



### **Mail quota limit has been exceeded**

Messages warning that your "quota limit" will soon be or has been exceeded refer to your 50 megabyte e-mail box on our mail servers. It means that you have received so many messages, or too many large messages, that your mail box is almost full or has filled up completely.

When it is full, all future incoming messages will be rejected and returned to the original sender with a delivery failure notification telling them that the message could not be delivered because your mail box was too full to accept any more incoming messages. Follow the instructions below to remedy this problem.

### **Opening the Gorge.net webmail**

1. Open Internet Explorer (Netscape, Mozilla, Firefox, Safari, etc.) while connected to the internet.
2. Type <http://mail.gorge.net> in the address bar and press enter.
3. Type your email address and password in the appropriate fields and click "Login."  
*Note: If you do not know your password, give us a call and we can verify your identity and reset your password for you.*

The Inbox has 4 vertical columns: From, Subject, Date, and Size. Look in the "Size" column. Does anything have an unusually large number? Anything over 500KB or 1 MB should be treated as large. Other locations to look for large emails are in the Sent Items folder or any other folders on the left side of your webmail.

### **Deleting unwanted emails**

1. Click on the check box on the left side of the emails you wish to delete.  
*Note: To select all the messages on the page, check the topmost box.*
2. Click the "Delete/Undelete" button above the list of email messages.
3. Click the "Purge Deleted" button to permanently delete messages

To the left of these large messages, or any messages that you wish delete, click in the check box to mark it for deletion.

### **Mail Client Configuration**

Now that the space is freed up on the server, an email client can be configured to automatically delete messages from the server after a certain amount of time. In most email clients, this is similar to:

Tools -> Account Settings -> More Settings -> Advanced

From the Advanced section, this is usually listed at the bottom in the Delivery section. This should typically be set to roughly between 7 and 14 days:

Leave a copy of messages on the server  
...For <number> days