

St. Cloud State Account Allocations Policy

Purpose

The purpose of this policy is to establish guidelines for St. Cloud State account allocations and the procedure for requesting additional space.

Policy

St. Cloud State accounts (employees and currently enrolled students) receive an initial allocation for e-mail, file, and Web space in accordance with the *Annual Disk Allocation Levels* document.

Procedures

Annually the director of Information Technology Services will determine appropriate disk allocation levels for e-mail, file, and Web space, based on system capacity and user needs.

E-mail

A set of e-mail warning/notifications is sent to the user as the mailbox reaches the defined capacity limit. A description of each warning/limitation is as follows:

Notice 1- Warning Limit

When a user's e-mail disk usage reaches this level, the user is sent a message containing a general warning that their allocated disk space is reaching the capacity limit. The message also states that the user should perform some disk (file) management activities to reduce the amount of space being used.

Notice 2- Send Limit

When a user's e-mail disk usage reaches this level, the user is again notified that their allocated disk space is reaching the capacity limit, but also *restricts the user from sending* a message until the amount of disk space being used is reduced or other arrangements have been made to increase the quota on the account. The user will continue to receive incoming messages and will be able to read them.

Notice 3- Send/Receive Limit

When the user reaches this level, the user is notified that their allocated disk space is full, but also *restricts the user from sending or receiving* a message until the amount of disk space being used is reduced or other arrangements have been made to increase the quota on the account.

File & Web Space Allocation

This is different than the e-mail space. When a user attempts to use more than the allocated space, an error message is displayed for the user to view and an e-mail message is also sent to the

user explaining the problem. The user is not permitted to save the file until the amount of file and Web space used has been reduced or the user has requested and received an increase in the disk quota assigned to the account.

Backup and Restore of User's E-mail, File and Web space

User files in the e-mail system and the file and Web space are backed up on regular basis. See the Notice of Data Retention Policy for file backup and retention procedures. Individuals who have concerns about lost or corrupted e-mail or file/Web space files should contact the HuskyTech (308-7000). The HuskyTech staff will work with user and the technical staff to attempt to restore the files.

How to increase E-mail, File and Web Space Allocations

If users need to increase their e-mail, file or web space allocations, they may go to the online [Account Allocations Increase Request Form](#).