



### How to clear Webmail Account that has overfilled

1. URL is <http://mail.yourdomainname.ccc/webmail>  
  
*Notes: Substitute your own domain name for 'yourdomainname.ccc'  
Remember the server is case sensitive – ie use all lower case.*
2. Username and password are: Your full email address and the email's associated password.
3. Log in to your webmail client HORDE to review the contents of your mail box.
4. When in Horde click on MAIL > OPTIONS > choose "Other Options"
5. Click on 'Mailbox and Folder Display Options'
6. Enter the number 999 into the box beside "Messages per page in the mailbox view."
7. You will now see that each page has 999 messages displayed. (Note you can upsize or downsize the number of messages to display as appropriate for your use)
8. To delete the page of messages. GO to 'Select' > Drop Down to 'ALL'
9. Go to 'Mark As' > Drop down to 'Deleted' This will place a line through all the messages on that page.
10. The final step is to empty the deleted mail off the server. Find the command that says: 'purge deleted' and when you click on this, the 999 mail messages are completely deleted off the server.
11. Continue in this fashion until you have cleared all the pages.

Please call 1300 301 990 if you have any enquiries.