

THE MAILBOX IS FULL

Not all email hosts provide unlimited storage like Google & Yahoo. GWI has a 5GB hard storage limit and this limit is not just the inbox but all folders; SPAM & trash included.

With a limit comes the possibility of reaching that limit which means that you get no more email until you delete.

Maintaining an email box is the customer's responsibility. If you are a user that wants to save all your emails for years and years, GWI is not going to fit you. Getting under the quota limit just means you need to delete email and because emails vary in size, there is no number that we can tell you to delete.

Deleting is done at webmail.gwi.net and the best thing to do is start by emptying the contents of your SPAM & trash folders. The entire contents of a folder can be emptied provided it has less than 10,000 emails in it. Any folder that has more than 10,000 emails in it must be deleted a page at a time.

Less than 10,000 in the folder? Right click that folder and left click empty. This should be able to be done for the SPAM and trash folder and possibly the sent items folder too.

More than 10,000 in the folder? Open the folder and either individually select messages or click the "Select" button at the top of the mail list and click "Current Page". Then click "Delete" at the upper right of the screen