

# Email Retention: Frequently Asked Questions



As of September 1, 2019, the email retention period for both **@mcpsmd.org** and **@mcpsmd.net** accounts is 365 days. Auto-forwarding of email to personal accounts from either **@mcpsmd.org** or **@mcpsmd.net** accounts will also be unavailable beginning on September 1, 2019. Below are some answers to frequently asked questions about these changes:

## → What does this change mean for existing emails?

**Outlook (@mcpsmd.org):** Any emails that currently exist in your inbox, trash, or sent folders will now be retained for 365 days instead of 30 days. There is no risk of losing email that is currently in your inbox.

**Gmail (@mcpsmd.net):** Any emails that were sent or received before September 1, 2018 will be moved in to your trash folder. After 30 days (on October 1, 2019), emails older than 365 days will be permanently deleted from any folder in Gmail: your inbox, trash, or sent folders. This gives you the opportunity to retrieve any email that you may have not saved.

## → How do I save messages that I want to keep beyond 365 days?

**Outlook (@mcpsmd.org):** Open the message. Click the **File** menu and select **Save As**. The file can be saved wherever you specify as a .msg or .eml file. Outlook can open either file format. Alternatively, you can print a message using the PDF Writer printer to save the email as a .pdf file.

**Gmail (@mcpsmd.net):** When viewing an email in the Gmail interface, click the three dots above the body of the email (on the right-hand side of the interface), and click **Download message**. The email will download as an .eml file which can be opened by Outlook and saved as an Outlook message. Alternatively, you can save the message as a .pdf file by clicking on the **Print** icon and selecting either "Save as PDF" or "Save to Google Drive" as the Destination.

For additional information on saving email, please see the directions located [here](#).

## → Can I use Google Takeout to export all of my email in my @mcpsmd.net account?

Yes. Google Takeout is a powerful tool to export all of your Google Suite account data including your Gmail messages. Please note that extreme caution should be exercised as any emails you download offline are susceptible to the [Maryland Public Information Act](#).

For more information on Google Takeout, please see the Google directions located [here](#).

## → Can I save messages to a folder in Outlook to keep them beyond 365 days?

No, the retention period impacts all email in Outlook. If you need to keep a message beyond 365 days, print the email or save it as a file in your home directory or Google Drive.

## → Can I retrieve an email from my @mcpsmd.net account that was deleted on September 1st?

Deleted emails can be retrieved from your trash folder until **October 1, 2019**.

→ **Will I be able to automatically forward emails to my personal email addresses?**

No, MCPS staff are only able to auto-forward emails from their @mcpsmd.org or @mcpsmd.net inbox to their other MCPS-maintained inbox. Auto-forwarding of email to personal email addresses is prohibited.

→ **Will I lose Tasks, Notes, or Calendar items in Outlook after 365 days?**

No, tasks and notes have unlimited retention and calendar items in your @mcpsmd.org account have a 730 day retention period.

→ **Can I change the email address on the staff web page to be my @mcpsmd.net email address?**

No, however, you may set up an automatic forwarding rule to send emails from your @mcpsmd.org account to your @mcpsmd.net account.