

PRINTABLE GUIDE

Fix a photo that will not send by email

Photo messages can fail during upload or exceed an attachment limit. Sender and recipient limits may differ. Start with one small, non-sensitive photo.

Phone or computer; email app | 2 min read | 5 steps

Before you start

- ☐ Access to the original photo
- ☐ A recipient who can confirm the test arrives

1. Check the photo can open

Open the image in your photo or file app first. If it is stored online, wait for it to download. A cloud thumbnail may need to download first.

- ☐ Done this step

2. Check connection and upload

Open a webpage to confirm internet access. Attach the photo and wait for the progress indicator or preview to finish. Do not close the draft or press Send while the upload is still incomplete.

- ☐ Done this step

3. Try one smaller attachment

Send one photo rather than a whole album. Reduce its size using the app's supported options while keeping the original. Gmail can send attachments totalling up to 25 MB; larger files use a Drive link.

- ☐ Done this step

4. Check the account and address

Review recipient spelling, Outbox, Sent and any returned error. Make sure the account is not over its storage limit. If a text-only test also fails, follow general email-delivery checks instead of changing the photo.

☐ Done this step

5. Use a controlled link if needed

For a larger group, use your trusted storage service's share link and check its permissions. Give the intended recipient access and ask them to test it. Avoid making private photos public just to bypass an attachment limit.

☐ Done this step

Try it for yourself

Send one small test photo and ask whether it opens.

☐ I tried the task.

My notes

Does appearing in Sent prove they saw the photo?

No. It shows the message was submitted. Delivery, spam filtering and access to a shared link can still prevent the recipient from seeing it.

Official help and the online guide

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

Read online: <https://plaintech-guides.pages.dev/guides/fix-email-photo-attachments/>