
Frequently asked Questions

- **I have received message saying I have reached data limit of OneDrive/Outlook. What should I do?**

First of all, check the current status of OneDrive storage availability. If the icon is orange, you are getting closer to the limit, if the icon is red, you have reached the limit. For OneDrive and Outlook applies same recommendations – stop the automated synchronization, delete unused and unneeded files and empty trash files. If these measures do not solve the storage issue, please get in touch with your local faculty/unit support to find out your next options.

- **I have received message about quarantine email. What should I do?**

You have now 30 days to decide if this particular message should be kept in quarantine or if you still wish to receive it. It is possible to set the sender authorized and receive message from this person in the future without further antispam system control. Otherwise you can choose to manually block them or just let the quarantine continue.

- **What happens with my data when I leave the university?**

You have up to 4 months to continue using all your services. After this 4 months period you will only be able to use your email inbox and after another 3 months it will be deactivated as well. Data uploaded in shared services, e.g. MS Teams or SharePoint, will not be affected. If necessary you can get in touch with your local IT faculty/unit support with request for extension of this period.

- **Am I obligated to use Microsoft 365 cloud services?**

You are not obligated to use the Microsoft 365 environment however if you choose not to, please make sure to set redirecting of emails in your faculty/unit mailbox. Every student and employee of Charles University get their email address assigned automatically. Therefore it is important to keep receiving messages which may be related to cooperations, classes, etc. Instructions for email redirection can be found [here](#).

- **Who can I contact with regards to other issues with Microsoft 365 services?**

If you run into issues not mentioned above, please always get in touch with your local faculty/unit IT support.