

## E-Mail Quota

### **What is the e-mail quota ?**

Your pop account has a specific size that varies depending on the offer you subscribe to. When we speak of the quota, it refers to the allotted space for your pop account on our e-mail server.

### **Where do I view my quota ?**

You can view your quota directly on the e-mail server, for example via webmail.

This interface gives you direct access to the server and you can then view your quota here. Once you check your e-mail in your e-mail program, isolate the messages from the server and store them on your computer. The people who use e-mail programs like Outlook rarely have an overquota unless the "leave a copy of the message on the server" option is selected.

### **How does it work ?**

The quota works like hard disk space on your computer. For example, the account has 25 Mb for incoming files to the inbox. You can also personalize the quota to the way that suits you by sorting and storing your messages and files. You can also gain storage space by deleting and emptying your inbox every now and then.

### **What is an overquota ?**

Once you use up all of the allotted space of your account, the e-mail server's capacity is full and cannot receive any new messages. It refuses the new incoming e-mails and adds the following message "user is in overquota".

### **How do I lower my quota ?**

Deleting:

All you need to do is delete some files that you store on your webmail.

If you do so via the webmail interface, don't forget to empty the trash. In the case that you accidentally delete a wanted message, you can access the message in the trash before you empty the trash directory.

Saving on your computer:

To do this, use an e-mail program such as Outlook and move all the files located in your "inbox".

### **My quota is not decreasing !**

Even after having sorted and deleting messages to gain space, your webmail still shows the quota at 100 %. It's ok, often the interface needs time to recalculate the quota. No need to worry: if you have freed up space, the server will verify the free space and allow the inbox to receive incoming messages. It will then also update the quota percentage at the same time.

### **What often happens**

Users often forget to empty the documents in the sent, outgoing, and trash folders.