

## How much space do I have left on my FASMail Account?

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Have you used up your storage quota within **FASMail**? Are you unable to send emails because your mailbox is full? -- Yes, Storage is finite, and mail can rapidly accumulate. Check how much you have used, and how to keep your 'Inbox' tidy.

### Requirements:

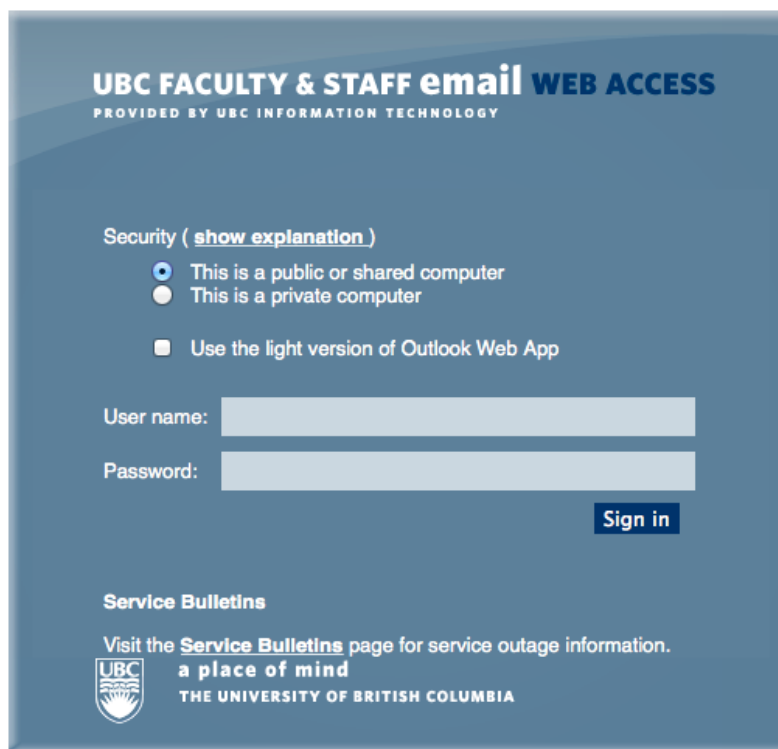
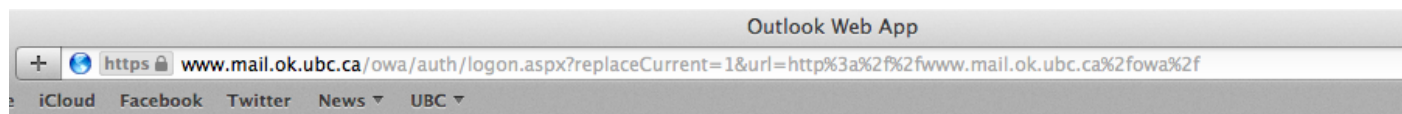
Does this apply to you? To check your space, you must:

- Have a CWL Account.
- Have a UBC Email ([First.Last@ubc.ca](mailto:First.Last@ubc.ca)).
- Access to the Internet and a web browser (of your choice, hooray)!

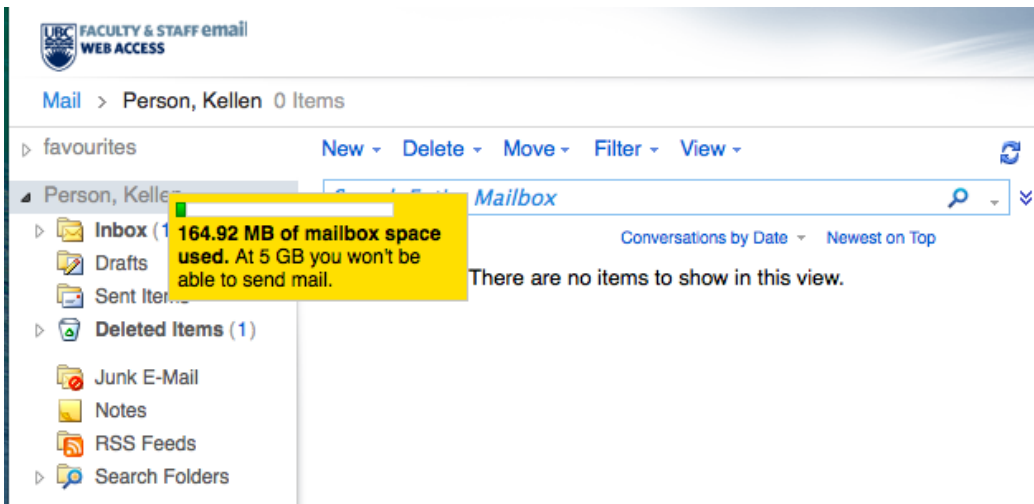
### Instructions, Checking Storage Space:

Open up your **Web Brower**, or because you are already viewing this page in it, click this link: <https://mail.ok.ubc.ca/> .

Login with your CWL Credentials:

A screenshot of the "UBC FACULTY & STAFF email WEB ACCESS" login page. The page is dark blue with white text. At the top, it says "UBC FACULTY & STAFF email WEB ACCESS" and "PROVIDED BY UBC INFORMATION TECHNOLOGY". Below that, there is a "Security ( show explanation )" section with three radio buttons: "This is a public or shared computer" (selected), "This is a private computer", and "Use the light version of Outlook Web App". There are two input fields for "User name:" and "Password:". A "Sign in" button is located to the right of the password field. At the bottom, there is a "Service Bulletins" section with the text "Visit the Service Bulletins page for service outage information." and the UBC logo with the tagline "a place of mind" and "THE UNIVERSITY OF BRITISH COLUMBIA".

Once logged in, hover your mouse cursor over your name on the left hand side, like so. Wait a few seconds for the box to appear:



Note that this will cause a yellow box to appear, with a bar indicating your mailbox health.

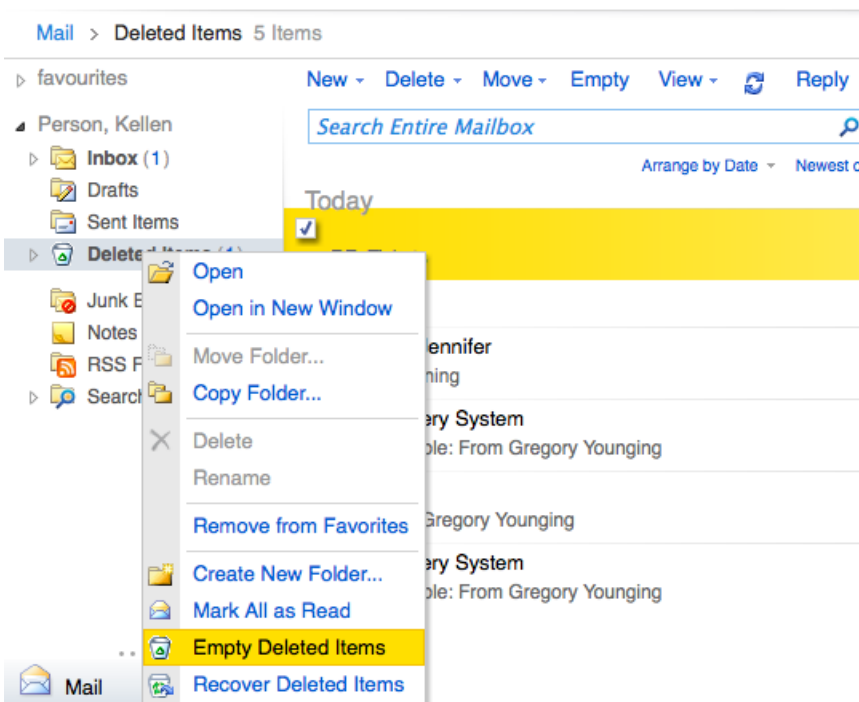
**!** You are granted 5 GIGABYTES (5000 MEGABYTES) OF STORAGE SPACE.

Once you exceed your 5GB threshold, you will be unable to send email.

To avoid losing the ability to send email, groom your inbox and delete any unwanted emails.

Just simply deleting them will move them to the "Deleted Items" folder.


You must **Empty Deleted Items** and **Recover Deleted Items** in order for the space to be relinquished appropriately.



Two-Finger (Right Click) on your 'Deleted Items' folder, indicated by the **Recycling Bin** icon, and select 'Empty Deleted Items'.

Clean inbox, clean mind!

You are one step closer to the myth of the '**Inbox Zero**'.

 For more information or assistance, please contact the [ITServices Helpdesk](#) - 250.807.9000 or 855.807.9001.

Posted by: Paul Crang - Mon, Dec 15, 2014 at 4:16 PM. This article has been viewed 5597 times.

Online URL: <https://knowit.ok.ubc.ca/article/how-much-space-do-i-have-left-on-my-fsmail-account-147.html>

