Outlook Not Send or Receiving

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This article has some common solutions for outlook not sending or receiving.

Symptoms:

- 1. Email is not sending/receiving.
- 2. Outlook says offline or disconnected.
- 3. Emails sitting in outbox.
- 4. In these situations the internet works for web browsing and other uses.

Solutions:

- 1. Check outlook is not set to Work Offline Go to Send/Receive tab and look for the Work Offline icon to the far left. If this is dark grey then click on it to turn it off.
- Check the email password is up to date log in to webmail to test (if using Office 365 go to portal.office.com). Sometimes a password reset does not propagate through to outlook.
- 3. Turn Work Offline on, close and re-open outlook and then turn Work Offline off.
- 4. Start outlook in Safe Mode find the outlook icon and hold down ctrl whilst clicking on it. This will bring up the option to open in safe mode.

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