

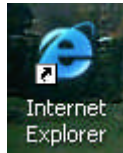
## Deleting large e-mails

When you are sent large e-mails such as those containing photos or videos, and you have only got a dial-up connection, it can take hours to download your e-mail. This document will help you delete these large files and free up your e-mail again.

This is written for people who are Xtra customers, but there will be a similar method for other ISP's.

**Do this BEFORE you download your e-mail**

Start by opening Internet Explorer



or any other browser.

Either click on Webmail from the Xtra homepage, or click this link [www.xtramail.co.nz](http://www.xtramail.co.nz)

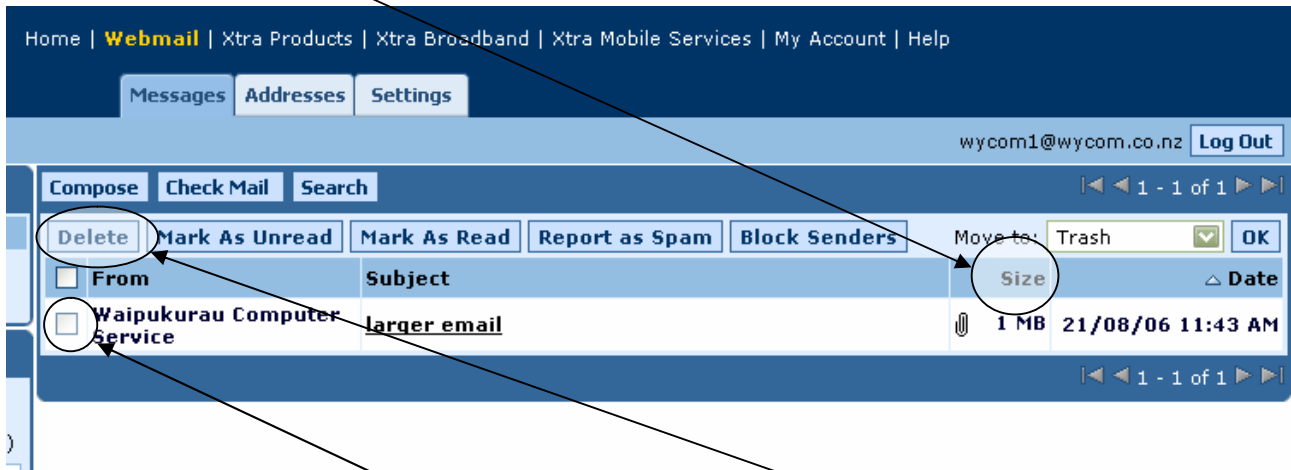
 This is a screenshot of the Xtra Webmail login interface. At the top, the 'xtra' logo is on the left, and navigation links for 'Home', 'Webmail', 'Xtra Products', 'Xtra Broadband', and 'Xtra Mobile Services' are on the right. The 'Webmail' link is circled in red. Below the navigation bar, there's a 'Webmail' section with a sidebar on the left containing links for 'Things you should know', 'FAQs', and 'Help and Support'. The main area features a 'Sign in below' form with fields for 'User Name' and 'Password', a 'Log in' button, and a 'Go to secure mode' link. A 'Tip' is provided: 'Tip: If you are a using your entire'. Below the login form, there's a 'Welcome to Xtra Webmail' section with introductory text and a link to 'join now'.

Enter your User Name and Password (Your username is usually the same as the first part of your email address) Then click on Log in

 This is a close-up screenshot of the login form. It shows the 'Sign in below' heading, the 'User Name' field containing 'wycom', and the 'Password' field containing '\*\*\*\*\*'. Below the fields is a 'Log in' button and a 'Go to secure mode' link.

You should now see a list of all your e-mail held on the Xtra server

Look in the size column for files that are 1MB or larger. (Maybe 200k or larger for very slow connections)



Tick any big files (you click in the box on the left), then click the delete button.

*You may have to send an e-mail to the sender explaining that because you only have a dial-up connection, their large e-mails are causing you problems, and please don't send anymore. If they persist, you can always click on the "Block Senders" button. ☺*

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