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Mailbox storage limits in Outlook.

Applies To Amrita Vishwa Vidyapeetham Outlook Web Access (OWA) users.

Note: This support article is only applicable if you sign in with a work or school account.

STORAGE CAPACITY FOR EACH CATEGORY

	Teaching	Non-teaching	Student	Department	Student Clubs, Professional bodies, etc.	Conferences and temporary accounts
OneDrive Storage	50GB	25GB	5GB	50GB*	25GB*	10GB*
Additional OneDrive Storage based on request and assessment by ICTS and approval of Chairperson	50GB	-	-	50GB*	25GB*	10GB*
Outlook Storage	25GB	10GB	5GB	50GB*	10GB*	10GB*
Additional Outlook Storage based on request and assessment by ICTS and approval of Chairperson	10GB	10GB	-	-	10GB*	10GB*
Outlook Archive	25GB	10GB	5GB	50GB*	10GB*	10GB*

"Quota Exceeded, your account is above quota limits"

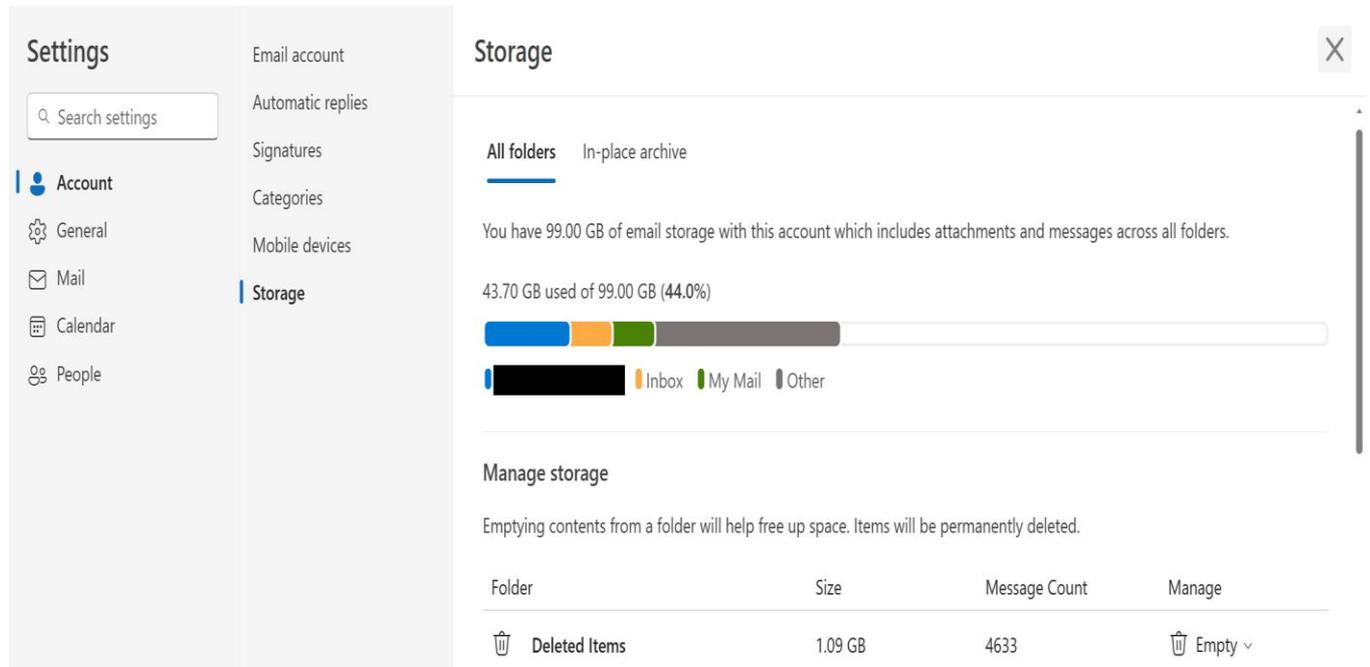
If your mailbox is nearing its maximum capacity, we will begin sending you emails and in-app messages telling you your storage is almost full. If it does exceed capacity, you won't be able to send or receive any messages. Also, people who send you email will receive an error message that tells you your mailbox is full.

To see how much mailbox storage you've used and quickly clear up space:

1. At the top of the new Outlook window, select **Settings**  > **Accounts** > **Storage**.

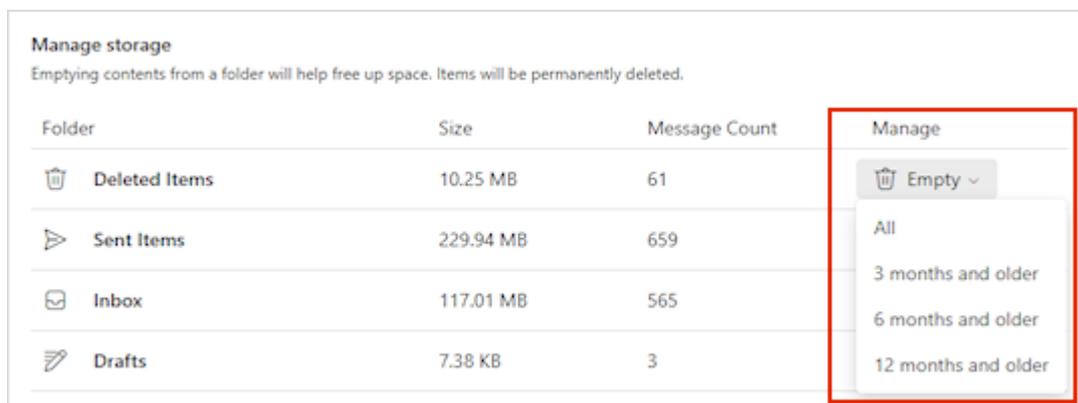
Clean up Mailbox

From the **Settings** > **Storage** page you should see a breakdown of how much space each folder in your mailbox is taking. Below, you should see a list of the folders represented in the breakdown with the option to permanently delete all items (or those older than 3, 6, or 12 months) in these folders to free up space.



The screenshot shows the Outlook Settings application with the 'Storage' section selected. The left sidebar contains navigation options: Account, General, Mail, Calendar, and People. The main area displays the 'Storage' page for an email account, showing a total of 99.00 GB of storage and 43.70 GB used (44.0%). A progress bar indicates the usage. Below the progress bar, there is a 'Manage storage' section with a table of folders. The table has columns for Folder, Size, Message Count, and Manage. The 'Deleted Items' folder is highlighted, showing a size of 1.09 GB and 4633 messages. A trash icon and 'Empty' button are visible next to it.

Folder	Size	Message Count	Manage
 Deleted Items	1.09 GB	4633	 Empty ▾



This close-up view of the 'Manage storage' table shows the 'Manage' column for the 'Deleted Items' folder. A red box highlights the 'Manage' dropdown menu, which includes options: 'Empty', 'All', '3 months and older', '6 months and older', and '12 months and older'.

Folder	Size	Message Count	Manage
 Deleted Items	10.25 MB	61	 Empty ▾ All 3 months and older 6 months and older 12 months and older
 Sent Items	229.94 MB	659	
 Inbox	117.01 MB	565	
 Drafts	7.38 KB	3	

How to permanently delete email

When deleting items from **Inbox** or other folders, items are sent to the **Deleted Items** folder by default. The **Deleted Items** folder counts toward your mailbox storage quota until it is manually emptied.

To permanently delete a message or messages, select or highlight the messages, press Shift and DEL on your keyboard.

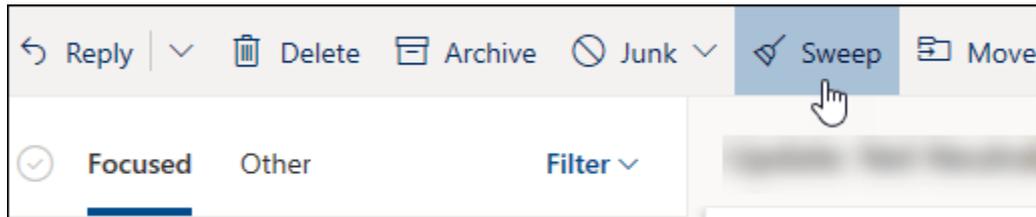
Other ways to reduce your storage

To make room in your mailbox, try the following solutions.

A. Sweep unwanted Emails from your inbox.

Use the Sweep button to quickly remove unwanted email from your inbox or archive folders. Sweep lets you automatically delete all incoming email from a particular sender, keep only the latest message from that sender, or delete email that's older than 10 days.

To sweep your inbox, choose a message you want to sweep, and select **Sweep**.

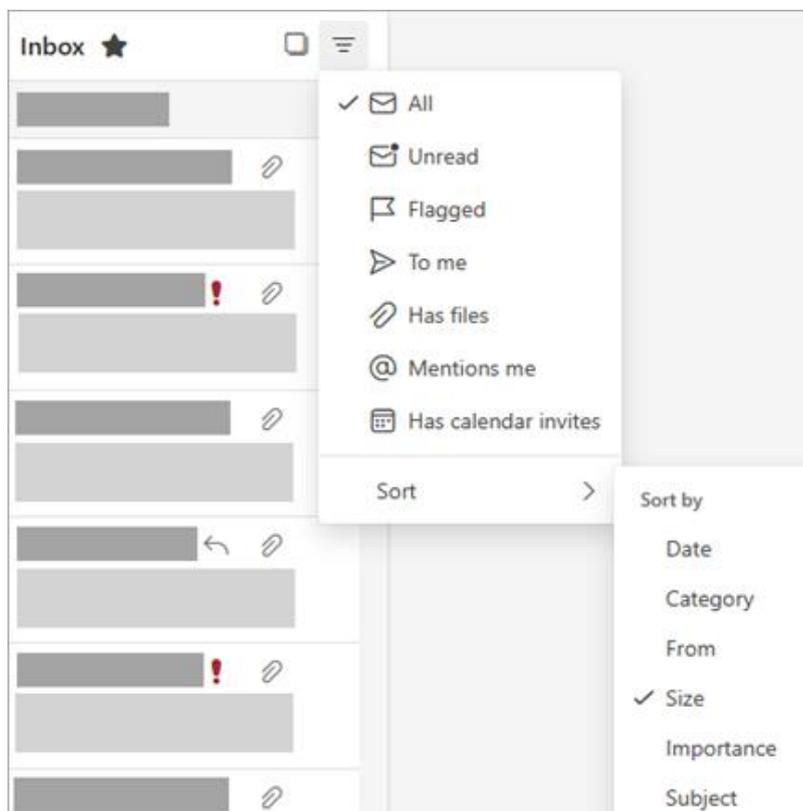


To learn more about Sweep, see [Organize your inbox with Archive, Sweep, and other tools in Outlook.com](#).

Important: Items deleted using Sweep will not count toward reducing your storage quota until they are also deleted from the **Deleted Items** folder.

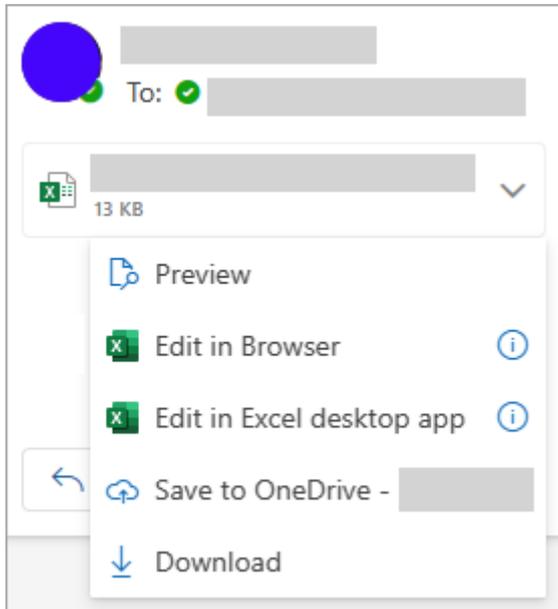
B. Saving attachments to Onedrive.

1. At the top of your message list, select **Filter** > **Sort by** > **Size**.



Note: If the message list sorts the smallest messages on top, click **Filter > Sort by > Size** again to put the largest messages on top.

2. Select the message containing the attachments you want to upload to OneDrive.
3. Beneath the attachment, select **Save to OneDrive**.



4. Permanently delete the original email that contained the attachment by pressing Shift and DEL on your keyboard.

C. Delete emails that includes files and photos

To delete the file or image, you must delete the message it's attached to:

- For **All images**, find the corresponding message in your mailbox and delete it.
- For **Sent images**, go to your [Sent Items](#) folder, find the corresponding message, then delete it.
- After deleting the message, you also need to delete it from your **Deleted Items** folder. Go to [Deleted Items](#), select the item or items to remove, then select **Delete**.

[How else can I increase sending and storage limits](#)

If you are still unable to make enough space using the above methods you can try the following:

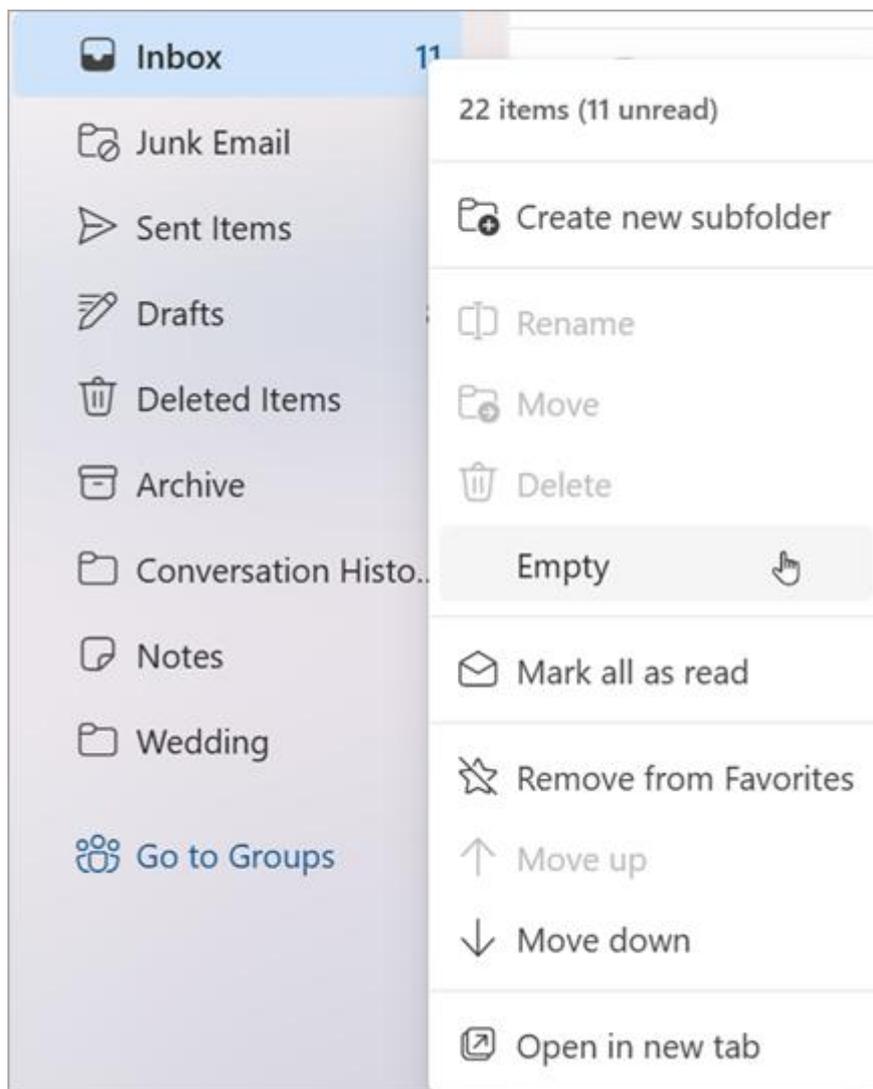
- Move items to your [archive mailbox](#).
- Reach out to your IT admin and ask for them to provision you more space.

Delete all email in Outlook on the web

Applies To Outlook Web Access (OWA) users.

You can delete all the email messages from your Inbox in just a few steps.

1. Sign in to outlook.office.com. Need help signing? See [How to sign in to Outlook on the web](#).
2. Select **Mail** to display your emails.
3. Hover over your **Inbox** and select **More >Empty**.



4. All the email in your inbox will be moved to the **Deleted Items** folder.
5. To permanently delete the messages, go to **Deleted Items** and select **More >Empty**.