**Limitations on sending email in LegCRM**

1) When sending a message through LegCRM, the maximum size for a message, *including all attachments,* is 4Meg.  A message sent with a larger attachment will fail and remain stuck in the outbox.

2) The maximum number of messages that one can send in a single bulk send is 1000.  The system will advise you if you are attempting to send to an oversize group.  LegCRM is not intended for use as a newsletter mailer.  It is intended to support targeted responses -- e.g., to all people who have emailed on a particular issue  or all who live near a certain public project.  These will typically have under 1000 addressees.

3) The maximum total number of messages that one office can send per 24 hour period is 1500.  If you send more than that, your excess messages will be held over until the next day and then released.

The message size limit is imposed by Microsoft for the type of interface we use.

The second two limits are limits that we have placed on the system voluntarily to protect the domain reputation of masenate.gov.   If we allow too much volume to come from the domain, we are at risk of it being classified by services like gmail as a spam source.  It is very hard to recover from a spam designation, so we are being conservative about that.   If you need to send higher volumes of messages, you should download addresses from the system and load them into a bulk email service.

*As a reminder, neither the system nor data downloaded from it can be used for campaign purposes.*