

Mailbox Quota

How do I select all mails in a folder using Baya V3 and move them to Trash?

1. [Login to your account](https://docs.mithi.com/home/faqs-on-baya-v3-web-client-in-skyconnect#how-to-log-in-to-baya-) (https://docs.mithi.com/home/faqs-on-baya-v3-web-client-in-skyconnect#how-to-log-in-to-baya-) on Baya V3.
2. Select the **Mail** application from the Application Switch.
3. From the **Folders** list on the left, select the folder.
4. The middle pane will list all the mail in the folder.
5. From the bottom of the middle pane, choose **All** from the **Select** drop down list.
6. Click on the **Delete** icon on the Tool Bar.

How do I clean the Trash folder using Baya V3?

1. [Login to your account](https://docs.mithi.com/home/faqs-on-baya-v3-web-client-in-skyconnect#how-to-log-in-to-baya-) (https://docs.mithi.com/home/faqs-on-baya-v3-web-client-in-skyconnect#how-to-log-in-to-baya-) on Baya V3.
2. Select the **Mail** application from the Application Switch.
3. From the **Folder** list on the left, select the **Trash** folder.
4. The middle pane will list all the mail in the **Trash** folder.
5. From the bottom of the middle pane, choose **All** from the **Select** drop down list.
6. Click on the **Delete** icon on the Tool Bar.

I have deleted mail, but the storage used is the same.

When you delete mail, they move to the Trash folder. To delete them from the server, the Trash folder has to be emptied.

I have deleted some mail and the new usage is reflected in the Settings page of Baya V3, but I still can't send mail.

The changes made to the mail box usage take about 15 minutes to the mail sending module. You will have to wait for 15 minutes before you can start sending mail.

How do I know now much quota is allocated to me and how much I have used?

To check the allocated quota and usage, you can login to Baya V3 and check the mailbox quota as mentioned [here](https://docs.mithi.com/home/how-to-manage-mailbox-storage-or-quota-using-baya-v3#viewing-server-storage-and-quota-details) (<https://docs.mithi.com/home/how-to-manage-mailbox-storage-or-quota-using-baya-v3#viewing-server-storage-and-quota-details>). In addition, if you have a limited quota, then you will also receive email alerts when your mailbox usage crosses 60%, 75%, 80%, 90% and 100% of the allocated quota.

Does the number of mail I have downloaded on my desktop impact my quota usage?

No. The mailbox quota applies to the storage used by your mailbox on the server. Click here to find out [how to clean the server mailbox usage](https://docs.mithi.com/home/how-to-clean-the-server-mailbox-usage). (<https://docs.mithi.com/home/how-to-manage-mailbox-storage-or-quota-using-baya-v3#keeping-the-storage-within-the-quota-allocated>)

I have received a Mailbox Quota overuse alert, what do I do?

The system has been configured to send you mail alerts when your mailbox storage usage crosses 60%, 75%, 80%, 90% and 100% of the allocated quota.

If your usage hits or crosses 100% of the allocated quota, you will be unable to send out emails.

Follow the instructions here to find out [how to keep your mailbox below the allocated quota](https://docs.mithi.com/home/how-to-keep-your-mailbox-below-the-allocated-quota) (<https://docs.mithi.com/home/how-to-keep-your-mailbox-below-the-allocated-quota>).

For increase in the allocated quota, contact your domain administrator.