

Email & online accounts | Medium | 2 min read

Outlook is not receiving or sending emails

If emails have stopped arriving or are stuck in your Outbox, the problem is usually a connection, a full mailbox or a setting. These checks will find most causes.

Menu names can differ between Outlook versions, so use the closest wording.

Check the basics

- Are you online? Open a web page to confirm.
- Look at the bottom of Outlook for wording such as **Working Offline** or **Disconnected**.
- Look for a message asking you to sign in again.

Turn off Work Offline

1. Click the **Send / Receive** tab.
2. If **Work Offline** is highlighted, click it once to switch it off.
3. Click **Send/Receive All Folders**.

Check your webmail

Sign in to your email on the provider's website, such as outlook.office.com or mail.google.com. If new mail is there but not in Outlook, the issue is with Outlook. If it is not there either, the sender may have mistyped your address, or the message may be in **Junk** or **Spam**.

Stuck in the Outbox

An email stuck in the **Outbox** often has a very large attachment, or Outlook has lost its connection. Open the message, remove the attachment if it is big, and send again. Keep a copy of the attachment first. Do not delete the email if you have not saved your text.

Check your storage

A full mailbox cannot receive new mail. Look in your account settings or on the webmail site for how much space is used.

Restart and update

Close Outlook fully, restart the computer, and open Outlook again. Then check for updates under **File** then **Office Account**.

Passwords

If your password was changed recently, Outlook may need the new one. Sign in when prompted.

When to get more help

Contact us if only one account has stopped working, if you see an error code you do not understand, if messages are being refused, or if you suspect your account has been accessed by someone else.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.