If you are instructed by IT staff to reset your roaming profile, follow the steps below.

1. Go to: [https://myaccount.brown.edu/](https://myaccount.brown.edu/)
2. Select option “Log in and Manage Account”

3. Log in using your Brown credentials
4. Select “Roaming Profile” on the left
5. Click “Delete” to delete your roaming profile
6. Click “OK” to continue

This process will delete your roaming profile data and should eliminate the error:
You have exceeded your profile storage space. Before you can log off, you need to move some items from your profile to network or local storage.