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Sent and deleted e-mails missing in Outlook with IMAP: setting the right folders

E-mail

CODE

RLX-MZ-KB-2014

VERSION

v2026.10.16

COUNTRY · LANGUAGE

Mozambique · English

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

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<https://www.meu.interweb.co.mz/knowledgebase/2014>



The short answer: with IMAP, Outlook has to know **which server folder** is Sent and which is Deleted. When it does not, it keeps sent mail in a computer-only folder (which the phone and webmail cannot see), or deleted mail stays crossed out instead of disappearing. The fix is telling Outlook where the folders are.

Symptoms and causes

Symptom	Most likely cause
I send from Outlook and the Sent folder in webmail is empty	Outlook is saving sent mail in a local folder, or in a “Sent Items” folder different from the server’s “Sent”.
There are two similar folders: “Sent” and “Sent Items”	One belongs to the server and Outlook created the other. Only one should be used.
What I delete stays crossed out and does not disappear	Outlook is marking for deletion instead of moving to Trash. It only goes when you purge the folder.
All folders appear inside the Inbox	The server keeps folders under the Inbox; Outlook needs the root folder path to show them alongside.

Putting the folders in place

1

Check in webmail what the server folders are called (for example Sent, Trash, Drafts).

2

Root folder path: in **File > Account Settings > Change > More Settings > Advanced**, type **INBOX** in “Root folder path”, save and restart Outlook. The folders then appear in order.

3

Sent folder: in the versions that have it, same place, **Sent Items** tab, choose “Save sent items in the following folder on the server” and select the server’s Sent folder. Newer versions pick the folder the server indicates by themselves; if they get it wrong, use webmail as the reference and drag older sent mail into the right folder.

4

Deleted items: on the **Deleted Items** tab (when it exists) choose “Move deleted items to the following folder on the server” and select Trash. What you delete then goes to Trash on every device.

5

Duplicate folders: once everything is right, move the contents of the extra folder into the server folder and delete the one left over.

Before deleting a duplicate folder, check in webmail that its contents are already in the other one. A folder that exists only on the computer is gone for good once deleted.

Sent mail counts towards the mailbox space too. A Sent folder with years of attachments is often why the mailbox is full: **your mailbox is full**.

Folders still mixed up? Tell us the address and your Outlook version.

[Open a support ticket](#)

SEE ALSO

[Outlook is not syncing: missing e-mails and folders that do not update](#)

[Duplicate e-mails in Outlook: where they come from and how to stop them](#)

[POP or IMAP: which to choose, and what you lose by picking wrong](#)

[Your mailbox is full: what to delete and how to stop it happening](#)

[How to access your webmail](#)

[How to set up your e-mail in Outlook 2016 and 2019](#)



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TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 • CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz • +258 84 635 1111 • +258 86 635 1111 • www.interweb.co.mz
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