MagicMail "Quota Warning" Message

CNS notifies customers when their MagicMail mailbox is nearing capacity. Some of the possible reasons that a customer's mailbox is nearing capacity may include: maintaining a copy of emails on the server rather than deleting messages, receiving and keeping copies of emails with large attachments, or if a mailbox receives a large quantity of spam messages within a short period of time.

Listed below are some helpful instructions for checking your MagicMail mailbox if you receive a "Quota Warning" message from CNS.

Click on the following link to access your MagicMail mailbox. https://mail.rose.net

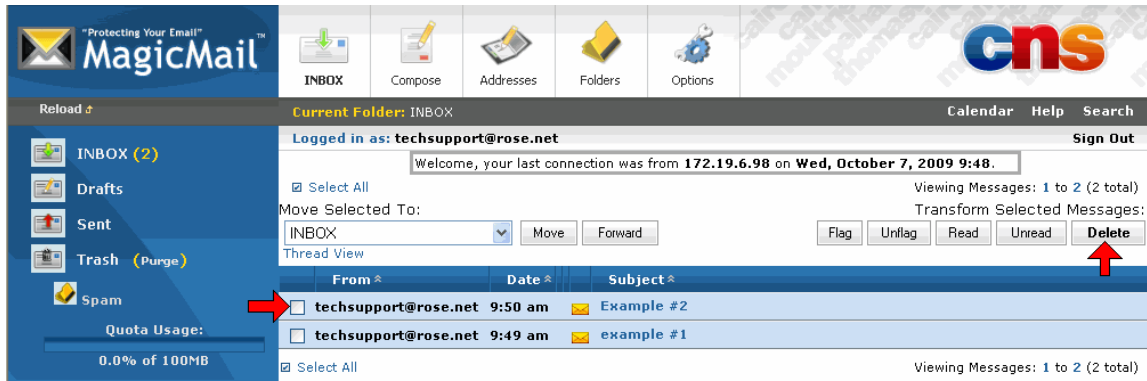Type in your full email address and password then click the "Login" button.

Once you've logged into MagicMail, you will see the control panel shown below. Notice the "Quota Usage" bar on the left side of the page.

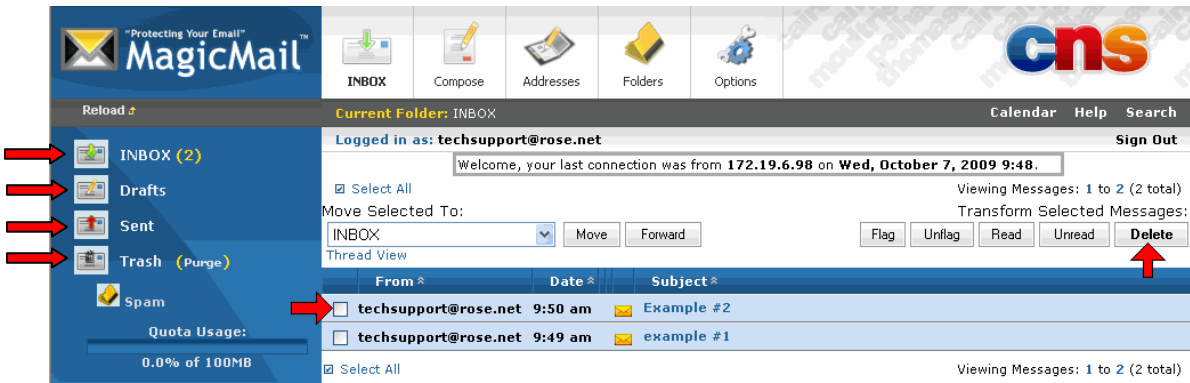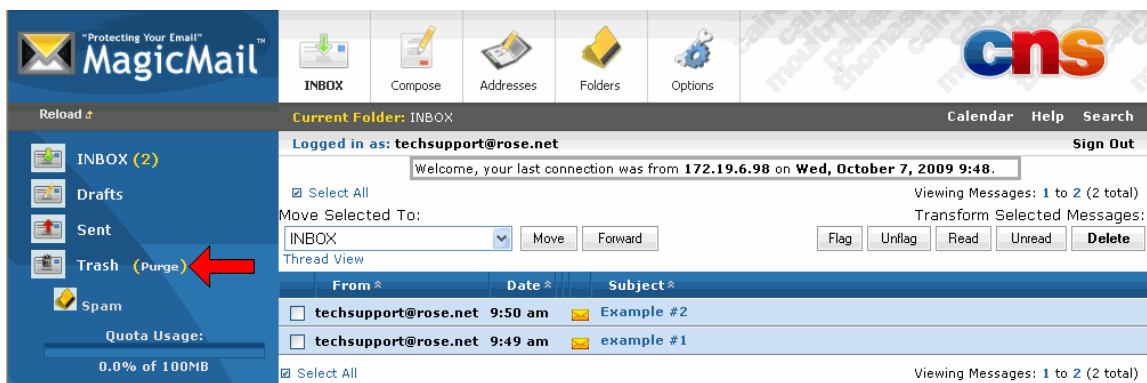To remove any unwanted emails, place a check mark in the box to the left of the email then click the DELETE button.
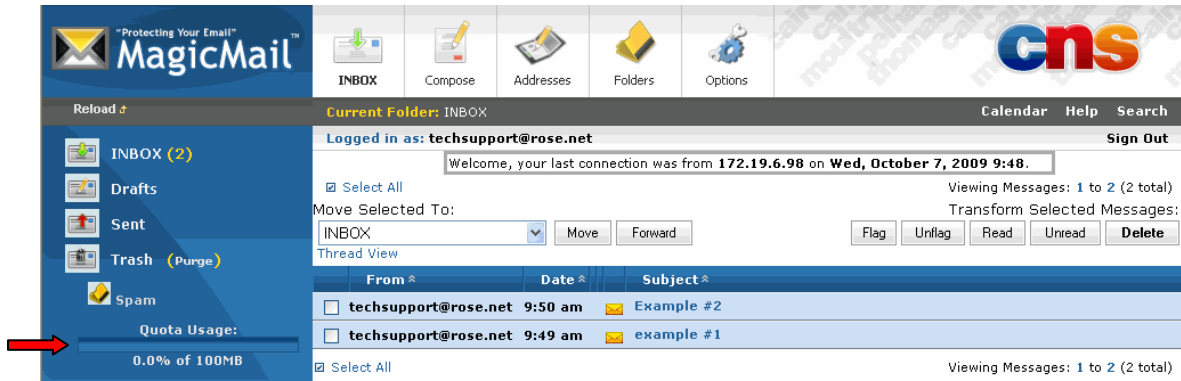

Be sure to check all folders on the left side of the page, including the spam folder, for unwanted emails and delete them.

After deleting all unwanted emails, click on the PURGE button to remove them from the trash folder.

Check your "Quota Usage" on the left side of the page. Once you've deleted and purged unwanted emails, you should notice that your "Quota Usage" is reduced.

If you have your "Spam" folder set to "Normal w/Quarantine," you will need to check this folder often to clean out unwanted Spam messages.

If you wish to eliminate the Spam quarantine and have Spam automatically deleted before it reaches your mailbox, click on the "AntiSpam Settings" button.
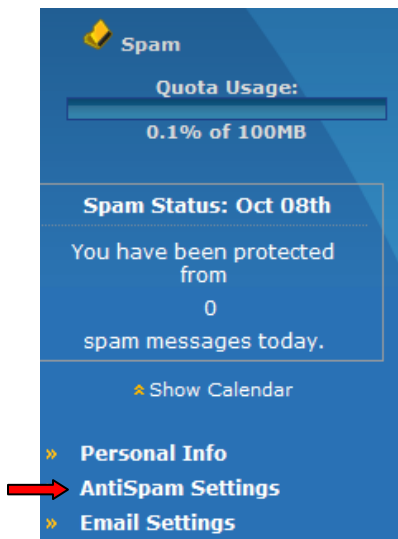
Change the setting from 'Normal (w/quarantine)' to 'Normal'