

FAQs:

Q: MUSC Outlook has a mailbox limit of 200 megabytes, how do I manage my inbox to avoid exceeding the limit?

1. Check your current mailbox storage frequently (**monthly**). CLICK **Tools, MailBox Cleanup, View Mailbox Size**.
2. In the grey-shaded area, FIND **“Total Size (including subfolders)”** and VIEW your current storage (i.e., # of KBs). You must be < 200,000 KB. If over or close to 200,000 KB.....delete emails per below:

Deleting Emails (go to **SENT ITEMS subfolder**).

3. **Step 1**- Determine if you need to save/archive any files by dragging the file to your **ARCHIVE** folder or other subfolders.
4. **Step 2**– Sort emails by date (most current at top of page). Delete large blocks of emails: Click **SHIFT, PAGE DOWN** (highlights emails to be deleted). Right Click, then Select **DELETE** and then **YES**.
5. **Step 3**– Repeat above procedure with **INBOX** subfolder.
6. **Step 4** - Empty your **DELETED ITEMS** subfolder. Right Click **DELETED ITEMS** subfolder. Select **Empty “Deleted Items” Subfolder**.

Q: I can't send or receive emails, I received a “mailbox size is over the limit email” ...what do I do”?

A: Complete Steps 1 and 2 above, then resend the email.