

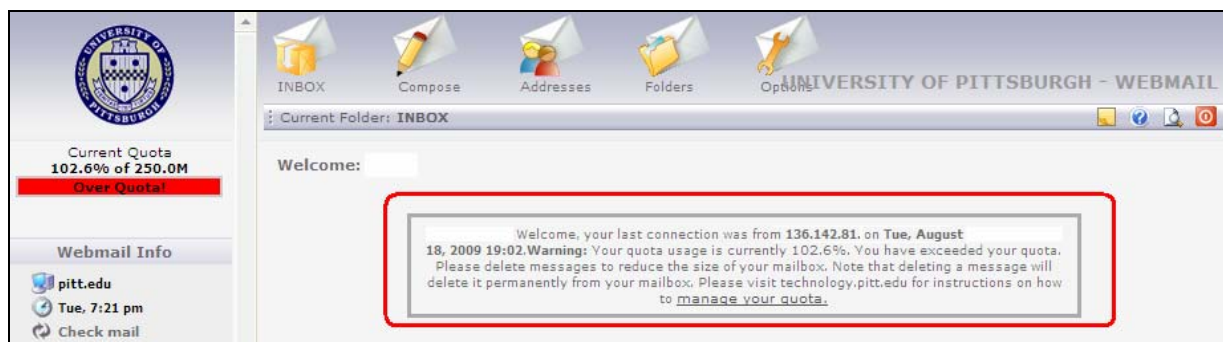


## Managing Your Email Quota Using Webmail

### Overview

The amount of space that stored email messages are permitted to use on the University's email system is referred to as a quota. If you do not **delete** messages from your Inbox and then **purge** them from your Trash folder, they will continue to take up storage space and you will eventually exceed your email quota. If you exceed your quota, you will receive an **Over Quota** warning message. You will need to permanently delete messages until you are again under the email quota.

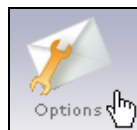
**Important:** Once you have exceeded your email quota, any messages that you delete will be permanently deleted without being moved to your Trash folder. **You will not be able to restore these messages.**



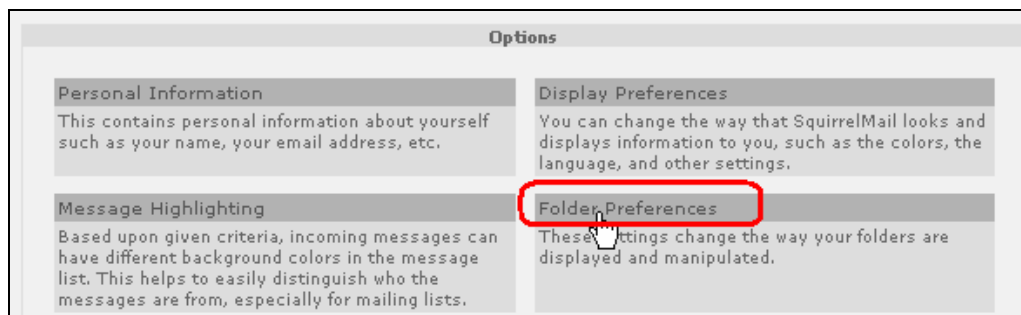
When you are not over quota, messages in Webmail are moved to the **Trash** folder by default when you click **Delete**. They continue to take up storage space in the Trash folder until you click the **Purge** link and permanently delete them. To help prevent you from exceeding your quota, you can change your folder preferences so that your email messages are deleted *immediately* after you click the **Delete** button. This means deleted messages no longer take up space in your Trash folder, but it also means that you will not be able to restore messages once you have deleted them.

### Change Your Folder Preferences to Make Deleting Messages Easier

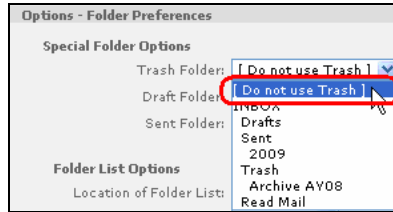
1. Log in to Webmail and click the **Options** button in the Webmail menu bar.



2. Click **Folder Preferences**.



3. Click the **Trash Folder** drop-down menu and select **Do Not Use Trash**.



4. Click the **Submit** button at the bottom of the page.
5. The **Options** screen will display a message confirming that your folder preferences have been changed.

You can now delete messages by simply selecting a message and clicking the **Delete** button.



**Note:** Changing your settings does not remove any *existing* messages that reside in your **Trash** folder. To permanently delete these messages, just click the **Purge** link next to the **Trash** folder.

## Reversing the Changes to Your Folder Preferences

If you wish to return to the Webmail default settings so that messages are stored in your Trash folder before they are permanently removed, click the **Options** button in the menu bar and then click **Folder Preferences**. Click the **Trash Folder** drop-down menu and select **Trash**. Then click the **Submit** button.

## Get Help

The Technology Help Desk at 412 624-**HELP** [4357] is available 24 hours a day, seven days a week to answer your technology-related questions. Questions can also be submitted via the Web at [technology.pitt.edu](http://technology.pitt.edu).