

PRINTABLE GUIDE

Find out why email is not sending or arriving

Check whether the trouble affects all email or one message. Keep the account installed while checking; removing it can discard unsent drafts. Provider rules differ.

Any email service; Gmail examples | 2 min read | 5 steps

Before you start

- ☐ Your email address and normal sign-in method
- ☐ An internet connection and a second address for a test

1. Check the connection

Open a familiar website. If it does not load, fix the internet connection first. Then open your provider's official website and sign in to webmail; this separates an app problem from an account problem.

- ☐ Done this step

2. Look in the other folders

For missing messages, search by sender or subject and check Spam, Junk, Trash and All Mail or Archive. Make sure you are looking at the right account, especially when the app contains several addresses.

- ☐ Done this step

3. Send a small test

Send a short message without an attachment to someone you know. Check Outbox and Sent. For a failed message, read any returned error and check the recipient address letter by letter before retrying.

☐ Done this step

4. Check account storage

Open the provider's storage page. A full account can block sending or receiving. Review large items carefully and keep copies of anything important before deleting it; cloud and email storage may share a quota.

☐ Done this step

5. Escalate the right problem

If webmail works, restart and update the mail app. If webmail also fails, use the provider's status or support page. Unexpected missing messages or changed forwarding settings deserve an account security check.

☐ Done this step

Try it for yourself

Send one plain test email and ask the recipient to reply.

☐ I tried the task.

My notes

Should I keep pressing Send?

No. Check Sent and Outbox first; repeated attempts can create duplicate messages when the connection returns.

Official help and the online guide

Missing messages in Gmail - <https://support.google.com/mail/answer/7015314?hl=en>

Gmail attachments - <https://support.google.com/mail/answer/6584?hl=en>

Read online: <https://plaintech-guides.pages.dev/guides/check-email-delivery/>