

UMass Lowell provides email accounts for its faculty, staff and students. Since the University sends official communications via email, it is imperative that you (1) check your email on a regular basis (2) manage your mailbox to ensure space is available for incoming messages. The following instructions will provide tips to help you maintain your email folders. [Please call the Help Desk if you need assistance.](#)

Introduction

Each user on the UML Exchange server is given a limit on how much mail they can store.

Students - 100 MB (100,000 KB)

Faculty and Staff - 500 MB (500,000 KB)

For student email accounts only:

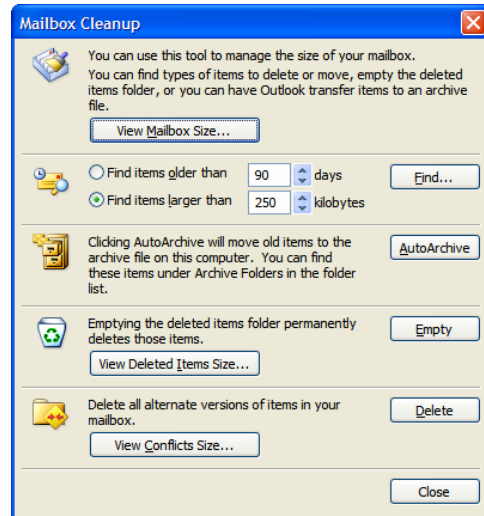
- On the first day of every month, messages in your Inbox that are older than 120 days (4 months) will be permanently deleted. If you want to retain messages older than 120 days, you will need to move them to another folder (not your Inbox).

For all email accounts (faculty, staff & students):

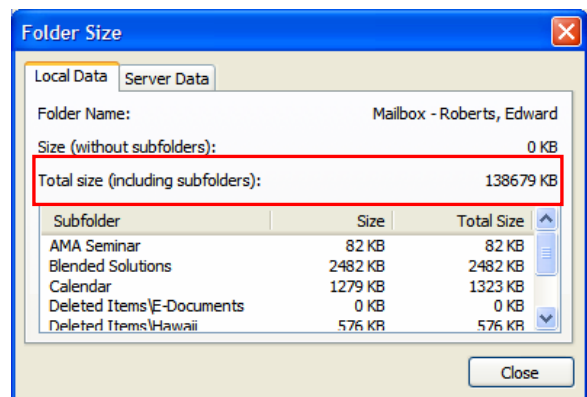
- Every week (on Sunday), all items in your Deleted Items folder are permanently deleted.
- When you have come close to exceeding your quota (92 MB for students; 490 MB for faculty/staff), you will receive an automated email message advising you to remove items from your Exchange mailbox.
- You will be unable to send new messages if your mailbox reaches its limit. You will be unable to send or receive messages if you have exceeded your mailbox limit.
- Upon receiving a message that you have gone over the quota, you should immediately correct the problem to ensure that you can continue to both send and receive your email messages.
- Be proactive by checking your mailbox regularly.
- Public Folder items and your Personal Address Book do not affect your Exchange quota.

Check Your Current Mailbox Storage (Outlook Client)

1. Click **Tools > Mailbox Cleanup...**



2. Click **View Mailbox Size...**



NOTE: The amount of space currently being used will be displayed as kilobytes (KB).

Check Your Current Mailbox Storage (Outlook Web Access)

You can also check your remaining storage space online using Outlook Web Access.

1. Open a web browser and go to:

Students: <http://webmail.student.uml.edu/mailboxsize>
 Employees: <http://exchange.uml.edu/mailboxsize>

2. Enter your email address and email password.
3. The total space used will appear at the bottom.

Mailbox - edward_roberts@uml.edu	
Folder	Size
Edward_Roberts	0 KB
AMA Seminar	80 KB
Blended Solutions	3115 KB
Calendar	903 KB
Wannalancit Training Lab	22 KB
Contacts	289 KB
Deleted Files	0 KB
Deleted Items	16886 KB
Total	153277 KB (149.6 MB)

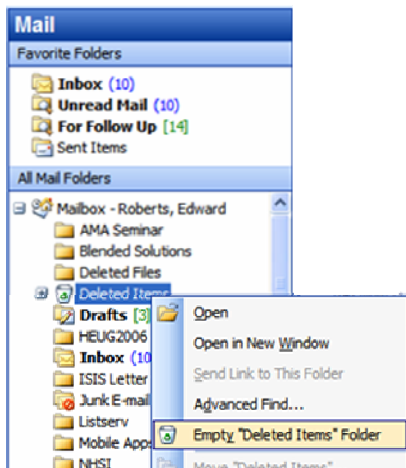
Clean Up Your Mailbox

After performing one or more of these actions, recheck your remaining storage capacity (above) to see if you have eliminated the problem.

Deleted Items Folder

1. Right-click on the deleted items folder and select **Empty Deleted Items Folder**.

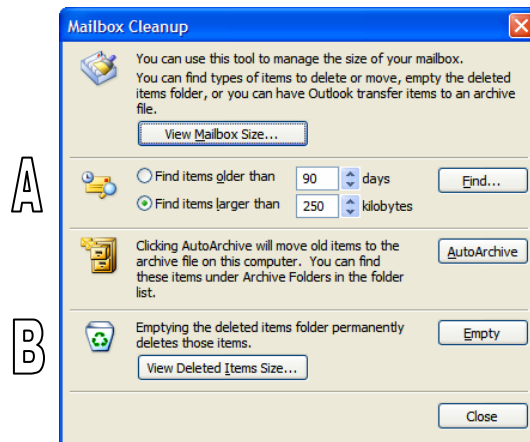
Items you delete from your Inbox and other folders are not truly removed from your Exchange quota until you empty your Deleted Items folder.



Sent Items, Inbox and Custom Folders

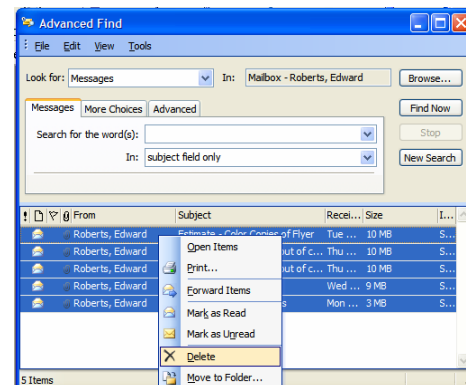
You can save some space by deleting the items in your Deleted Folder; by deleting old messages; or by deleting messages over a certain size.

1. Click **Tools > Mailbox Cleanup...** and perform one or more of the following actions.



- A. Select either **Find items older than** and enter the number of days or select **Find items larger than** and enter a file size. Click **Find...**

The list of matches will display. You can select multiple items by holding down the Ctrl key and clicking on each message (**Ctrl-click**). You can select all items by clicking on the first item and press the Shift key as you click the last item (**Shift-click**).



- B. Right-click on the list of items you selected and select **Delete**.

Click the **Empty** button to permanently delete items that have been moved to the Deleted Items folder.

Click **Close** when finished.