

EMAIL

Email stuck in the outbox or not sending

Quick checks before we dig in: connectivity, attachment size, and the outbox.

Try these safe checks first:

1. **Are you online?** Open any website. If nothing loads, it's the connection, not email — see our Wi-Fi article.
2. **Attachment too big?** Most mailboxes cap attachments around 20–25 MB. For big files, ask us about your file-sharing options instead.
3. **One recipient or all?** If only one address bounces, the problem is usually on *their* side — forward us the bounce message.
4. **Restart the mail app** (or sign out/in on webmail).

When to hand it to us

If mail has been stuck for more than a few minutes and the checks above don't help, open a ticket and include: who you were sending to, the time you tried, and any error text or bounce email. We'll check the mail flow from our side — often we can see exactly where a message stopped.