



Email Quota Management

UTAS Webmail email accounts have a fixed limit (Quota) on how much storage they can contain.

You can see how much of this quota you are currently using by logging into UTAS Webmail.

The quota, and percentage currently being used, is displayed near the top left after login. (Note that this only refers to how much is stored on the mail servers, not how much is stored on your personal computer).

If your account reaches its quota limit, no further email will be delivered to your account until after you have reduced your account's usage to less than the quota.

Therefore if you fill your quota, you will need to reduce your usage as soon as possible to avoid missing messages.

You can reduce your usage by deleting emails. You will then need to empty your 'Trash' folder or 'Expunge' deleted messages to free up the used storage space.

If you are using POP (post office protocol) with an email client like Eudora or Outlook to access your email and find that you are no longer receiving new messages, log into Web Mail to check your quota usage. If you've filled your quota, you may need to re-configure your email client to delete messages from server after downloading (or to not leave messages on server), or to reduce the number of days that messages are left on the server after being downloaded.

If you require further assistance, please contact the IT Resources Service Desk.

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