[http://office.microsoft.com/en-us/outlook-help/purge-imap-items-marked-for-deletion-HP010080420.aspx](http://office.microsoft.com/en-us/outlook-help/purge-imap-items-marked-for-deletion-HP010080420.aspx%22%20%5Ct%20%22_blank)

Also, if Naomi used an iphone/Ipad, she will need to check under email settings and make sure she has it set to delete messages from the trash, not stay on the server forever. If she does this, all trashed items will also sit on the server and eat in to the disk quota.

To check this, go to the iPhone email account, settings, deleted messages, and make sure it **does not** say - "deleted messages - remove: Never". As this puts an email in the trash when you delete it, but it stays on the server forever, or until you delete it from Webmail. Change it to remove them weekly.

I also came across a LOT more folders than we saw yesterday, which all have quite a few emails in them (see attached screen shot)

So, Samantha, you'll need to now go in and delete the 4000 emails and to do this go to:

<http://www.thekidscoach.org.uk/webmail>

Username: naomi@thekidscoach.org.uk

Password: 18pass99word0

Choose Horde

Click Log in

Click "Mail" on the left

Click "Folders" at the top (next to Inbox etc)

You should then see the same as in the screen shot attached.

Go to "deleted items" and tick it, then up to the top go to "choose action" and click on "show size". (it takes a while) You will then see it says 1322.73 MB.

Now to delete them, click on "go back to folders" and click "deleted folders" again. Go back up the top to "choose action", and click "purge". This will delete them all permanatly.

I could've done this for you but I wanted to show you the issues Outlook is causing by storing them all there like that, also that it was not a cPanel or hosting issue. You'll still need to follow the instructions on the link to make the changes in Outlook or this will continue to happen, as it has been.