[HELP-5] My mailbox is full, please increase its size
Created: 04/Dec/14 4:03 PM - Updated: 04/Dec/14 5:11 PM

Status:	Waiting for Triage
Project:	Helpdesk
Component/s:	Intranet

Type:	Access	**Priority:**	Blocker
Reporter:	John Doe	**Assignee:**	Chris Lea
Resolution:	Unresolved	**Votes:**	0
Labels:	new-account		

Customer Request Type:	help/system-access
Time to assignment:	0:03 ✔
Time to resolution:	-1:02 ●

OWA-MailboxFull.PNG (11 kB)

Why do I keep getting a message that my mailbox is full and I can't send or receive any messages even though my inbox is empty?
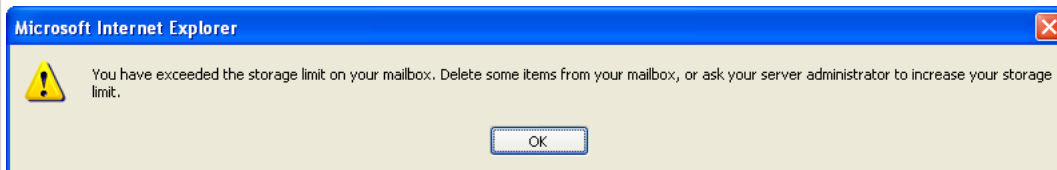
I've already tried what is described in the Knowledge Base:

> Go to your Deleted Items folder and make sure that it is empty. Also, check your Sent Items and Draft folders (in the Folder List) to make sure that they are empty. Then restart Outlook. It may take up to 30 minutes for the changes to take effect. You may need to go through your inbox to make sure that you do not have any large attachments of pictures and pdf files that may be putting you over your limit.

Please help!
I cannot access my mailbox for 2 hours!

John Doe added a comment - 04/Dec/14 4:04 PM

Is this still a problem?