



Action Required: Review and Clean Up Your R'Mail Storage

1 message

UCR Information Technology Solutions <its@ucr.edu>

Wed, Jun 5, 2024 at 5:05 PM

To: tech-bulletin@lists.ucr.edu

Dear UCR Alumnus,

You are receiving this email because you are an alumnus who may be impacted by the new R'Mail storage limit of **10 GB**, which will take effect on **September 3, 2024**. Please carefully read the message below, as action is required on your part.

To remain in compliance with Google and Microsoft's [new online storage models](#), it is necessary for Information Technology Solutions to implement storage quotas on all UCR accounts. As a UCR R'Mail (Google) account holder, you are affected by this change.

Your Google Workspace storage usage is currently close to or over 10 GB. As such, you must reduce your storage use. After optimizing your storage to comply with the new 10 GB limit, follow these helpful tips to manage your UCR data storage:

- [Check your current storage usage](#)
- [Set up email forwarding](#) to help ensure you do not exceed the storage limit in the future
- [Use Google Takeout to export your data from your UCR Google account](#)
- [Transfer ownership of files/folders](#) containing UCR data (especially research data) to an individual with an active University role (e.g., a faculty or staff member). Alternatively, [move files/folders to a Google Shared Drive](#) managed by individuals with an active University role.
- Regularly review and clean up the data you are storing

You have until **September 20, 2024** to bring your total storage under 10 GB. Otherwise, you will lose the ability to add data to Google Drive and Photos (i.e., use any data currently stored in your UCR Google account). **If you do not proactively keep your storage under 10 GB, your account will be reset, resulting in the irrevocable deletion of all your data. This includes R'Mail, Drive, Calendar, Photos, customization settings, etc.**

If you have any questions about your alumni R'Mail account, or believe you have received this email in error because you are a current student (actively enrolled in courses at UCR), faculty, or staff, please contact ITS at (951) 827-4848 or email workspacequestions@ucr.edu. We appreciate your understanding and support as we navigate these changes together.

Sincerely,

Information Technology Solutions

University of California, Riverside

[ITS.UCR.EDU](https://its.ucr.edu)

Please Note: This email account is not monitored by ITS staff. If you require technical support, please take one of the following actions:

- Visit the ITS website at its.ucr.edu to find self-help articles, submit and track support tickets, request IT services, and more.
- For live support, you can contact the BearHelp helpdesk during normal business hours (M-F, 8am-5pm) at 951-827-4848