

# NHSmail: Manage your mailbox quota


Version 2

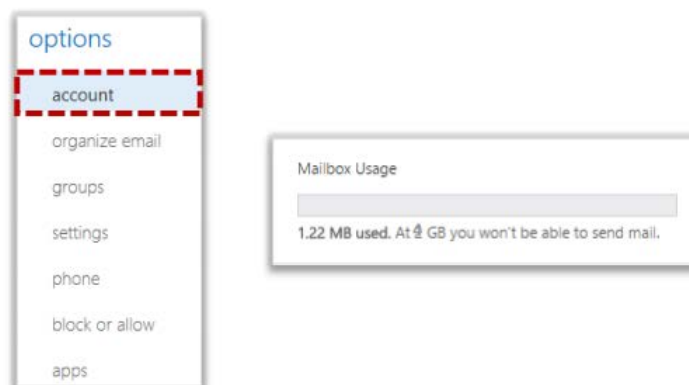
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## Manage your mailbox quota efficiently

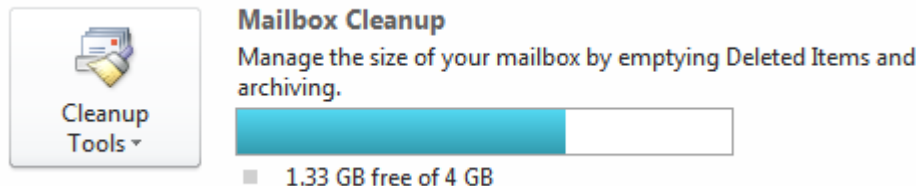
You should regularly check and keep within quota as when your mailbox is over quota, you will not be able to receive or send emails. You can check your mailbox quota in Outlook Web App ([www.nhs.net](http://www.nhs.net)) by following the instructions below:

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Click on the **settings icon**  at the top right of the screen and select **Options** where you will see your mailbox quota detailed under **account**



If you are using an Outlook desktop client, you can check your mailbox quota by clicking on 'File' and your mailbox quota will be shown. For example:



When items are deleted out of the deleted items folder, they are kept for a further 180 days in a recoverable items area in line with the NHSmail [Data Retention Policy](#). This recoverable items area is the same size as your mailbox quota (for example 4GB). This can also become full as it keeps the emails for 180 days meaning that you are unable to delete any more emails.

To manage your mailbox and recoverable items area efficiently, you should delete items regularly rather than in bulk periodically.

As stated in the NHSmail [Acceptable Use Policy](#), NHSmail is not designed as a document management system. Documents, emails or messages that are required for compliance or retention purposes should be stored within your organisation's document management system in accordance with your local information governance policies

## What happens when you reach your mailbox quota

When you are 400MB from reaching your mailbox quota, you will receive an automated warning email.

Once you reach your quota, you will no longer be able to send emails and will receive an automated warning alerting you to this. You will need to reduce the size of your mailbox to be able to continue sending emails.

Once you reach your quota plus an additional 1 GB, you will no longer be able to receive emails and will receive an automated email alerting you to this. You will need to reduce the size of your mailbox to be able to send or receive emails.