

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.

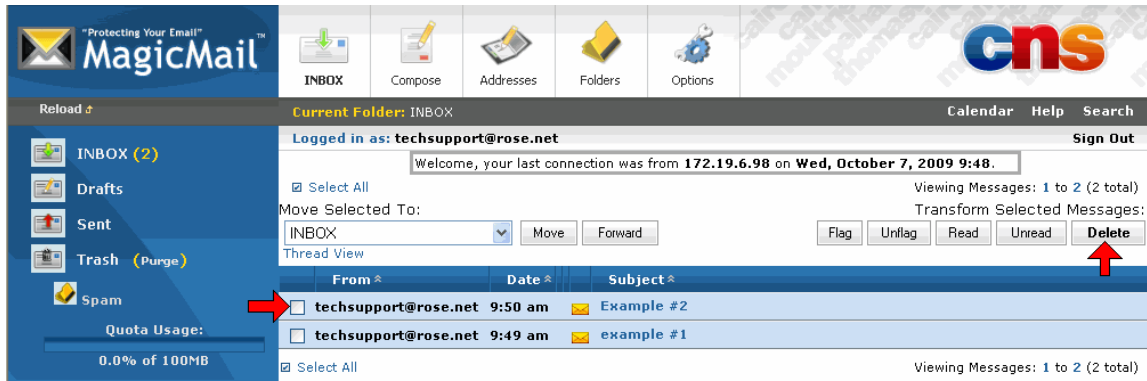
A screenshot of the MagicMail login page. The title is "WebMail Login". It features two input fields: "Email:" and "Password:". Below the password field is a "Login" button. At the bottom, there is a link that says "What's this?" and a small icon of an envelope with a house inside.

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.

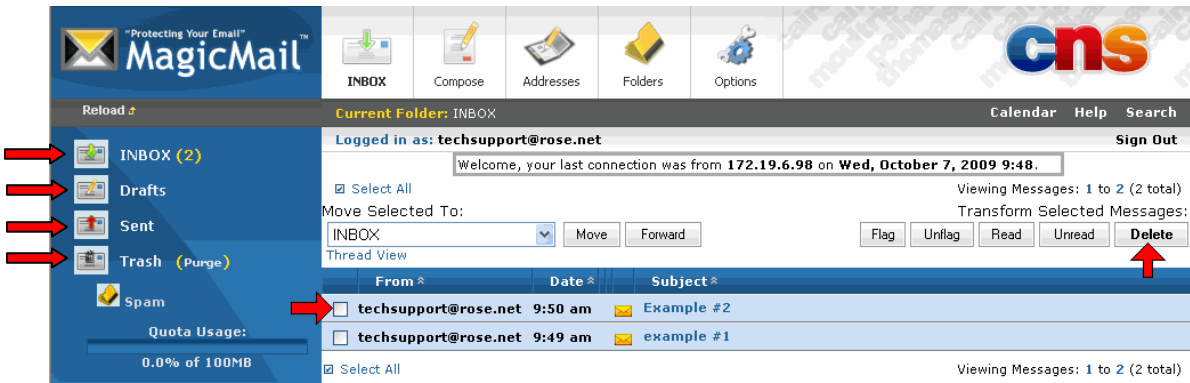
A screenshot of the MagicMail web interface. The top navigation bar includes "Protecting Your Email™ MagicMail™", "INBOX", "Compose", "Addresses", "Folders", "Options", and the "cns" logo. Below this is a "Current Folder: INBOX" section with "Calendar", "Help", and "Search" links. The main content area shows the user is logged in as "techsupport@rose.net" and displays a list of messages. On the left sidebar, the "Quota Usage" bar is highlighted with a red arrow, showing "0.0% of 100MB". The message list has columns for "From", "Date", and "Subject".

From	Date	Subject
<input type="checkbox"/> techsupport@rose.net	9:50 am	Example #2
<input type="checkbox"/> techsupport@rose.net	9:49 am	example #1

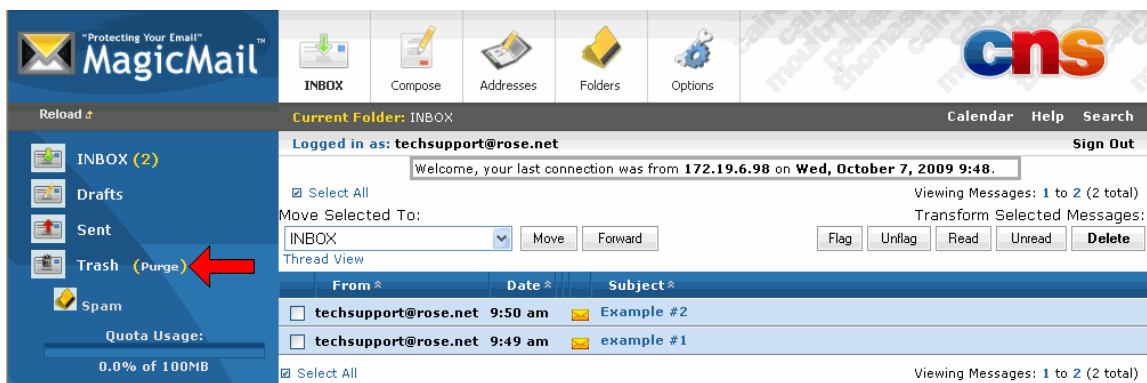
To remove any unwanted emails, place a check mark in the box to the left of the email then click the DELETE button.



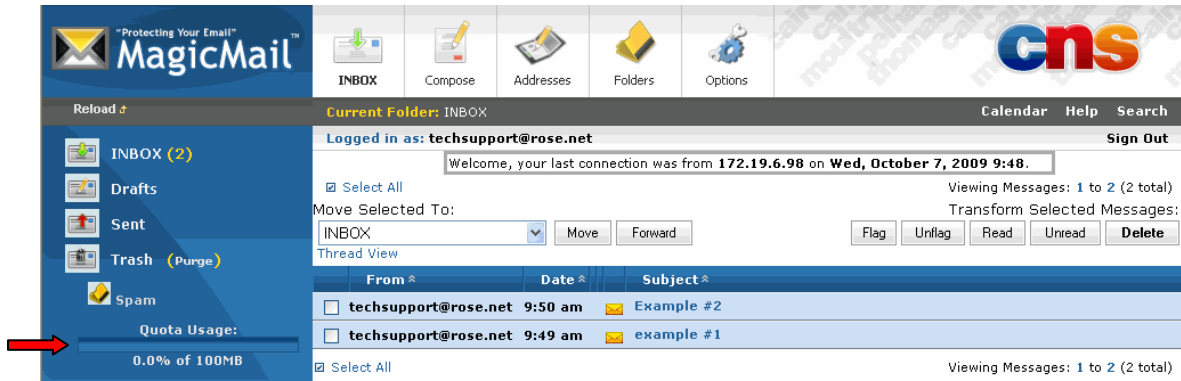
Be sure to check all folders on the left side of the page, including the spam folder, for unwanted emails and delete them.



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

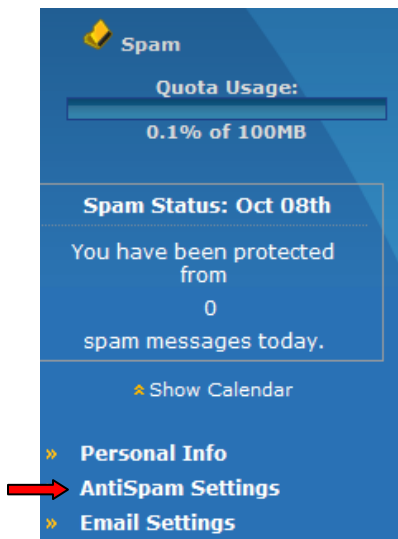


Check your "Quota Usage" on the left side of the page. Once you've deleted and purged unwanted emails, you should notice that your "Quota Usage" is reduced.



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'

Anti-Spam Protection

Your personal spam filter works to filter spam messages regardless of whether you use Webmail or a client like Outlook Express. By default, the spam filter quarantines spam messages in a folder called "Spam". Once activated, this folder is viewable in the Webmail you are currently in, or using IMAP. We recommend that you sporadically check this folder to ensure no legitimate email is getting caught. All quarantined mail is automatically deleted after 7 days.

