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Tailored Website Solutions  
Domains | Hosting | Support

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## **Email mailbox is full / it says quota exceeded**

If your mailbox becomes full on the server, you will stop receiving new emails. People who email you will usually receive an email telling them that their message was not delivered because your mailbox quota has been exceeded.

It is very simple to resolve this problem.

### **Use Webmail to get your email working:**

1. Log into your webmail (<http://webmail.yourwebsite.com.au> and enter the username and password for your account)
2. Ensure that any emails you don't need are deleted.
3. Check that any trash is permanently deleted - if you delete an email it just sits in your trash until you confirm you want it gone for good!  
Also check your sent items folder as if you are keeping a record of all the emails you send - along with attachments - this can add to the size of your mailbox.
4. Clearing some "space" in your mailbox, will get your email working again.

### **Ensure the settings in your mail program are correct (Outlook, Mail etc.):**

1. Ensure that your email account settings have been adjusted to remove email from the server once it is retrieved. This can be found under 'More Settings' in the 'Advanced' Tab – Delivery.

*Once you can read an email on your computer, this means it is saved to your computer. If you still have a copy on the server because you didn't select for it to be removed once retrieved, then it means your mailbox on the server will fill up, regardless of whether you delete the copy on your computer.*

*If you select to remove emails from the server and then you go on holiday, so aren't using your computer, you will still be able to access them in webmail. It's only once they are downloaded to your computer (the next time you check your*



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*email from your computer) that they will disappear from webmail.*

*Remember though: Webmail is the main mailbox for your account - if you delete an email from webmail, it is deleted for good.*

2. If using a mobile device you may choose to use slightly advanced settings in Outlook/Mail etc. and choose to remove emails from the server after 1 or 5 days. This way you won't build up a backlog and fill up your online mailbox in webmail, but you will still be able to access recent emails whilst you're out and about.

### **Storing all your emails online forever:**

If you wish to use Webmail and never delete any emails, or you wish to keep a permanent back up of all the emails on your computer by not removing them from the server/webmail, then please WWW.ART about upgrading your hosting so you have more quota.