Manage eGOmail account space

The eGO Real Estate user must manage the space that is provided by the eGOmail, to prevent reaching the maximum limit of account space.

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All eGOmail accounts have a maximum space of **5Gb**, therefore it is important to manage the available space on a regular basis.

When an account reaches **the 5Gb limit**, the user has **30 days to clean up the emails.** If this is not done, the system automatically deletes older emails, ensuring that the latest emails are safeguarded.
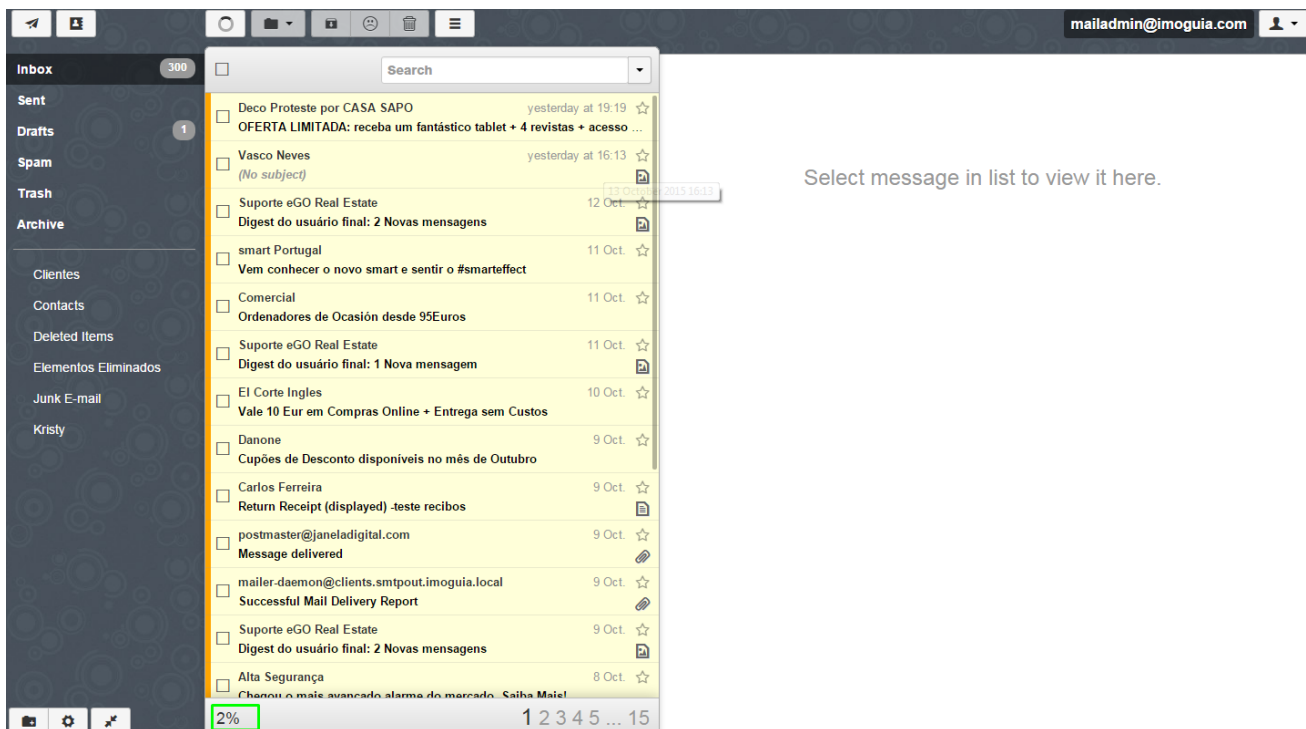
eGO Real Estate is not responsible for making the webmail backups. Therefore it is advisable that this backup must always be done by the client.

To prevent reaching the maximum limit the email accounts, you should take the following steps:

Access your eGOmail application;
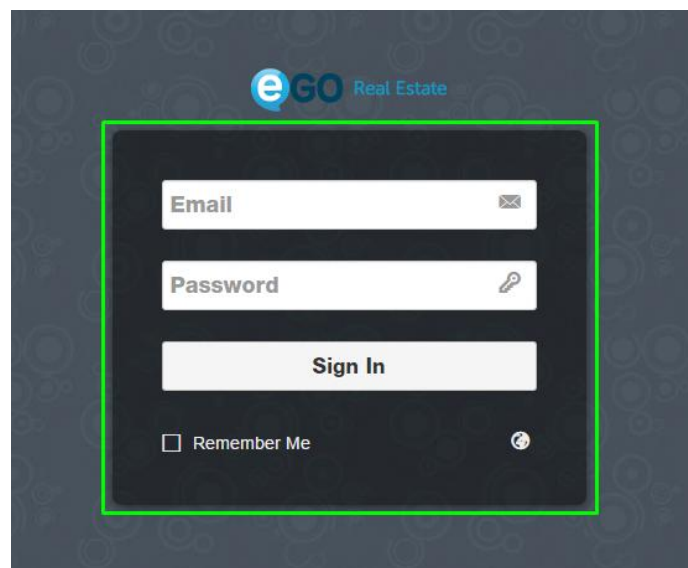
At any time you can know, **in percentage**, what is the space that is being used in your eGOmail;

To know the value other than as a percentage, pass the mouse pointer over the number that appears in percentage.

In this in example below, only **83,5 Mb** of the **5Gb** available is occupied. The use rate is only **2%,** a very low percentage and far away from reaching the maximum limit.
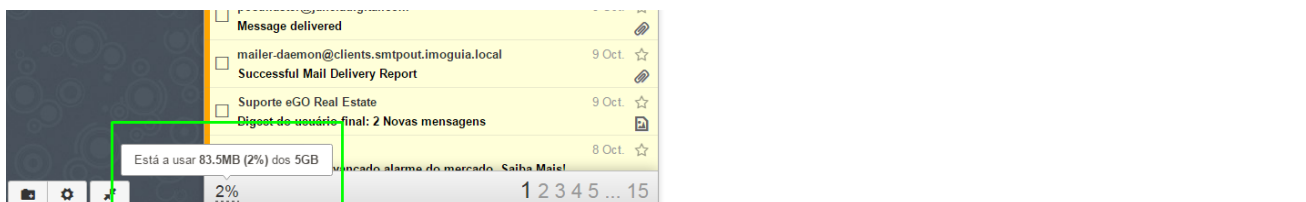

Now that you have an idea of how much space is occupied, you can start managing your eGOemail.

The first step is to verify **the different folders** and delete unnecessary emails.

NOTE: Emails with attachments occupy more space (if you have emails with images you can always save the images onto your computer).

Start the email search in the `Trash', `Spam' and `Drafts' folders, normally these folders have emails with no interest.

Access one of these folders and delete the emails that no longer have interest.
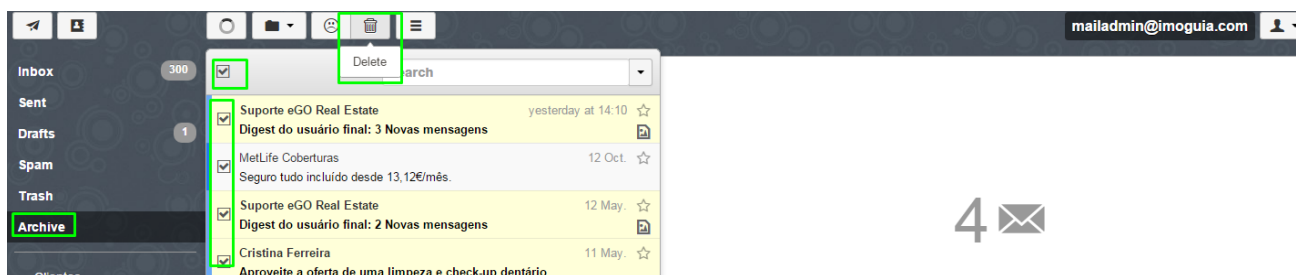
NOTE: You can perform this action in any of the folders (Inbox, Sent, etc). Thus, by deleting older emails, you free space to receive new emails.

You can always make a backup of your emails with a Gmail account (this process is always done by the client. eGO Real Estate has no responsibility).

This action only saves emails that had been received. If you want to have a backup of the sent emails from eGOmail, every time you send an email you should add the backup address of the Gmail account in Bcc, thus guaranteeing that all emails are saved.

To use a Gmail account as backup take the following steps:

NOTE: We advise that whenever you create a new Gmail account, use your company's name followed by the word backup. For
example: **realestateABCDbackup@gmail.com**. This account should only be used as backup.

To do so, take the following steps:

Go to Gmail.com;

Click `**Add Account'** and complete all necessary data, (do not forget that the username should include the word backup, for example **realestateABCDbackup**);

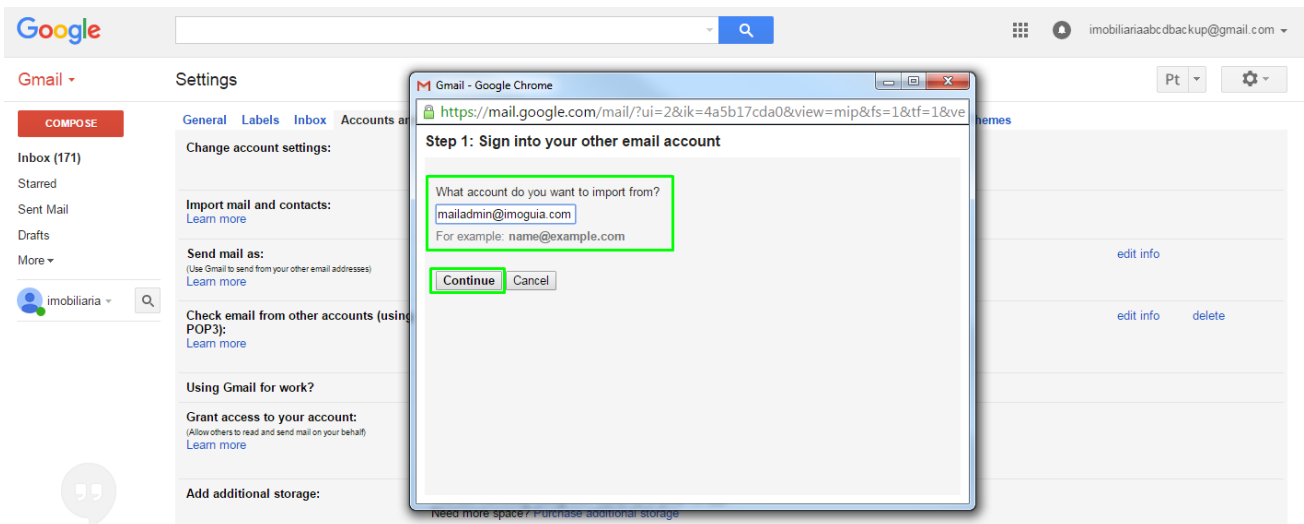After creating your **new Gmail backup account**, you can then proceed to make a eGOmail backup;

Access the Gmail settings:
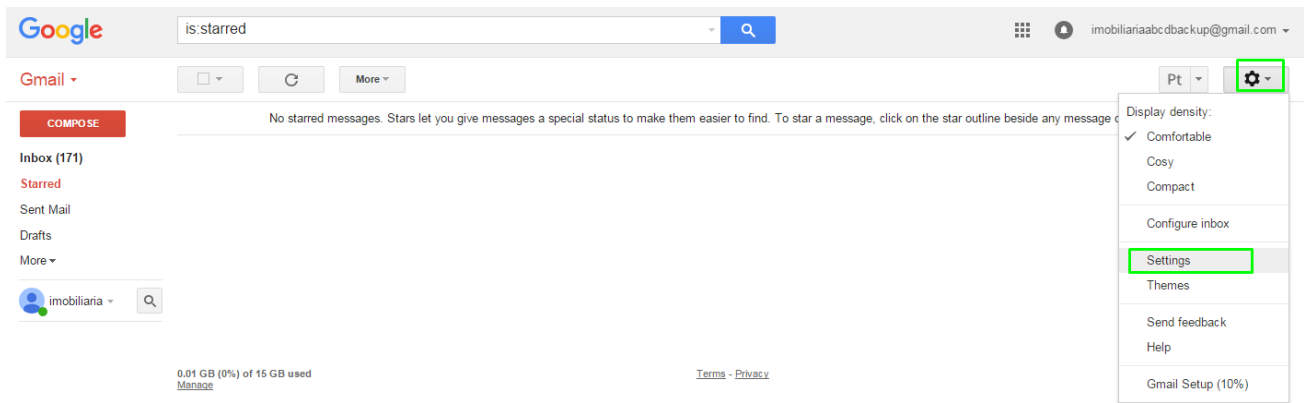
In the Gmail settings, select the tab `**Accounts and Import'**, and then `**Import mail and contacts'**, and finally click `**Import mail and contacts'**;
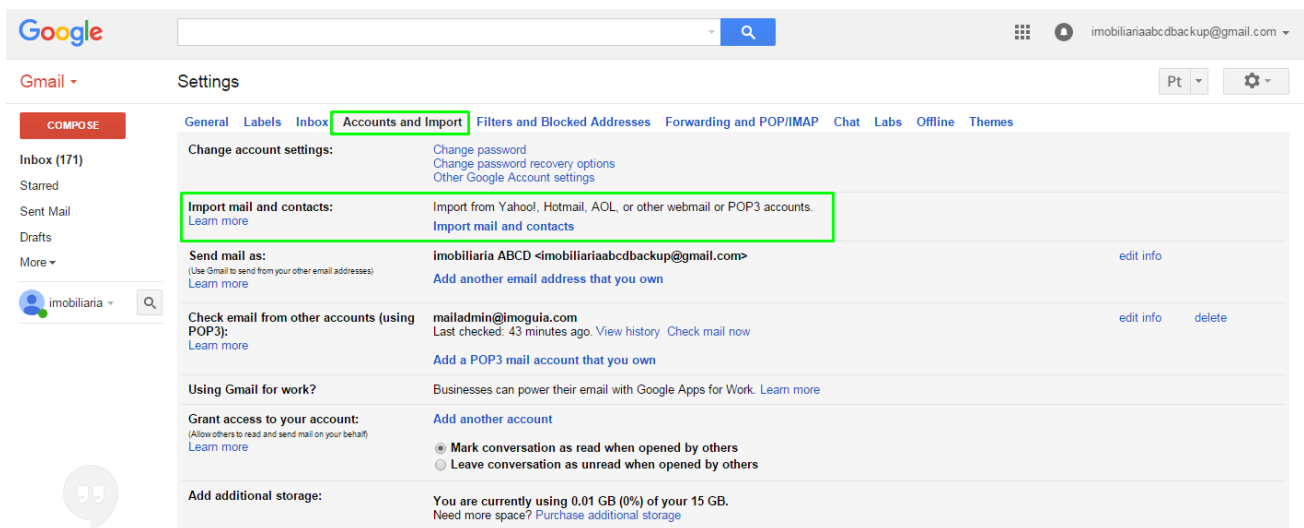
A popup window will show up. Insert **the eGOmail account address** and click **'Continue'**;

Enter **the password of your eGOmail account.** In the field \`**POP username'** enter the **complete eGOmail account address** and in \`**POP server'** add **web** to the information that is already there and click \`**Continue';**
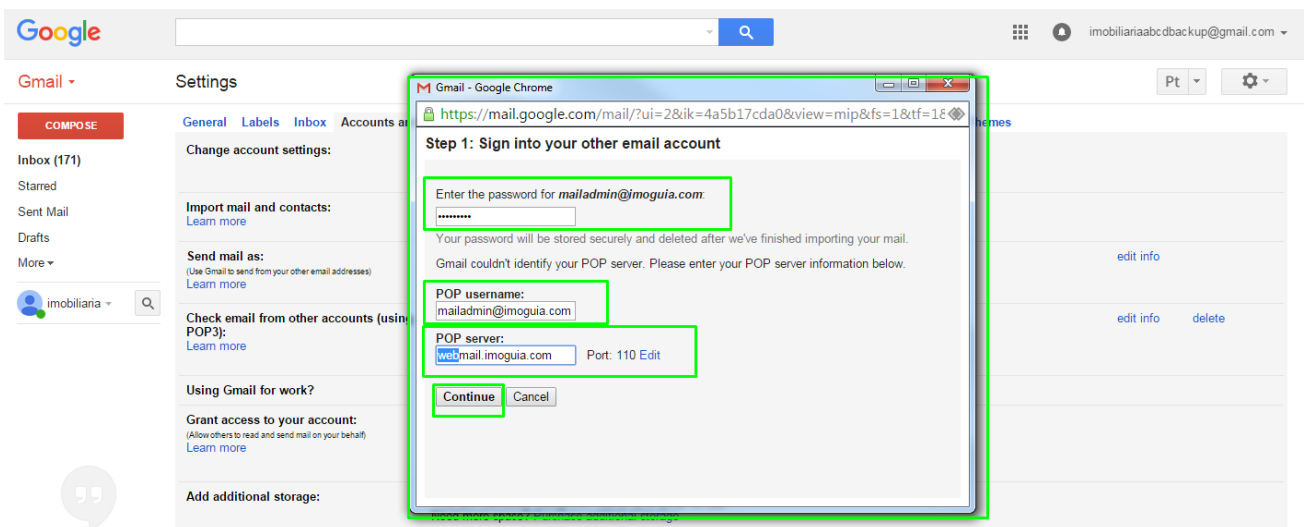
In the next step, select the options **'Import mail', 'Leave a copy of the retrieved message on the server'** and **'Add label to all importated mail'.** Finally, click **'Start Import';**
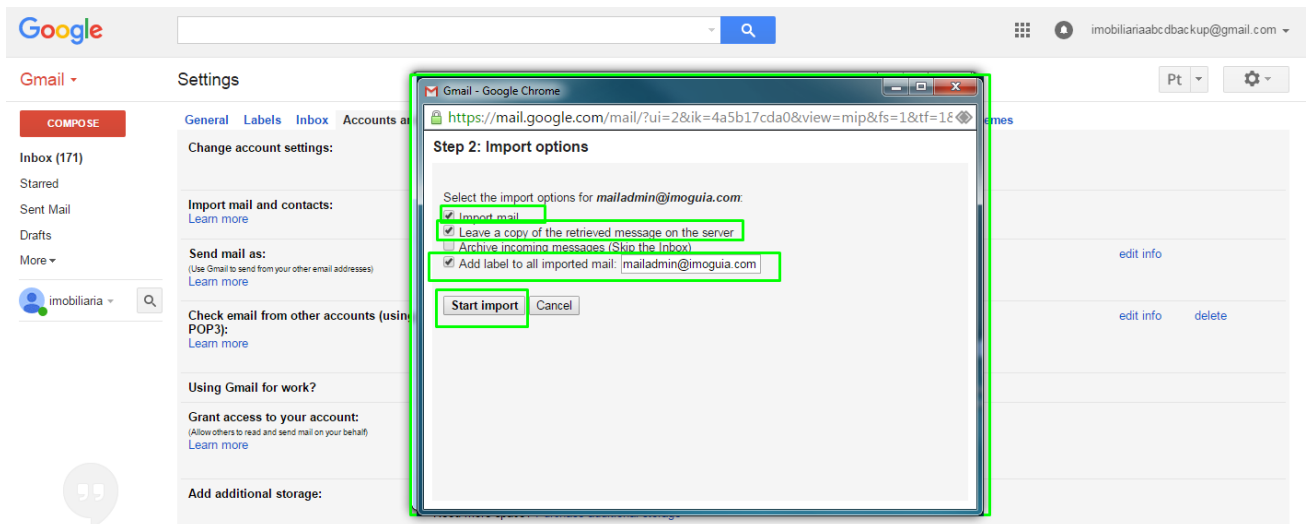
Finally, a message informing that the importation began will appear. Depending on the size of the eGOmail account information, it can take up to 48hours to complete. Click **'OK'**

Gradually you will see the **backup** in your Gmail inbox. All emails that had been received until that date will be saved in this Gmail account.

You must wait until the end of 48 hours and then you can delete emails (the oldest and unnecessary ones) of your eGOmail. Gmail will have a copy of all your sent emails.

NOTE: This backup must always be made by the user. eGO Real Estate is not responsible for the email backup in a Gmail account.

If you have any questions and/or difficulty in executing the steps mentioned above, please feel free to contact our tech team via telephone at **+ 351 262 840 462** or via email at **support@egorealestate.com**

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Learn more at: http://academy.egorealestate.com

Questions: support@egorealestate.com