



## Reminder Regarding Your UCR R'Mail Account

1 message

UCR Information Technology Solutions <its@ucr.edu>  
To: tech-bulletin@lists.ucr.edu

Fri, Jul 5, 2024 at 11:56 AM

### Key Takeaways:

- All UCR R'Mail (Google Workspace, which includes Email, Calendar, Drive, Photos, etc.) accounts have new storage quotas, including alumni R'Mail accounts.
- The new R'Mail storage limit for alumni is **10 GB**, effective on **September 3, 2024**. For those with accounts over the limit, there is a 17-day grace period during which alumni may export any files, folders, email attachments, or pictures they wish to keep.
- **On September 20, 2024, UCR will perform a reset on all alumni R'Mail accounts that are over the 10 GB storage limit. If your R'Mail account is reset, all data and email stored within your account will be irrevocably deleted.**
- Everyone is encouraged to reduce their UCR R'Mail storage usage to contribute to our [collective goal](#).

Dear UCR Alumnus,

This is a follow-up message (previous communication attached) regarding the new storage quotas for UCR R'Mail (Google Workspace, which includes Email, Calendar, Drive, Photos, etc.) accounts. These storage quotas have been set in response to [new online storage models](#) enforced by Google and Microsoft. As mentioned in previous communication, the new R'Mail storage limit of **10 GB** for alumni will take effect on **September 3, 2024**.

**Your Google Workspace storage usage is currently close to or over 10 GB. As such, you must reduce your storage use or risk losing your data.** Please utilize the resources below to manage your UCR data storage:

- [View 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 collaborative files/folders to a Google Shared Drive](#) managed by individuals with active University roles.
- Once you have optimized your storage, practice diligent storage hygiene by regularly reviewing and cleaning up the data you are storing.

Alumni R'Mail accounts that exceed the 10 GB limit will be frozen as of September 3, 2024. There is a 17-day grace period during which alumni may export any files, folders, email attachments, or pictures they wish to keep.

On September 20, 2024, UCR will perform a reset on all alumni R'Mail accounts that are over the 10 GB storage limit. If your R'Mail account is reset, all data stored within your account will be irrevocably deleted. This data includes Email, Drive, Calendar, Photos, and other Google Workspace tools, as well as any customized settings. **It is critical to note that there is no way to recover the data once it's been deleted and, as a result, UCR ITS will not be able to assist you with this matter.**

If you 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 [submit a ticket](#).

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](https://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