## **CT Mail Quota Overage**

You are at 600MB storage capacity for your email account. It is vital that you reduce your mailbox size or your email account will automatically disable. This means you will no longer be able to send or receive email. **Please take immediate action** to avoid this inconvenience to your clients.

You may use the attached documentation to view folder sizes to determine where you may reduce space.

You may consider deleting the contents of your "Sent" or "Trash" folders.

You may also consider using an additional workstation client to supplement your web based connectivity.

Please contact <a href="mailto:support@okcareertech.org">support@okcareertech.org</a> or ext. 173 if you would like assistance.

## **How to Determine Folder Size in CT Central**

- 1. Open Firefox and login to CT Central
- 2. Access your Inbox



3. Click on the Folders Icon in the Horizontal Toolbar



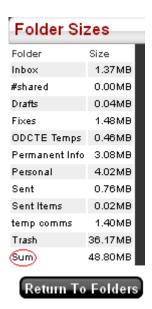
- 4. Select the top check box to select all Folders or check the boxes next to the folders of which you would like to view the size.
  - a. If you have folders within folders, be sure to expand the directory before checking the top check box to select all folders or they will not be included.



5. From the dropdown box select Show Size and wait for page to load.



6. View your Folder sizes, noting the Sum amount cannot exceed 600MB.



## **How to Delete Folder Contents**

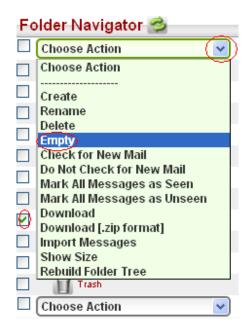
- 1. Open Firefox and login to CT Central
- 2. Access your Inbox



3. Click on the Folders Icon in the Horizontal Toolbar



- 4. Select the Folder(s) that contain information you would like to delete entirely.
- 5. From the dropdown box, select **Empty**.



6. Confirmation request appears.

**WARNING**: This will permanently delete all contents. There is no option for retrieval after you select 'Empty Selected Folders'.

