

Email & online accounts | Easy | 2 min read

My email storage is full

Most free email accounts have limited space, which is often shared with photos and files. When it is full, you may stop receiving new emails. The fix is usually to clear out large or old messages, carefully.

Quick fixes to try first

- Check how much space you are using. In Gmail, scroll to the bottom of the inbox, or look in Google One. Other providers show it in **Settings** or **Storage**.
- Remember that Google's storage is shared between Gmail, Drive and Google Photos.
- Look for the biggest messages, which usually have attachments such as photos and videos.

Step by step

1. In Gmail, type **has:attachment larger:10M** into the search box to find large emails. In Outlook and other providers, look for a sort or filter by size, if available.
2. Open some of the biggest ones. Save any attachments you want to keep, such as photos or documents, to your computer first.
3. Delete the emails you no longer need.
4. Empty the **Trash** or **Deleted items** folder, and the **Spam** or **Junk** folder. Warning: this deletes messages for good, so look through first.
5. Unsubscribe from newsletters that you no longer read, using the genuine **Unsubscribe** link in ones you recognise.

Be careful

- Do not delete emails you may need, such as receipts, bank letters and tickets, until you have saved them.
- Messages that say your mailbox is full and ask you to click a link are often scams. Check your storage by signing in the usual way.
- Buying more storage from your provider through your account settings is safe, but never in response to an email.

When to get more help

Stop and ask for help if your mailbox is still full after clearing, you are not sure what is safe to delete, mail is bouncing, or you cannot open the account to clear it. Tell us your provider and how much space it says you are using.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.