How to clear a mailbox that is nearly full.

You have had a message to warn you that you have used 90% of your mailserver's 1Gb of space allotted to you. To enable more space you have three options:

1. Increase your Storage – at a cost

Ask Chris Harlow if you can pay an additional annual fee to increase your mail storage capacity to 2Gb or more. Be aware that when you nearly have nearly filled the next 1Gb of space you will have a repeat of the mailbox full warning.

2. Download all the online mailbox to your device

Configure the email client (Outlook, Live Mail, Apple Mail etc) on your device (PC, MAC, iPad, smartphone) so that it downloads all the messages from mail server and stores them on your device. The bigger the mailbox the longer the time to download – overnight even. This means the messages are always available to you and do not rely on an internet connection to be able to view the messages archive.

3. Clear some of the mailbox online

View the mailbox online on the mail server and manually remove all unwanted files you no longer need or want to keep such as junk mail, messages with large attachments

a) Go to **webmail.yourdomain.co.uk** – substituting your domain
b) Enter your email address > Enter you password > Click "**LOGIN NOW**"
c) On horizontal menu Go to **SETTINGS** > near the bottom of the page find "**MESSAGES PER PAGE**". From the drop down list select **200**.
d) On horizontal menu Go to **Mail**
e) Click on the **SPAM** folder
f) Quickly look through to see if there is mail you want.
g) Click **MORE** > click **SELECT ALL** > Click **DELETE.** This clears the first 200 files and moves them to the TRASH folder.
   Repeat to clear the next 200 files…
h) Click **TRASH** then click **EMPTY (**on the horizontal menu**)**

Repeat for all the other folders either selecting all the displayed files of selectively ticking those to be deleted.

To prevent a mailbox getting full

This ensures the maximum messages left on the server will never be more then the number of days you have specified and so will never fill up.

Go to your OUTLOOK mail client account settings.
Go to **Advanced settings.** Ticks the box "**Leave a copy of messages on the server**"
Tick the tab "**Remove from server after**" then select the **number of days to wait before the messages are deleted** from the server. If you check your mail from more than one computer and/or a mobile device a 14 – 28 day period should be appropriate.