My mailbox is always full, what can I do?

Our @nucleus.com mailboxes are 250 mb in size. If you have a domain and we host your email, mailbox size can be larger depending on your hosting package. Note that email was not designed for file(photo) storage or file(photo) transfer! Some options are:

1. If you have a google account, upload photos to google photo and other file types can be uploaded to google drive. Google allows you to share all your photos and files.
2. Dropbox is a good storage solution for storing and sharing all file types.

The steps for managing your email are the same whether you have an @nucleus.com or your own domain. Note that all the folders in your mailbox count towards your total space allotment. You can find the size of each folder in your mailbox by going into your application settings or preferences.

When you set up a POP account, your email is downloaded to your computer or laptop. There is a setting in your POP account properties to delete the emails from the server after a set amount of time. You can have POP set up on multiple devices buy you will want to enable leaving a copy on the server for ‘X’ days to allow time to synch across them all. Note that ’Pop’ing of messages will only pull your messages from the inbox on the server and will not update from other folders that have been created.

We recommend that you set up IMAP on your phone or portable device, as these devices often do not have enough memory for a POP account. They generally have a smaller and finite storage capacity than a computer, although some devices have the capacity to add larger memory cards to them.

IMAP accounts sync all the folders that you can setup on your phone with the server, as well as other devices that are setup as IMAP. Each device takes a copy of what is on the server and sync with each other, as long as they are set up properly.

Did you also know that when you have multiple devices you may create additional sent messages or deleted items folders on the server? Iphone may add folders called sent messages and deleted messages. Android may add folders called sent items and deleted. Note that when you get rid of a device it does not clean out these folders.

All this background information does not help clean out your full mailbox; so continue reading.

If you never delete messages, eventually they will fill up your mailbox. Your inbox or sent items can become very large and unmanageable if you do not delete or organize the messages. You can export your email to a backup or a file, which includes cloud storage. This removes them from your mailbox and still allows you to see them. Make sure that you have enough space to store the file.

Did you know that when you delete messages, they are selected for deletion or are moved into the deleted items folder and just sit there? The deleted items folder is a last resort in case you delete a message by accident, so you can retrieve it. To actually remove deleted items, you can set up your mailbox to purge this folder at set times, or you must go in and purge them yourself. These settings can usually be found in your application settings or preferences.

Did you know that most applications save a copy of sent messages? If you forward emails often, you probably have TWO of the same messages stored, one in your inbox and the forward one in your sent messages. At least one if not both folders should be cleaned out.

Do you download your attachments and delete them from your mailbox? Attachments can take up your mailbox space quickly. Any of those photos that are attached to emails count as attachments. Check the size of the email and if it 2 or 5 or even 10 Mb in size, you don’t need very many to fill up your mailbox. Note that our Nucleus email server will accept up to 25 Mb emails. Imagine if you forward them and then you have multiple copies. We suggest that you download photos or attachments and either remove them from the email or delete the message.

If you are still having trouble seeing where your emailbox space is going, log onto the webmail using a web browser.

For nucleus, go to https://webmail.nucleus.com and enter your full email address and password.

For hosted email, go to https://webmail.domainname and enter your full email address and password.

The webmail application allows you to see all your email folders and allows you to sort and view your messages by date, size, from and subject. The size function allows you to see the largest to smallest messages, or smallest to largest messages.

These tips should help you but if you need more assistance, call or email support.