. At the top of the message, look for a banner that says **This message is from a mailing list**, with **Unsubscribe**.
3. Tap **Unsubscribe**.
4. Tap **Unsubscribe** again to confirm.

On a Mac

Open the message in the Mail app. If it's from a mailing list Mail recognizes, the same banner with **Unsubscribe** appears above the message. Click it and confirm. Apple's Mail User Guide covers unsubscribing alongside its junk mail tools.

GOOD TO KNOW

Why the banner sometimes doesn't show

Mail shows the banner only when the sender includes standard mailing-list information. Apple's Mail sends a small unsubscribe email to the list on your behalf, so you don't visit any website. If there's no banner and you trust the company, use the link at the bottom of the email.

TIP

No one-tap mass unsubscribe

Apple Mail works one sender at a time. Clear a few each day as they arrive and it adds up fast.

CHAPTER 11

Unsubscribe in Yahoo and AOL

Yahoo Mail and AOL Mail both make it easy to unsubscribe from real newsletters, and Yahoo's app advertises one-tap unsubscribe and "delete by sender" tools to help you clear out old mail from a sender at the same time.

The general steps

1. Open a newsletter in the Yahoo Mail or AOL app, or on mail.yahoo.com or mail.aol.com.
2. Look near the top of the message for an **Unsubscribe** button or link added by Yahoo or AOL.
3. Select it and confirm.
4. If the app offers to delete earlier mail from that sender too, that's a quick way to clear a backlog.

GOOD TO KNOW

Menus move around

Yahoo and AOL change their screens fairly often, and the exact names of their subscription tools vary between the app and the website. Look for the word **Unsubscribe** or **Subscriptions**. The safe-unsubscribe rule in Chapter 6, *Safe Unsubscribing: The Golden Rule* applies exactly the same way.

Who owns AOL now?

AOL is no longer part of Yahoo; it's run by AOL Media LLC. AOL says your address and login didn't change. Bill's Home Tech's separate Yahoo and AOL Mail guide covers the details.

SCAM ALERT

Fake "Yahoo" or "AOL" support

Scam emails often pretend to be from Yahoo or AOL support, warning that your mailbox will be closed. Don't click. Open the app or type the website address yourself to check.

CHAPTER 12

When Unsubscribing Doesn't Work

Sometimes the emails keep coming after you've unsubscribed. There are a few common reasons, and a fix for each.

What's happening	Why	What to do
A few more arrive in the first days	The company is still updating its list.	Wait a week or so.
Same company, different emails	Big companies often run several lists.	Unsubscribe from each, or use a list tool that covers all of a sender's lists.
It never stops	The sender ignores requests, or it's spam.	Block the sender or set a delete rule.
You unsubscribed but it was spam	The link was fake and confirmed your address.	Report as spam. See Chapter 7, *Spotting a Fake Unsubscribe Link*.

The last resort that always works

When a sender won't take no for an answer, you take the decision out of their hands. A **block** sends their mail to Junk or Spam. A **filter** or **rule** can send it straight to the Trash so you never see it. Chapter 18, *Filters and Rules: Let Your Email Sort Itself* shows how in each email service.

HEADS UP

Don't reply "STOP" or "remove me"

Replying to an unwanted email rarely helps and tells a spammer your address is active. Use the unsubscribe button for real companies and block or filter the rest.

TIP

Check your accounts with the company

Some stores send email because of a setting in your online account with them. If you have an account with the store, sign in on its website and look for "email preferences" or "communication preferences."

PART 3

Junk Filters, Blocking & Rules

Teach your email to recognize junk, block the senders who won't stop, rescue good mail from the junk folder, and set rules so routine mail sorts itself.

CHAPTER 13

How Junk Filters Learn (and How to Teach Them)

Every major email service has a junk filter running all the time. It looks at each incoming message and decides whether it belongs in your inbox or in the Spam or Junk folder. It catches a lot, but it isn't perfect, and it gets better when you tell it what it missed.

WHAT THIS DOES FOR YOU

What it does for you

Each time you report a spam message, the filter learns a little more about what you consider junk. Over weeks, less junk reaches your inbox and you spend less time deleting. It also helps protect you, because scam emails are moved out of sight before you're tempted to open them.

Three buttons, three jobs

Button	What it tells your email
Report spam / Move to Junk	"This is junk." Moves it to the junk folder and teaches the filter.
Report phishing	"This is a scam trying to steal something." Use for fake bank, fake account or fake payment emails.
Block	"Never show me this sender again." Their future mail goes to Spam, Junk or Trash.
Not spam / Not junk	"You got this one wrong." Moves good mail back and teaches the filter.

Good habits

- **Report, don't just delete.** Deleting teaches the filter nothing.
- **Peek in the junk folder weekly.** Rescue any good mail with Not spam (Chapter 17, *Rescuing Good Mail from the Junk Folder*).
- **Add people you care about to your contacts.** Most services are much less likely to send a contact's mail to junk.
- **Don't report real newsletters as spam just to get rid of them.** Unsubscribe instead.

GOOD TO KNOW

The junk folder empties itself

Gmail, Outlook.com and iCloud Mail all clear old messages out of the junk folder automatically after a set time. Apple says iCloud Mail deletes Junk messages after 30 days. So don't use Junk as a place to keep anything.

CHAPTER 14

Report Spam and Block in Gmail

Gmail's spam filter is strong, and you can make it stronger. Here's how to report what it missed and block senders who won't stop.

Report spam

1. **On a computer:** open the message, or tick the box next to it in your inbox, then click **Report spam** (the octagon with an exclamation point).
2. **In the Gmail app:** open the message, tap **More** (three dots, top right), then **Report spam**.
3. The message moves to your **Spam** folder. Google receives a copy to help fight spam.

Block a sender

1. Open a message from the sender.
2. At the top right, next to **Reply**, click or tap **More** (three dots).
3. Choose **Block** followed by the sender's name.
4. From now on, their mail goes straight to Spam.

TIP

Unblock later if you change your mind

On a computer, go to **Settings** (the gear) > **See all settings** > **Filters and Blocked Addresses**, and unblock the address there.

SCAM ALERT

Spam from someone you know

Google notes that if you get spam from someone in your contacts, their account may have been taken over. Don't click the link. Call your friend at a number you already have and let them know.

GOOD TO KNOW

Spam and Trash empty themselves

Gmail clears messages out of Spam and Trash after about 30 days. That's a safety net for mistakes, but it also means good mail stuck in Spam won't wait forever.

CHAPTER 15

Junk and Blocked Senders in Outlook.com

Outlook.com sorts suspected junk into the **Junk Email** folder. You can report what it missed, block senders or whole companies, and mark trusted senders as safe.

Report junk

1. Select the message.
2. On a computer, choose **Report** at the top, then **Report junk** (or **Report phishing** for a scam).
3. In the Outlook phone app, open the message, tap the three dots, and choose the report option.

Block a sender or a whole company

1. On a computer, go to **outlook.com** and select **Settings** (the gear).
2. Choose **Mail** > **Junk email**.
3. Under **Blocked senders and domains**, select **Add** and type the address (for example, deals@example.com) or just the part after the @ to block a whole company.
4. Press Enter, then select **Save**.

TIP

Safe senders: the opposite list

On the same **Junk email** page there's a **Safe senders and domains** list. Add your doctor's office, your bank or your church there so their mail never lands in Junk. To unblock someone, select them in the blocked list, choose **Remove**, then **Save**.

HEADS UP

Junk doesn't stay forever

Microsoft empties the Junk Email folder automatically after a short time, and those messages can't be recovered. Check it at least once a week if you're waiting for something important.

GOOD TO KNOW

Gmail or Yahoo inside Outlook

If you read a Gmail or Yahoo account in the Outlook app, the block and junk settings that matter are that company's own. Microsoft notes the new Outlook can't block senders for those accounts.

CHAPTER 16

Junk and Blocking in Apple Mail and iCloud

Apple handles junk in two places: the **Mail app** on your iPhone, iPad or Mac, and **iCloud Mail** itself if you have an @icloud.com, @me.com or @mac.com address.

Move a message to Junk on iPhone or iPad

1. In the Mail app, touch and hold the message in the inbox list until a menu appears.
2. Tap **Move to Junk**.
3. For iCloud addresses, Apple says later mail from that sender is marked as junk automatically.

Block a sender on iPhone or iPad

1. Open a message from the sender.
2. Tap the sender's name at the top, then tap it again to see their details.
3. Tap **Block this Contact**.
4. To choose what happens to blocked mail, go to **Settings** > **Apps** > **Mail** > **Blocked Sender Options**. You can have it marked as blocked or moved to the Trash.

On a Mac

In the Mail app, choose **Mail** > **Settings** > **Junk Mail** to adjust the junk filter. The **Blocked** list is in the same area. To mark a message as junk, select it and click the junk button in the toolbar.

TIP

iPhone Mail categories hide some clutter

On recent iPhones, Mail can sort messages into Primary, Transactions, Updates and Promotions, which tucks most ads out of your main view. If you prefer one plain list, tap the three-dot button at the top of the inbox and choose **List View**; choose **Categories** to switch back.

GOOD TO KNOW

Blocking may stay on one device

A block made in the Mail app may not reach your email company's own servers if your account is Gmail or Yahoo. For those, block on the company's website too, so the block works everywhere.

CHAPTER 17

Rescuing Good Mail from the Junk Folder

Every junk filter makes mistakes. A message from your pharmacy, your grandchild's new address or a receipt can end up in Spam or Junk. Here's how to get it back and keep it from happening again.

Find it

- **Gmail:** the **Spam** folder. On a computer, click **More** in the left list if you don't see it. In the app, tap the Menu (three lines).
- **Outlook.com:** the **Junk Email** folder.
- **iCloud and Apple Mail:** the **Junk** mailbox. On iPhone, tap **Mailboxes** at the top left.
- **Yahoo and AOL:** the **Spam** folder.

Get it back

1. Open the message or select it.
2. Choose **Not spam** (Gmail, Yahoo, AOL), **Not junk** (Outlook) or **Move to Inbox** (iCloud).
3. Add the sender to your contacts, or to Outlook's Safe senders list, so it doesn't happen again.

SCAM ALERT

A friend's address sending junk

If spam arrives from someone you know, their account may have been taken over. Don't click the link. Let them know with a phone call so they can change their password.

TIP

Make it a weekly glance

Scrolling through the junk folder once a week takes a minute and catches anything that went astray before the folder empties itself.

CHAPTER 18

Filters and Rules: Let Your Email Sort Itself

A **filter** (Gmail's word) or **rule** (Outlook and Apple's word) is a standing instruction: "when mail like this arrives, do that." It runs on its own, day and night.

WHAT THIS DOES FOR YOU

What it does for you

Rules handle the senders who won't stop, file receipts automatically, and keep a busy inbox down to the messages from real people. Set one up once and it saves you clicks for years.

Gmail filters (on a computer)

1. In Gmail, click the **Show search options** button at the right end of the search box.
2. Type the sender's address in **From**, or a word in **Has the words**.
3. Click **Create filter**.
4. Choose what should happen: **Skip the Inbox (Archive it)**, **Apply the label**, or **Delete it**.
5. Tick **Also apply filter to matching conversations** to clean up older mail too, then click **Create filter**.

GOOD TO KNOW

Filters are made on a computer

Gmail filters are created on the Gmail website, not in the phone app. Once made, they work everywhere, including your phone. Manage them at **Settings** > **See all settings** > **Filters and Blocked Addresses**.

Outlook.com rules

On outlook.com, go to **Settings** > **Mail** > **Rules** and choose **Add new rule**. Give it a name, pick a condition (such as who it's from) and an action (such as move to a folder or delete), then save. Outlook's **Sweep** tool is a quicker way to make simple rules; see Chapter 19, *Outlook's Sweep Tool*.

Apple Mail rules on a Mac

In Mail on a Mac, choose **Mail** > **Settings** > **Rules** > **Add Rule**. Set the condition (for example, From contains a certain address) and the action (for example, Move Message to

the Trash). Mac rules run while the Mail app is open on that Mac.

HEADS UP

Start with Archive, not Delete

Until you're sure a filter catches only what you meant, have it **archive** or **move** the mail instead of deleting it. Check the results for a week, then switch to Delete if you like.

CHAPTER 19

Outlook's Sweep Tool

Sweep is a one-click cleanup tool built into Outlook.com and Outlook on the web. Pick one message from a pesky sender, and Sweep can clear every message from that sender at once, and keep doing it in the future.

Clear out one sender

1. On outlook.com, select a message from the sender you want to clear out.
2. Choose **Sweep** at the top of the screen (on a smaller window it may be under the three dots).
3. Pick an option: move or delete **all messages from this sender** in the Inbox, or do that **and all future messages** too.
4. Choose where they go, such as **Deleted Items** or a folder, then select **OK**.

HEADS UP

Sweep moves mail to Deleted Items

Microsoft notes that mail removed by Sweep doesn't free any storage until it's also deleted from the **Deleted Items** folder. Empty that folder afterward if you're short on space (Chapter 29, *Empty the Trash (the Step Everyone Forgets)*).

GOOD TO KNOW

Only for Microsoft accounts

Sweep works with Outlook.com and other Microsoft accounts. If you read a Gmail or Yahoo account in Outlook, use that company's own tools instead.

TIP

Edit or stop a Sweep later

"All future messages" Sweeps are saved as rules. To change or remove one, go to **Settings** > **Mail** > **Rules**.

CHAPTER 20

A Spare Address for Shopping and Sign-Ups

The best cleanup is mail that never arrives. One simple habit keeps your main inbox for real people: give stores, contests and websites a **different** address from the one your family uses.

Two ways to do it

Option	How it works
A second free account	Make a separate Gmail or Outlook.com address just for shopping and sign-ups. Check it when you're expecting a receipt.
Hide My Email (Apple)	With a paid iCloud+ plan, your iPhone can make a random address that forwards to your real inbox, and you can turn it off any time.

WHAT THIS DOES FOR YOU

What it does for you

If a store sells your address or gets hacked, the junk goes to the spare address, not your main one. And if a spare address gets too noisy, you simply stop using it.

Hide My Email in brief

Hide My Email is part of **iCloud+**, Apple's paid storage plans; it isn't included with the free 5 GB. You find it in **Settings** > your name > **iCloud**. Apple says two-factor authentication must be turned on, and mail sent to a Hide My Email address is forwarded to your personal email. To delete an address you first deactivate it.

TIP

Write it down

Note which address you gave to which store in the Keep this handy table at the end of this guide, so you know where a receipt will arrive.

PART 4

Storage Full: Clearing Years of Mail

What the "storage full" warning really means, how to find the biggest and oldest mail, how to delete it in bulk, and whether buying more space makes sense.

CHAPTER 21

Storage Full: What It Means and Why It Matters

Every free email account comes with a set amount of storage. When you get close to the limit, you start seeing warnings. When you go over, email can actually **stop working**: new messages bounce back to the people who sent them, and you can't send. That's why these warnings deserve attention.

Email	Free storage	What shares it
Gmail	15 GB	Shared with Google Drive and Google Photos
Outlook.com	15 GB mailbox	Attachments count against a separate 5 GB Microsoft cloud allowance shared with OneDrive
iCloud Mail	5 GB	Shared with iCloud Photos, iPhone backups and iCloud Drive
Yahoo Mail	20 GB (U.S.)	Mail only

What happens when it's full

- **Gmail:** Google says you can't send or receive email, and messages sent to you go back to the sender. If you stay over the limit for two years, Google says your content may be deleted, with at least three months' notice.
- **Outlook.com:** Microsoft says that if you go over either your mailbox or your cloud storage, you can't send or receive email, even if the mailbox itself isn't full.
- **iCloud Mail:** when iCloud storage is full, iCloud Mail can stop sending and receiving until you free space or buy more.
- **Yahoo:** a full mailbox can't send or receive.

HEADS UP

The surprise for Outlook.com users

Your 15 GB mailbox can look half empty while email still stops, because attachments count against the separate 5 GB Microsoft cloud allowance that OneDrive also uses. Check both numbers (Chapter 26, *Outlook.com: Clear Out Space*).

SCAM ALERT

Check warnings at the source

Real storage warnings appear inside your email app or account settings. If a warning arrives as an email or text with a link to "upgrade" or "avoid losing your photos," don't click it. See Chapter 32, *Staying Safe While You Clean*.

CHAPTER 22

Check How Much Room You're Using

Before you delete anything, take a look at the numbers. You'll see how close you are to the limit, and often what's using the most space.

Email	Where to look
Gmail / Google	Go to **one.google.com/storage** (or open the Google One app). It shows Gmail, Drive and Photos separately.
Outlook.com	On outlook.com: **Settings** > **Account** > **Storage**. Shows mailbox use by folder, plus the cloud storage number.
iCloud (iPhone)	**Settings** > your name > **iCloud**. The bar at the top shows what's using space.
iCloud (Mac)	**Apple menu** > **System Settings** > your name > **iCloud**.
Yahoo	In Yahoo Mail settings; look for the storage figure. Menus vary between app and website.

Reading the numbers

If email is only a small slice and photos are the big one, deleting email alone won't fix it. In that case, look at photos and backups too, or consider a bit more storage (Chapter 30, *Should You Just Buy More Storage?*). If email is the big slice, the next chapters will make a real difference.

TIP

Write down today's number

Note your starting figure. After cleaning, you'll see the progress, which helps when the job takes a few sessions. Google says its numbers can take a day or two to update after a big cleanup.

GOOD TO KNOW

What's a GB?

A gigabyte (GB) is a unit of storage. 15 GB holds a very large number of ordinary emails; it's the photos, videos and big attachments that use it up.

CHAPTER 23

Gmail: Find the Biggest and Oldest Mail

Gmail's search box understands short codes, called **search operators**, that find mail by size, age and sender. They work in the search box on a computer and in the Gmail app. Type one in, press Enter, and Gmail shows only the matching messages.

Type this	To find
larger:10M	Messages bigger than 10 megabytes (try 5M or 20M too)
has:attachment larger:5M	Messages with attachments bigger than 5 MB
older_than:5y	Mail more than five years old (use d for days, m for months, y for years)
older_than:2y category:promotions	Ads in the Promotions tab older than two years
from:store@example.com	Everything from one sender
has:attachment older_than:3y	Old attachments, often photos and documents

A good first search

1. In the Gmail search box, type **larger:10M** and press Enter.
2. Look through the results. These are your biggest messages.
3. Before deleting, save any photos or files you want to keep (Chapter 31, *Keeping What Matters: Saving Before You Delete*).
4. Delete the rest (on a computer, see Chapter 24, *Gmail: Delete in Bulk on a Computer* to delete many at once).
5. Repeat with **larger:5M**, then **older_than:5y**.

TIP

Biggest first, then oldest

A few dozen large messages can free more space than thousands of small ones. Start with size, then move to old promotions, which are small but numerous.

HEADS UP

Searches also look in the Trash

Deleted mail still counts until the Trash is emptied or 30 days pass. If you need the space back now, empty the Trash afterward (Chapter 29, *Empty the Trash (the Step Everyone Forgets)*).

CHAPTER 24

Gmail: Delete in Bulk on a Computer

On a computer, Gmail can select and delete **every** message that matches a search, not just the fifty on the screen. It's the fastest way to clear years of store mail.

1. Go to **gmail.com** on a computer and run a search, for example **category:promotions older_than:1y**.
2. Click the **select all** checkbox at the top left of the message list.
3. A line appears above the messages: **Select all conversations that match this search**. Click it.
4. Click the **Delete** (trash can) button, then confirm.
5. Gmail moves them to the Trash. Large batches can take a minute or two.

HEADS UP

Look before you confirm

Before step 4, scroll through the first page of results. If you spot something you want, adjust the search (for example, add **-from:yourbank.com** to leave out one sender). A minus sign in front of a search code means "except."

On a phone

The Gmail app can select messages one at a time (tap the sender's picture to select), which is fine for a handful but slow for thousands. For big jobs, use a computer, or the Google One storage manager (Chapter 25, *Google One Storage Cleanup*).

TIP

Archive is not delete

Gmail's **Archive** button hides mail from the inbox but keeps it, so it still uses storage. To free space, use **Delete**.

GOOD TO KNOW

Inbox tabs help

If your Gmail has Primary, Promotions and Social tabs, most store mail lands in Promotions, which makes it easy to clear in one search. Bill's Gmail guide explains the tabs.

CHAPTER 25

Google One Storage Cleanup

Google has a storage manager that looks across Gmail, Drive and Photos and suggests what to delete: spam, items already in the trash, and large files and emails. It's a quick win if you share your 15 GB with lots of photos.

1. On a computer or phone browser, go to **one.google.com/storage** and sign in (or open the Google One app).
2. Look for the cleanup or **Clean up space** option.
3. Review each suggested group, such as **Spam emails**, **Files in trash**, and **Large** items.
4. Open a group, check the items, and delete the ones you don't need.

HEADS UP

These deletions can be permanent

Google's storage manager may delete items for good rather than sending them to the Trash. Look closely at each group, especially photos, before you confirm.

TIP

Photos are often the real culprit

If Google Photos is using most of your space, deleting email alone won't solve the warning. Bill's Home Tech has separate guides for Google accounts and photos.

GOOD TO KNOW

Give it time

After a big cleanup, Google's storage figure doesn't drop instantly. Check back in a day or two.

CHAPTER 26

Outlook.com: Clear Out Space

Outlook.com has a storage page that shows which folders are biggest and lets you empty them, or delete only the older messages in them, in a couple of clicks.

1. On a computer, go to **outlook.com** and sign in.
2. Select **Settings** (the gear) > **Account** > **Storage**.
3. Look at the list of folders and how much each one uses.
4. Next to a big folder, choose the option to delete messages, then pick **all** or only those older than a set number of months.
5. Confirm. Then empty **Deleted Items** (Chapter 29, *Empty the Trash (the Step Everyone Forgets)*).

Don't forget attachments

Because attachments count toward your 5 GB Microsoft cloud allowance, the same page also shows that figure. To free cloud space, delete large attachment emails and old files in OneDrive. Sort a folder by size, or search for messages with attachments, to find the big ones.

TIP

Sweep is your friend here too

If a few senders filled your mailbox, Sweep can clear all their messages in one go (Chapter 19, *Outlook's Sweep Tool*).

HEADS UP

Deleted Items still counts

Mail in Deleted Items still uses storage until that folder is emptied.

CHAPTER 27

iCloud Mail: Clear Out Space

With an @icloud.com, @me.com or @mac.com address, your mail shares Apple's free 5 GB of iCloud storage with photos, backups and files. That's not much, which is why iPhone owners see "iCloud storage full" so often.

Delete big or old mail on iPhone

1. Open **Mail** and go to the mailbox you want to clean (tap **Mailboxes** at the top left).
2. Tap **Edit** (or **Select**), then tap each message you want, or **Select All** if offered.
3. Tap **Trash**.
4. Go to the **Trash** mailbox for that account, tap **Edit**, then **Delete All** to free the space.

On a Mac or at iCloud.com

In Mail on a Mac, you can select many messages at once with the Command key, or select all with Command-A, and delete them. Then use **Mailbox** > **Erase Deleted Items** to empty the Trash. At **icloud.com/mail** on a computer, you can select and delete messages the same way.

TIP

Look at photos and backups too

If iCloud Photos or iPhone backups fill most of your 5 GB, deleting mail alone won't fix the warning. Old backups from phones you no longer own are a common, safe thing to remove.

GOOD TO KNOW

Gmail in the iPhone Mail app?

If the account in your Mail app is Gmail or Yahoo, its storage lives with Google or Yahoo, not iCloud. Deleting it in Mail also deletes it from that account.

CHAPTER 28

Yahoo, AOL and Internet-Provider Email

Yahoo, AOL and internet companies such as Spectrum run their own email, each with its own storage rules and cleanup tools.

Yahoo

Yahoo Help says free U.S. accounts get **20 GB**, not the 1 TB that older advice often repeats. If the mailbox fills, you can't send or receive. The Yahoo Mail app advertises tools to unsubscribe and to delete all mail from a sender, which is a quick way to clear store mail. Yahoo also sells extra storage and its Mail Plus plan.

AOL

AOL hasn't published a storage figure we could confirm for November 2026. The same cleanup approach works: unsubscribe, report spam, then delete old and large mail and empty the Trash.

Spectrum and other internet-provider email

Addresses ending in @charter.net, @twc.com, @roadrunner.com and similar are run by your internet company through its own webmail. These mailboxes have their own size limits and junk settings. The safe cleanup order in Chapter 4, *Before You Delete Anything: A Safe Plan* works the same. If you can't find the settings, call the company at the number on your bill, or ask me.

HEADS UP

Use it or lose it

Some free email services close mailboxes that aren't used for a long time. Yahoo, for example, describes deleting mail in inactive mailboxes. If you keep an old address for receipts, open it every few months.

SCAM ALERT

Fake "mailbox full" emails

Scammers send fake "your mailbox is full" messages styled like Yahoo, AOL or Spectrum. Check storage only by signing in yourself, never through a link in an email.

CHAPTER 29

Empty the Trash (the Step Everyone Forgets)

Here's the step that trips people up: deleted mail goes to the **Trash** (or **Deleted Items**) first, and in most services it still counts against your storage until the Trash is emptied or clears itself. If you've deleted thousands of messages and the warning hasn't budged, this is usually why.

Email	How to empty the Trash
Gmail	Open **Trash** (under More on a computer), then **Empty Trash now**. Gmail also clears Trash after about 30 days.
Outlook.com	Right-click **Deleted Items** and choose **Empty folder**, or use Settings > Account > Storage.
iPhone Mail	Mailboxes > the account's **Trash** > Edit > **Delete All**.
Mac Mail	**Mailbox** > **Erase Deleted Items**.
Yahoo and AOL	Open **Trash** and choose the option to empty it.

HEADS UP

This is the point of no return

Once the Trash is emptied, the messages are gone for good. Glance through the Trash first. If you see something you need, move it back to the Inbox before you empty it.

If you deleted something important

If you haven't emptied the Trash yet, open it, find the message and choose **Move to Inbox** (or drag it back). In Gmail, items stay in the Trash for about 30 days; the other services keep them for a while too. After the Trash has been emptied, getting it back usually isn't possible.

TIP

Wait a day before emptying

After a big delete, leave the Trash alone for a day. If you realize you need something, it's still there.

CHAPTER 30

Should You Just Buy More Storage?

Sometimes the honest answer is yes. If you've cleaned up and you're still near the limit, mostly because of family photos you want to keep, a small storage plan costs less than a cup of coffee a month. Here are the U.S. prices we found in November 2026.

Company	Plan	Storage	U.S. price
Google One	Basic	100 GB	$1.99 a month
Google One	Standard	200 GB	$2.99 a month
Google One	Google AI Plus	400 GB	$4.99 a month
Apple iCloud+	50 GB	50 GB	$0.99 a month
Apple iCloud+	200 GB	200 GB	$2.99 a month
Apple iCloud+	2 TB	2 TB	$9.99 a month
Microsoft 365	Basic	100 GB cloud, 100 GB mailbox	$1.99 a month

GOOD TO KNOW

Bigger plans exist

Google, Apple and Microsoft all sell larger plans, some bundled with AI features or office apps. For email alone, the smallest plan that covers your needs is usually plenty. Apple's 6 TB and 12 TB iCloud+ plans cost $29.99 and $59.99 a month.

HEADS UP

Clean first, buy second

More storage hides the problem for a while, but the flood keeps coming. Unsubscribe and set a few rules first, so you buy the smallest plan you need. Prices can change, and tax may be added.

SCAM ALERT

Buy only from inside the app or settings

Upgrade from your iPhone's Settings, the Google One app, or your Microsoft account page, never from a link in an email or text. And no real storage plan is ever paid for with gift cards.

CHAPTER 31

Keeping What Matters: Saving Before You Delete

Years of email hold real treasures: photos of grandchildren, letters from old friends, tax records. Before a big cleanup, spend a few minutes saving the ones that matter.

Save an attachment

1. Open the email with the photo or document.
2. On a computer, point to the attachment and click its **Download** button; it goes to your Downloads folder.
3. On iPhone, touch and hold a photo and tap **Save to Photos**, or tap a document and use the **Share** button to save it to Files.
4. On Android, tap the download arrow on the attachment.

Keep a message without keeping the clutter

- Move important messages into a folder or label, such as **Keep**, **Taxes** or **Family**, so your bulk deletes skip them.
- Star or flag messages you want to protect, then leave starred or flagged mail out of your cleanup searches.
- Print or save as a PDF any message you'd want on paper or in your files.

TIP

Make a Keep folder first

Spend ten minutes moving the important mail to a Keep folder before you start bulk deleting. Then you can delete from the inbox with confidence.

HEADS UP

Saved photos still need a home

Photos you download to a phone or computer are only as safe as that device. Make sure they're backed up. Bill's Home Tech has separate guides on photos and backups.

PART 5

Staying Safe & Keeping It Clean

Scams that target cleanup, a five-minute monthly routine, helping a parent, and how to reach Bill when you'd like a hand.

CHAPTER 32

Staying Safe While You Clean

Cleaning your inbox means looking closely at a lot of messages, including the scams. A few simple rules keep you safe while you work.

Scams that target cleanup

- **Fake "storage full" warnings** that say your photos or email will be deleted unless you click and pay.
- **Fake "mailbox will be closed"** or "verify your account" messages that lead to a password page.
- **Fake unsubscribe links** in spam (Chapter 7, *Spotting a Fake Unsubscribe Link*).
- **"Email cleanup" offers** from strangers who want remote access to your computer.

SCAM ALERT

The two-second test

Real warnings show up inside your app or settings. Anything that arrives by email or text with a link, a deadline and a payment request is a scam until proven otherwise. Close it, then check your storage the way Chapter 22, *Check How Much Room You're Using* shows.

Safe-cleanup rules

1. Never type your email password on a page you reached from an email link.
2. Never pay for storage with gift cards, wire transfers or payment apps.
3. Never let a stranger who contacted you connect to your computer to "clean up" your email.
4. Be careful with third-party "inbox cleaner" apps. They ask for access to read all your mail; stick to the built-in tools in this guide unless someone you trust recommends one.
5. Keep two-step verification turned on for your email account.

HEADS UP

If you think you got caught

If you typed your password on a suspicious page, change it right away from the real app or website, and check that your account's recovery phone and email are still yours. Bill's Home Tech has a separate guide on recovering a hacked account, and I can help.

TIP

Your email is the key to everything

Password resets for your bank, shopping and social media accounts all go to your email. Protecting it is worth the extra minute.

CHAPTER 33

A Five-Minute Monthly Routine

Once the big cleanup is done, a short routine keeps it from coming back. Pick a day, maybe the first of the month, and spend five minutes.

1. **Unsubscribe** from any new lists that crept in (Gmail Manage subscriptions or Outlook Subscriptions make this quick).
2. **Peek in Spam or Junk** and rescue anything good.
3. **Run one cleanup search**, such as Promotions older than three months, and delete.
4. **Empty the Trash**.
5. **Glance at your storage** so a warning never takes you by surprise.

WHAT THIS DOES FOR YOU

What it does for you

Five minutes a month keeps the inbox calm, the storage warnings away, and the scams out of sight. You'll find the messages from people you love without digging.

Daily habits that help

- Delete obvious junk as it arrives, with Report spam rather than plain delete.
- When a store asks for your email at checkout, it's fine to say no, or to give your spare address (Chapter 20, *A Spare Address for Shopping and Sign-Ups*).
- When you get a newsletter you won't read, unsubscribe right then.

TIP

Set a reminder

Put a monthly reminder in your phone's calendar called "Inbox tidy." A nudge is all it takes.

CHAPTER 34

Helping a Parent Clean Up Their Inbox

If you're helping a parent or friend, an inbox cleanup is a kind gift. It also gives you a chance to look for scams that may have slipped through. A few tips make it go smoothly.

Do it together

- Sit side by side and let them hold the mouse or phone. They'll remember more.
- Ask before deleting anything. What looks like junk to you may be a treasured message.
- Start with unsubscribing; it's satisfying and safe.
- Make a **Keep** folder for photos and letters first (Chapter 31, *Keeping What Matters: Saving Before You Delete*).

Look for warning signs

- Rules or filters they didn't set up, especially ones that forward or delete mail.
- Sent mail they don't remember sending.
- Repeated emails about orders, subscriptions or payments they don't recognize.
- Unfamiliar recovery phone numbers or emails on the account.

HEADS UP

Strange rules can mean a break-in

Someone who gets into an email account sometimes sets up hidden rules to forward copies of mail or delete security alerts. If you find rules nobody remembers creating, remove them and change the password. Call me if you'd like a second look.

TIP

Leave a simple note

Write the monthly routine from Chapter 33, *A Five-Minute Monthly Routine* on a card by their computer, with my number, (330) 200-8042, at the bottom.

CHAPTER 35

When to Call Bill

Most inbox cleanup you can absolutely do yourself with this guide. But some jobs go faster with someone beside you, and there's no shame in that.

Good reasons to call

- Email has stopped arriving because storage is full, and you're not sure what's safe to delete.
- Tens of thousands of messages, and you'd like a plan for saving the important ones first.
- You clicked a link or unsubscribe button in what turned out to be a scam.
- Rules, forwarding or blocked senders you don't remember setting up.
- Choosing whether to buy storage, and which plan, for photos and email.
- Setting up a spare shopping address or Hide My Email.
- Helping a parent's inbox from afar, or teaching them the monthly routine.

WHAT THIS DOES FOR YOU

Digital Safety Check-Up

My **Digital Safety Check-Up** pairs well with this guide. We look at your email together: junk filters, blocked senders, suspicious rules and forwarding, recovery details, two-step verification and storage, so your inbox is both tidy and safe.

SCAM ALERT

A real technician never cold-calls you

If someone calls or emails out of the blue saying your email is full or hacked and they need remote access or payment, hang up. I'll never contact you unasked to "fix" something.

How to reach me

Call or text **(330) 200-8042**, or book online at **billshometech.com/book**. Bill's Home Tech serves **Portage County, Ohio**, and I bring more than 30 years of professional experience to every visit. If you reach my assistant **Sophie** on the main line, she can answer simple questions and get you on my schedule.

FROM BILL

What it costs

My help is **$49 remote · $99 in your home**. The guides themselves, like this one, are free to read and share.

— Bill

CHAPTER 36

Your Inbox Cleanup Cheat-Sheet

The most-used steps on one page. Keep it handy, save it, or print it for the desk.

Where the cleanup tools are

Task	Where to go
Gmail: all your lists	More > Manage subscriptions (app: Menu > Manage subscriptions)
Gmail: big mail	Search larger:10M or older_than:5y
Gmail: storage	one.google.com/storage
Outlook.com: all your lists	Settings > Mail > Subscriptions
Outlook.com: block	Settings > Mail > Junk email
Outlook.com: storage	Settings > Account > Storage
iPhone Mail: block	Tap sender > Block this Contact
iPhone: iCloud storage	Settings > your name > iCloud
Mac Mail: junk and rules	Mail > Settings > Junk Mail / Rules

The cleanup order

1. Unsubscribe from lists you know.
2. Report spam; block repeat offenders.
3. Set a rule or two.
4. Save what matters to a Keep folder.
5. Delete the biggest, then the oldest.
6. Empty the Trash.

Safety in five

1. Unsubscribe only from companies you recognize.
2. Never type your password on a page reached from an email link.
3. Check storage warnings inside the app, not from a message.
4. Never pay for anything with gift cards.
5. Spam from a friend? Call them; their account may be hacked.

Keep this handy

What	Notes
My main email address	_____
My email company	_____
My spare shopping address	_____
Storage before cleanup	_____
Storage after cleanup	_____
Monthly tidy day	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

FROM BILL

A calmer inbox, for good

You now know how to turn off the flood, teach the filter and clear the backlog. Five minutes a month keeps it that way. And if it ever gets ahead of you, call or text me at (330) 200-8042.