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Extra space for the Professional E-mail plan: how it is shared and when to add it

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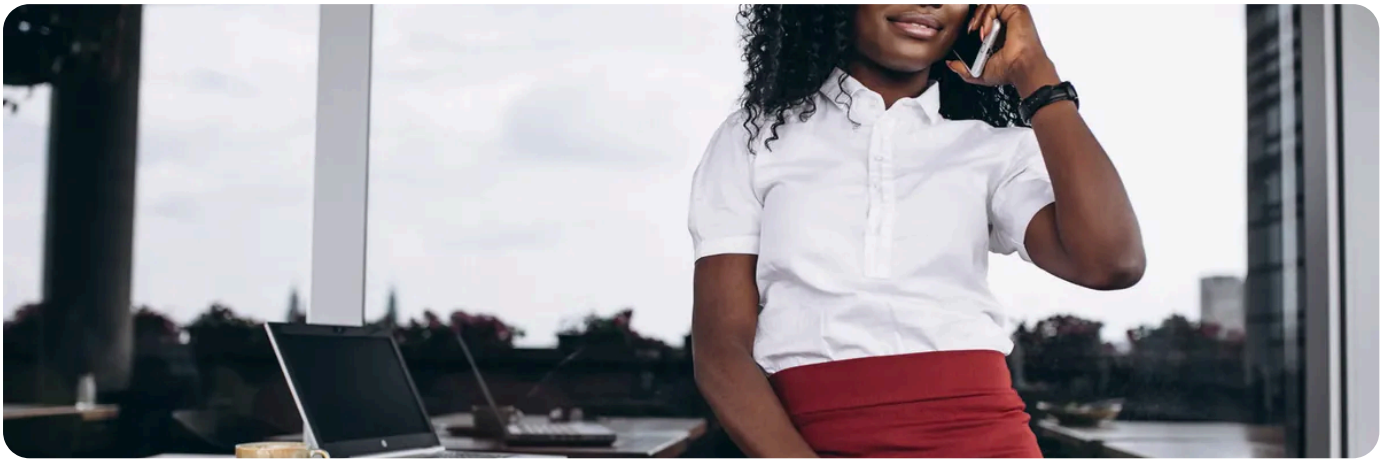
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Extra space for the Professional E-mail plan: how it is shared and when to add it

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The short answer: the Professional E-mail plan has a total amount of space that is split between the mailboxes. When that total starts to run short, you can **add extra space to the plan**, without changing addresses or losing messages. Extra space is **for every account on the plan**: it is added to the total and you then hand it out to the mailboxes that need it. Sizes and prices are on the **Professional E-mail** page.

How plan space works

Think of the plan's space as a shared tank. Each mailbox has a **quota**, the share of that tank it may use. The quotas cannot add up to more than the plan total, and a mailbox that reaches its quota stops receiving, even if the plan still has free space.

Situation	What happens	What to do
One mailbox reached its quota, the plan has space	That mailbox stops receiving; the others carry on.	Raise that mailbox's quota in cPanel, under Email Accounts.
Almost all of the plan is handed out	You cannot give anyone more quota without taking it from someone else.	Clean the mailboxes, or add extra space.
Every mailbox grows every month	The problem keeps coming back, however much you clean.	Extra space, or a bigger plan.

Before you buy: what is worth cleaning

Space is often stuck in a few places: old attachments, years of Sent items, and Trash and Spam that were never emptied. Start with **what to delete when a mailbox is full**. If space is still tight after cleaning, extra space is the answer.

When adding space makes sense

1. **The team has grown** and needs more mailboxes, but every bit of quota is already handed out.
2. **Your work runs on attachments**: drawings, photos, scanned contracts. Those mailboxes grow by nature.
3. **You have to keep mail** for several years and would rather keep it in the mailbox, close at hand.

If what you are short of is mainly **the number of mailboxes** or **sends per hour**, extra space will not help: a bigger plan will. Compare the plans on the **Professional E-mail** page and read **the Professional E-mail plan**.

Once the space is added

1. **Log in to cPanel and open Email Accounts.** The list shows how much each mailbox uses and its quota.
2. **Give more quota to the mailboxes that need it**, under Manage on that mailbox. You do not have to hand out all the new space at once: keep some in reserve.
3. **Check the mailbox receives again** by sending it a test message from another address.

Do not wait for the mailbox to fill up.
A full mailbox bounces messages back to the sender, and a customer may never try again. Once a mailbox passes three quarters of its quota, it is time to clean it or give it more space.

Extra space is not a backup.
More space keeps more messages, but a deleted message is still deleted. Our daily backups are kept for 30 days, and **your own copy** protects what matters for longer.

RECOMMENDED

Want more room on your e-mail plan? See the sizes available on the Professional E-mail page.

See the e-mail plans →

SEE ALSO

Your mailbox is full: what to delete and how to stop it happening →

- **The Professional E-mail plan**
- **E-mail inside a hosting plan or a separate professional e-mail plan**
- **How to create an e-mail account in cPanel?**
- **Keeping your own copy of your e-mail: how to back up a mailbox**
- **Company e-mail from day one: a checklist from the first mailbox to every phone**

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