

How to request more email space

If you receive an email from HIT about running out of email space or after checking your mailbox size (from main Outlook screen, under File), you need to request more space, please see the instructions below.

- From your desktop, click on the **myHIT** shortcut or go to <https://myit.hscs.virginia.edu/>
- Log in with your **HS credentials**
- Click on **HIT Help Desk – Submit a request for Help**
- Fill out the form (**see example below**) and click on **Submit Request**
 - Assistants can do this for DOs if needed – just edit the **Request for:** option on the right

Please note the questions about cleaning up your mailbox, including deleting your deleted items.

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Provide additional information

Start your Request below:

Customer Contact Information *

Please provide the best phone number to contact you on this issue if needed (ex. 434-760-1234)

4349601072

How can we Help you? *

Email

Choose your Email issue or Request *

☒ Increase Email Box

☐ Update GAL (Global Address List)

☐ Create or Modify Email Distribution List

☐ Create Shared/Resource Outlook Calendar

☐ Other Email issue or Request

☐ Microsoft Teams

Have you reviewed your mailbox to determine if there are any emails that are no longer needed? Recommended areas to review: Junk Email, Sent Items and by Searching for Large Attachments. *

☒ Yes

☐ No

Have you emptied your Delete Items folder? This will reclaim storage from the items deleted in Junk Email, Sent Items and Attachments Search. *

☒ Yes

☐ No

Mailboxes are increased in 200mb increments. Will that be sufficient? *

☒ Yes

☐ No

Large attachments (2 MB and more) can take more time to upload

Submit Request

Request for: Robyn Eaton [Edit](#)

Email: RBE3P@uvahealth.org [Edit](#)