
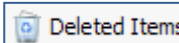
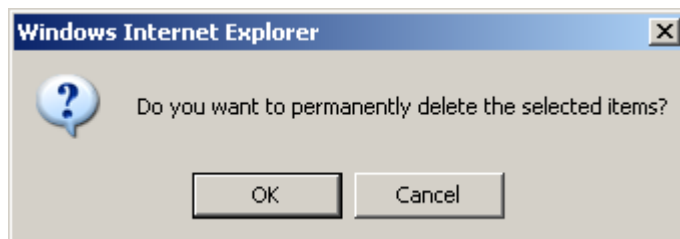


Error Message Mail Box is Filled

If you get an e-mail message from the administrator with an error message that reads **Mail box is filled**, you won't be able to send any new messages. You will be required to delete some messages from your account before you can send any more messages. The steps below describe how you can remove the messages from the Exchange server.

- 🖥️ Open **Outlook Web Access Email** in your Web browser.
- 🖥️ In **Outlook Web Access Email**, select the **Inbox** option, if necessary.
- 🖥️ Click the messages that you want to remove.
 - ✦ To select a list of messages, click on the first message, hold down the **Shift** key and then click on the last message.
 - ✦ To select messages that are not listed together, click the first message, hold down the **CTRL** key and click each of the other messages.
- 🖥️ Continue this process until you have deleted all the messages. 
- ✦ Click the **Delete** button on the toolbar (see illustration at right).
- ✦ Drag the messages to the **Deleted Items** link in the **Navigation Pane** (see illustration at right). 
- ✦ Press the **Delete** key on the keyboard.
- 🖥️ To remove the message(s) from the **Deleted Items** folder:
 - ✦ Right-click the **Deleted Items** folder.
 - ✦ Select **Empty Deleted Items**.
 - or
 - ✦ Click the **Deleted Items** link in the **Folders** list.
 - ✦ Select all the messages in the **Deleted Items** folder.
 - ✦ Click the **Delete** button on the toolbar.
- 🖥️ A message will appear asking if you want to delete all the items in the folder (see illustration below).



- 🖥️ Click **OK** to remove all the selected messages.
- 🖥️ All the items will be removed from your **Deleted Items** folder.
- 🖥️ To check this, click the **Deleted Items** folder link. It should be empty.