

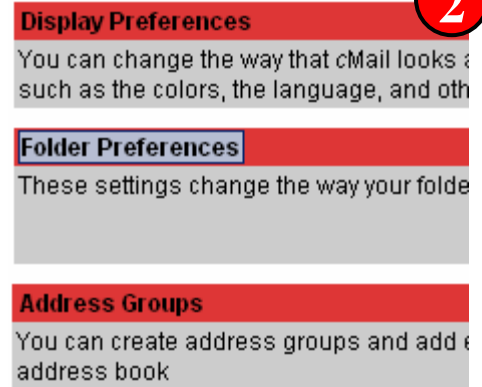
HOW TO DELETE MAIL IN CMAIL WHEN YOUR ACCOUNT IS OVER QUOTA

cMail users a Trash folder to help prevent messages from being deleted by accident. However, if an account is over quota mail cannot be copied into this folder and trying to delete mail will result in an error. This document will tell you how to set cMail not to use the trash folder so mail can be deleted and the account brought under quota.

Step 1: While in cMail click on the **Options** button on the top bar.

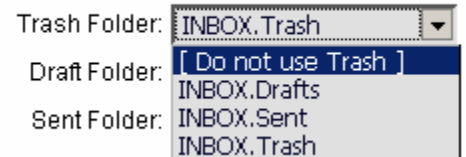


Step 2: With the options menu select the **Folder Preferences** section.



Step 3: Use the dropdown menu next to the **Trash Folder** and select **[Do not use trash]** from the list that appears. Then click the **submit** button at the bottom of the page.

Special Folder Options



Step 4: Click on the **Inbox** folder to return to your Inbox. You will now be able to delete messages in the normal way. These messages will be immediately removed from your mailbox.



*Note: It is recommended that after your mail is brought back under quota that you use steps 1-4 to change your trash folder back to the default of **Inbox.Trash** to restore the protection of having a trash folder.*