How do I empty my mailbox when it is full?

The server checks every morning the size of your inbox resident on the server. If this exceeds the established permanent limit (see limits), it warns you by sending you a message. The message will be repeated every morning for several days and then your mailbox will be blocked (it will stop receiving messages) unless, before this period elapses, you empty it enough so that its size is below the permanent limit.

The only way to "empty" your mailbox is by erasing messages. To decide which messages to delete, look first at the largest messages (usually those that contain attachments); those are the ones that occupy the most space. Keep in mind that, given the established limit, there are a lot more than 500 simple messages in your mailbox.

The way to delete messages depends on the mail client program you are using to read your messages.

Emptying the INBOX mailbox using Postman

The fastest and easiest way to empty mailboxes is using Postman, the www interface of the UV's correu. Once you enter your username and password, press 'Mail' and Postman will present the messages from your inbox (INBOX). Mark those you want, using the box that appears to the left of the messages (1), then click on the Mark button that appears on the screen at the bottom left to mark the messages as 'Deleted' (2). If you want to mark all messages on a page, use the box (1B). Repeat this operation on as many pages as you need.

At the end and before leaving the program, remember that for those messages to be really deleted from the server, you must click on the "Purge" button (3) that appears on the screen at the top right. Once this operation has been done, you will have deleted those messages.

Empty other mailboxes residing on the server (remote mailboxes) using Postman

Once connected and looking at the INBOX mailbox, you can change to another mailbox through the drop-down window that appears on the same screen, below to the right where INBOX appears. If you open the INBOX window (4) you can select other mailboxes (sent-mail, user_packages, ...) and you will see how the program changes to the mailbox you select. You can then proceed to delete in the same way as in the INBOX.

Emptying through other POP3 / IMAP clients

If you use an IMAP client (Pine, Winbox, MailDrop, ...), simply "tell" it to delete the message and then exit (or "purge" the INBOX mailbox) so that the messages are deleted from the server.
If you use a POP3 client (Eudora, Pegasus, old versions of NetScape Navigator or Microsoft Explorer, ...), the program, every time you connect to the server (check if you have new messages), it brings all the content of your mailbox to the computer you are using and then delete all messages from the server. That is, the mailbox on the server is automatically emptied each time ... unless you have activated the option to "leave messages on the server" ("leave messages on server"). If you have activated this option, you must first deactivate it and then reconnect to the server so that the messages are effectively deleted on the server (your local copy is not deleted).

Keep in mind that most current programs can be configured as POP3 or IMAP clients, so their behavior will depend on how they are configured.

Note for NetScape Messenger (and perhaps some other IMAP client): This program has the option to save the deleted messages in a "trashcan" that resides on the server itself as a remote mailbox. Since the size of remote mailboxes is also limited, if this option is enabled it will be impossible to delete (store in the trash) a message (set of messages) whose total size exceeds this limit. Even if this is not the case, it will be necessary to use the "empty wastebasket" with some frequency. To deactivate this option go to Edit / Preferences / Mail & Groups / Server and deactivate "Move deleted messages to the trash".

For the configuration of the most common mail programs, you have help on the WWW page of the Computing Service.

In any case, if you have problems with the configuration of your mail program (or do not want to touch it), you can always access your mailbox and, if necessary, delete messages, through the WWW mail access interface.