



I Reached My Mail Quota, What Do I Do???

There isn't an endless supply of e-mail resources on the University's mail.montclair.edu server. Every user on the MSU e-mail system has a quota — or limit — of 200 megabytes, or less, for receiving and storing messages.

What is mail quota? Quota — or limit — is the allocated e-mail space on the mail server for each user. Each faculty/staff member has an account of 200 megabytes for receiving and storing messages on the server. Students, on the other hand, have a smaller space on the mail server. When a user's messages get to **85 percent** of this quota, the user is automatically sent a warning by the e-mail system. Mail kept in all folders on the server count toward the quota.

The smaller the remaining quota, the smaller the message the e-mail system will accept. Messages that are too large are returned to the sender with the message "mailbox full." When a quota is completely used, no messages are accepted and all mail is returned. In this way, the system is not badly impacted by users approaching or exceeding quota: only the user.

To check your quota usage:

- Login to **WebMail**
- Click the **Option** tab, located in the upper right hand corner
- Under the **Account Summary**, you'll find your mail quota information

The screenshot shows the WebMail interface for user Roseni E. Almonte. The top navigation bar includes 'Folders', 'Inbox', 'Message', 'Addresses', 'Options', 'Help', and 'Log Out'. A left sidebar contains links for 'Account Summary', 'Personal Information', 'Password', 'Settings', 'Appearance', 'Vacation Message', and 'Delegated Administrator'. The main content area is titled 'Account Summary' and contains sections for 'E-mail Addresses', 'Name', and 'Quota'. The 'Quota' section is highlighted with a black border and contains the following information:

Quota
Your system administrator may limit the amount of disk space available for mail storage.
Your mailbox disk quota is: 200MB
Your current disk consumption is: 14MB
Your message quota is: Not Limited
Your current message count is: 428

What is IMAP?

There are basically two types of e-mail programs: IMAP and POP. A simplistic way to differentiate between the two is that IMAP (Internet Message Access Protocol) programs keep your e-mail on the server for you to download to different locations and POP (Post Office Protocol) programs only allow the downloading of e-mail to a single location. Montclair State University uses IMAP, which basically means that your e-mail messages reside on the mail.montclair.edu server.

Using IMAP, you can easily read and store messages in folders on the mail.montclair.edu server. You could also store messages on your PC hard drive and/or other storage media device if you wish to.

Even a 10-megabyte storage limit is large enough that it would take several hundred average mail messages to exceed this capacity. However, if you have messages with saved attachments, the attachments are generally larger and will bring you closer to the storage limit.

If you exceed the storage limit, your account will stop receiving messages.

There are several ways users can go over quota:

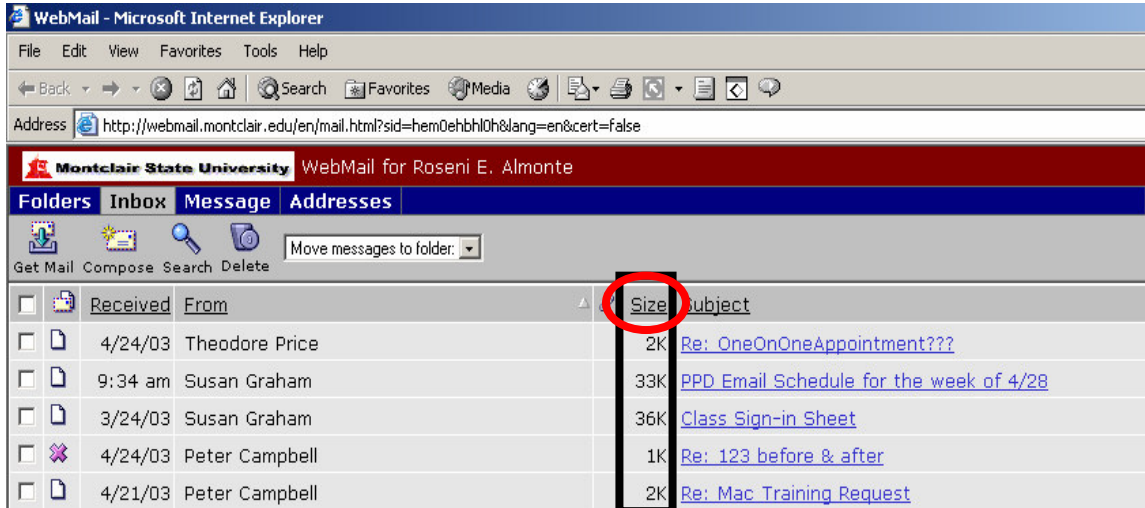
- Receiving very large messages
- Needing to save more messages than can fit into the quota
- Sending out a very large message to several people with large attachments (such as pictures)
- Forgetting that sent mail, including all attachments, is being saved in a folder in the user's e-mail space.

I'm over the Quota, What should I do?

If you receive a message saying that you are at 100% quota, you should immediately remove unwanted messages from your mail.montclair.edu account.

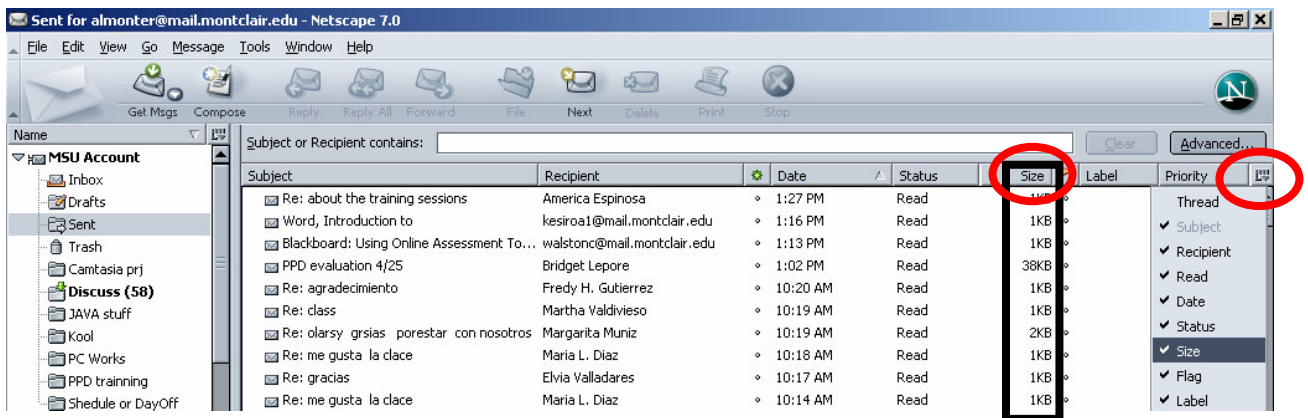
- Sent mail, including all attachments, is being saved in a folder called **Sent**; all unwanted messages in the **Sent** folder must be deleted
- All deleted mail is being saved in a folder called **Trash**. Make sure that you empty out your trash folder. **How to empty the trash???**
 - In WebMail, under your **Folders** tab, if you have messages in the Trash folder a button called **Empty Trash** will appear. Click on the button to empty your trash folder.
 - In Netscape Mail, go to **File/Empty Trash**. Click on the **Trash** folder to make sure there's no messages.
 - Go to **File/Compact Folders**
- Large messages must be removed from ALL folders (including your Inbox, Sent & other folders). **But how do you find out their size???**

If you use WebMail as your mail system, you will notice that there's a column heading called **Size**. Just by clicking on the heading you will be able to sort your messages in ascending or descending order. For example, if you would like to sort your messages by size, you would click the column heading **Size**.



If you use Netscape Mail as your mail system and you don't already have a column with the heading called **Size**, you may add it by clicking on the **More Headings** button at the right hand side of the mail headers, then select the header you want to include in your message pane in this case, **Size**.

After you include the **Size** column heading, you may now sort your messages by size, just by clicking on the heading.



Now that you know how to sort by size, remember that large messages must be removed from **ALL folders** (including your Inbox, Sent & other folders).

Select messages you would like to delete, then click on the **Delete** button. After you have **deleted your messages**, make sure you **empty out your trash folder** and **compact** your folders.

LASTLY, I did everything above...I'm STILL OVER QUOTA, What should I do?

You may want to devise an archiving strategy to make it easy to find messages that can be deleted. For example, create a "hold" or "archive" folder that you examine on a regular basis. Store messages in it that can be deleted at some point in the near future. If you have stored messages that you access infrequently, move/file them to your local machine and delete them from the mail server. For more information on **Archiving Mail**, please visit the <http://oit.montclair.edu> website.