

Welcome to "ITS Technology Tips," where we bring you some useful information about the technology here at Loyola and effective ways to use the technology. Remember to visit the weekly [Tech Tips Blog](#) for the latest tips and the [Technology Tips Archive](#), to find all Tech Tips in PDF format, categorized for easy access.

Student E-mail Tips

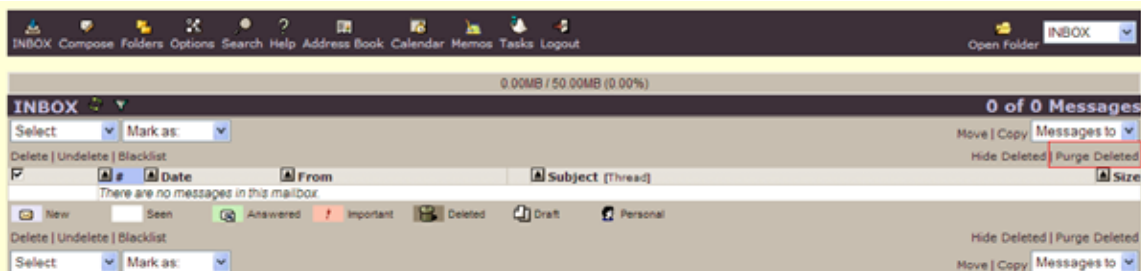
NOTE: This week's technology tips are for Loyola students only.

Are your email messages getting bounced back to senders because you are over quota? Do you wonder why you are still over quota, even though you've gone through and are convinced you have deleted everything you can possibly delete? This week's technology tip will give you some steps to help you keep your mail box under quota.

Every Loyola student is allotted 50 mb of disk space for Student E-mail. If you are over quota, you can no longer receive or send e-mail messages. E-mail delivery will resume only when you permanently delete enough messages to get below quota. The top mistake that students make is forgetting that deleting messages does not *permanently* delete them – it simply marks them for deletion. You must purge deleted messages. Until you manually purge your messages, they will still take up valuable quota space.

Student E-Mail Tip 1: Purge your Deleted Mail!

Deleting mail is a two-step process. Deleted messages appear with strikethrough lettering and a trash can icon to the right of the check box. You can immediately purge deleted messages by clicking on **Purge Deleted**. This command is on the top right corner of your Student E-Mail interface. After your mail is purged, the messages are permanently deleted and no longer use disk space. Remember to purge your deleted items regularly.



Student E-mail Tip 2: Change Default Maintenance Settings for Purging E-Mail

You can change your default settings in your student e-mail options so your deleted messages will be purged automatically.

To Change Settings:

1. On the **Options** page, click **Maintenance Options**.
2. Click "**Purge old message in the Trash folder.**"
3. Set the option to purge at least **Monthly**.
4. Click **Save Options**.



Student E-mail Tip 3: Delete Messages with Attachments

Another error students make is letting attachments take over their mailbox. If someone sends you pictures or a video clip via email, the file remains on the mail server, even after you download it onto the computer. The same goes for attachments you send as well. One way to free up space on your email account is to go through your mailbox and delete the messages that have attachments.

A quick way to find your attachments is to view your mailbox by message size.

When in mailbox view, click the arrow next to the size column header in the top right. This will sort the messages in order of descending size. You will see the largest messages in the first page of your mailbox.

You may want to examine your In Box, Sent Mail, and other mailboxes for large attachments. You can select multiple messages for deletion by clicking on the email and the delete key on your keyboard. Don't forget to purge your mail after deleting!

