**Limits on mail accounts and packages**

**Limits, fees and packages**

The existence of occupation limits (quotas) becomes necessary to distribute equally among all users the space available on a server. It also makes it possible to prevent a single user from abusively (or accidentally) occupying such an amount of space that the server is blocked.

**Current limits**

- **Inbox**: The maximum size that your mailbox can occupy is *6 GBytes* (personal server) or *600 MBytes* (student server).
- Remote mailboxes: In addition to your mailbox, you can host other "remote" mailboxes on the server. Remote mailboxes share the space *with the input one*.
- Packages: a message will be considered as a "package" when its size exceeds 5MBytes. Any package that remains more than 15 days in the parcel will be deleted.
  - The total capacity of the parcel, for all packages of all users, is *800 Gbytes* (personal) or *450 Gbytes* (students).

**Overcoming Limits**

In case there is less than 30% of the space for mailboxes, the server will send a warning message more and more often (reaching up to one a day), as long as the size of the mailbox does not fall below that percentage. It will also warn every time the user connects.

If the total space occupied reaches the limit, the inbox is **blocked** and all messages arriving from that moment are **returned**. All other mailboxes are also blocked, in the sense that no more messages can be added to any. One last message warning of the block is left in the inbox.

**Unlocking mailboxes**

To unblock INBOX and / or the remote mailboxes, it is enough to erase messages from them until the total space occupied falls below the permanent limit. After 5 to 10 minutes, the mailbox will be unlocked. If you do not know how to reduce the mailbox occupation, see **How do I clean my mailbox?**

**Package Depot**

Messages that exceed the limit mentioned above, will be qualified as "packages".

The packages are not deposited in your inbox, but are diverted to the **parcel**, after sending you a short message informing you of the arrival of the package.

*There are many reasons for this. An excessively large message can become a serious annoyance (especially for those who connect through not too fast lines); not to mention the possibilities of blocking the mailbox or saturation of the space for the server’s mailboxes.*

A user’s packages sent to the parcel are stored in a remote mailbox created automatically for this purpose called "user_packages" (*where "user" will be the name of the corresponding user*). This mailbox will be accessible by the user as a remote mailbox, but its occupation is **not accounted for in the total occupation of the user** but in the parcel.

Note that the parcel, in turn, also has a **limited size** and is shared among all. If it is full, any new package will be **returned**. Try, then, for the good of all, not to abuse. Please, immediately delete the packages you have already collected.

**Collection of packages**

To pick up a package, use correo.uv.es After connecting, click on "Correo"; a page will appear showing the index of your INBOX mailbox; you can change to the "user_packages" box by selecting it from the drop-down menu, at the bottom right of the page (click "execute" if necessary).

If you connect using any other mail client (which **must** be configured as IMAP), you can access "user_packets" in the same way as any other remote mailbox. Normally, it will appear in a list next to your "INBOX".

*Note: Some IMAP clients do not show remote mailboxes that have not been created by themselves: you have to "subscribe" to those mailboxes with the corresponding commands.*