

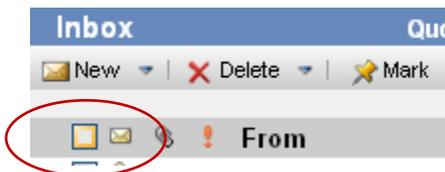
Over-Quota Email

If you have recently received an “Over Quota” message from our email system, you will have to delete some of the email from your webmail account. Login to your webmail account (<https://mail.endicott.edu/> if you are a student, and <https://fs.endicott.edu/> if you are a faculty/staff member).

Your email status bar (found under your name at the top of your webmail account) indicates how much of your allotted quota is being used. When quota is maxed, the bar will be red.



Delete old emails from your inbox and folders. Select an email to delete by checking the box in front of each email. To select all emails in a window, check the checkbox on the header bar (see image). Press the “Delete” icon to move the selected item(s) to trash.



Once you have deleted all the emails, you must “Empty Trash” to fully purge the emails from your account. To empty your trash folder, click the down arrow next to " Delete " and select "Empty Trash".



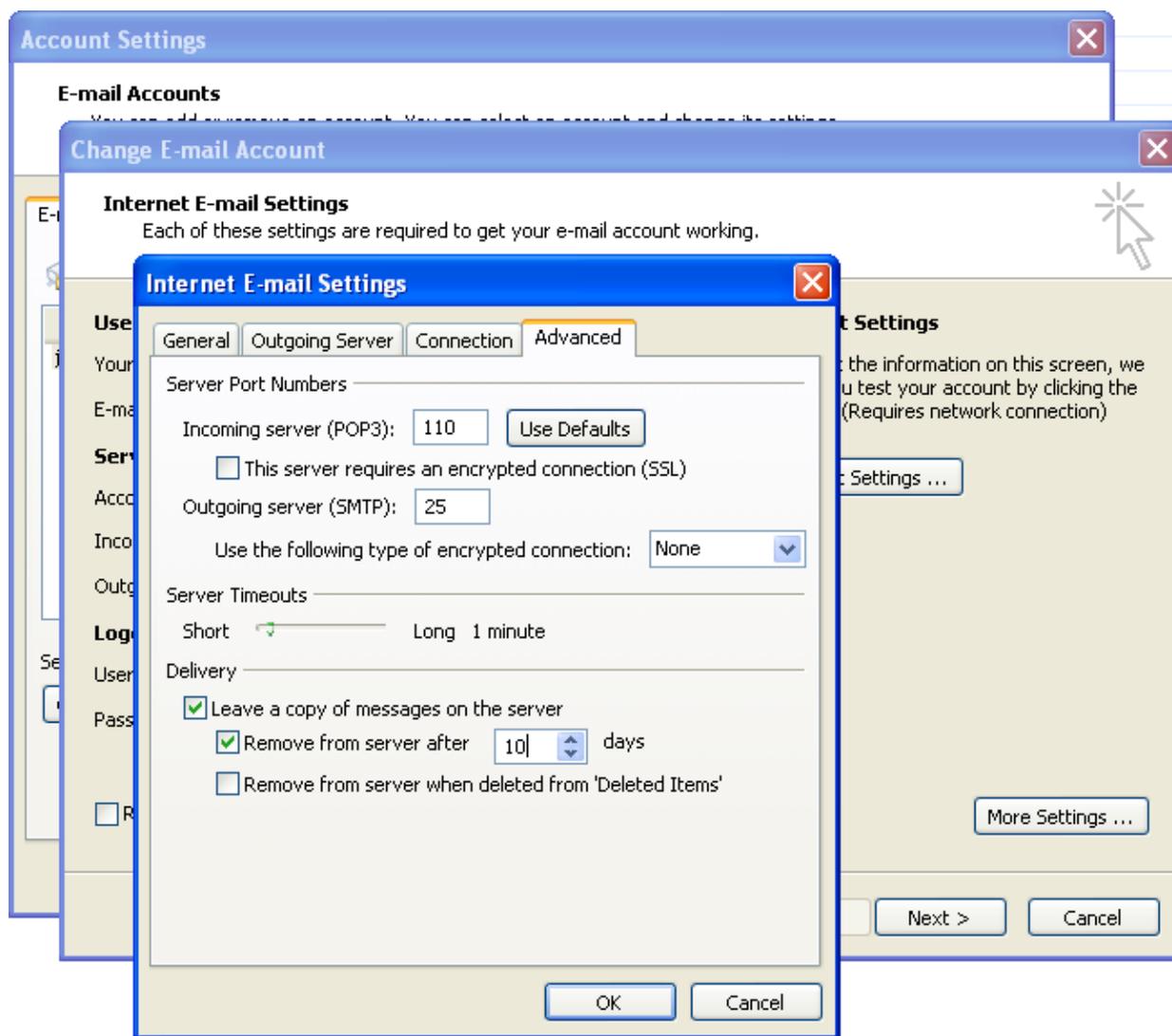
Once you have fully deleted email, your quota should drop to a much lower level. If it hasn't, make sure you have deleted enough old email to make a difference in your account and try again. The bar will be green when you have sufficient quota.



If you are using Outlook and have “Over Quota” issues, check your account settings (Tools → Account Settings → Change → More Settings → Advanced).

Your “Internet Email Settings” will probably have the “Delivery” option “Leave a copy of messages on the server” checked.

To manage your quota, either check “Remove from server...”, with an appropriate number of days entered, or “Remove from server when deleted...”.



(If you choose the latter, be sure to empty your Deleted Items in Outlook frequently.)

Please contact IT support at (978) 232-2072 or support@endicott.edu for more assistance.