

# GSD. How to manage mailbox extensions issues and requests

**Article ID:** KB0040804

**Created:** 2025-01-29 09:40:25

**Updated:** 2025-01-29 09:40:26

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/e26fbaa71bf90a5470daciaa3604bcb11',

'value': 'e26fbaa71bf90a5470daciaa3604bcb11'}

**Category:** {'link': 'https://fmcnadev.service-now.com/api/now/table/kb\_category/458e053ac3d716940acd330015013168', 'value': '458e053ac3d716940acd330015013168'}

General Information:

Possible symptoms/errors:

User's mailbox is lack of memory and needs to be extended a technical mailbox account needs to be created

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Please check the articles below before proceeding with the technical account request:

GSD. Outlook - How to manage Outlook Data File has reached the Maximum Size error

GSD. Outlook - Manually Archive Emails in a Microsoft Outlook Inbox

In case email extension process is required please advise user to raise a request for a technical account creation.

1. Ask user to raise a New User request by following the link below:

[https://fnc.service-now.com/sp/?id=sc\\_category&sys\\_id=0c48c9006f1da10070f4ee4dbb3ee401&catalog\\_id=e0d08b13c3330100c8b837659bba8fb4](https://fnc.service-now.com/sp/?id=sc_category&sys_id=0c48c9006f1da10070f4ee4dbb3ee401&catalog_id=e0d08b13c3330100c8b837659bba8fb4)

NOTE: Please pay attention that New User's requests should be raised basing upon the user's location

2. Ask user to fill in the data as on the screenshot below.

3. Advise user not to click on Realtime Collaboration Standard.

NOTE: First and Last Name convention should be kept as following: TUEK1-XXX-YYY where where TUEK corresponds technical users - XXX - YYY should be

Assignment Group:

Team/Queue Name/Key User contact/3rd Party e-mail address: text@text.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Description<http://www.cnn.com/>