# Email Template Client Compatibility Triage

| **Issue / Client** | **Apple Mail (iOS/macOS)** | **Gmail Web** | **Gmail iOS/Android** | **Outlook (Win/Desktop)** | **Outlook.com** | **Yahoo Mail** | **ProtonMail** | **GMX Mail** | **Impact (P)** | **Action** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Roles (job titles) wrapping**<br/>(*white-space: nowrap fallback*) | Usually honors white-space; minor scaling needed on small iOS<br/>(P2: perceptual) | CSS supported, but Gmail may drop style; risk of horizontal overflow if scaled<br/>(P1: can break layout) | CSS often stripped; titles can wrap or overflow on small screens<br/>(P1) | Word engine may ignore nowrap, will break long titles (layout break)<br/>(P1) | Webmail usually wraps if needed; breaks pipe-separated list<br/>(P1) | Likely wraps; no nowrap support, causing breaks<br/>(P1) | Like Gmail, dark-mode but also wrapping issues<br/>(P1) | Similar to Outlook (limited CSS); will wrap<br/>(P1) | P1 (layout/legibility) | **Fix** – replace spaces with non-breaking spaces (&nbsp;) to prevent break (applies to all clients)[[1]](https://stackoverflow.com/questions/31046966/using-css-white-space-nowrap-with-outlook#:~:text=The%20question%20is%20quite%20old%2C,be%20carfull%20with%20line%20lengths). |
| **Umwelt panel font scaling**<br/>(*small text inflation on zoom*) | iOS Mail auto-enlarges very small text without viewport; can appear too big<br/>(P2) | Web scales normally; small text remains small<br/>(P3) | Mobile clients may auto-zoom (no viewport) and enlarge 11px text<br/>(P1 for legibility) | Desktop does not auto-zoom; fonts fixed<br/>(P3) | No auto-zoom; unaffected<br/>(P3) | Mobile web likely similar to Gmail/Outlook iOS – possible scaling<br/>(P1) | (Desktop) no zoom; (mobile) possible<br/>(P2) | (Web) no auto-zoom; (mobile) uncertain<br/>(P2) | P1/P2 (legibility) | **Fix** – add <meta name="viewport" content="width=device-width, initial-scale=1.0"> and -webkit-text-size-adjust:100% globally to disable iOS auto-scaling[[2]](https://stackoverflow.com/questions/43808164/why-font-size-in-iphone-mail-so-tiny-had-to-scale-up-to-26px#:~:text=The%20first%20tag%20disables%20auto,be%20throwing%20off%20your%20design). Optionally increase base font (e.g. 12px). |
| **Dark mode color fidelity**<br/>(*background/text inversion*) | Apple Mail supports prefers-color-scheme; our media rules apply<br/>(P2) | Gmail web aggressively inverts colors; our dark-mode CSS uses the Gmail <u>+ .body-root hack to preserve background/text, but image inversion can occur[[3]](https://stackoverflow.com/questions/78311610/html-email-css-gets-inverted-when-in-dark-mode-on-ios-gmail#:~:text=Basically%2C%20it%20uses%20,with%20a%20simple%20selector%20trick)<br/>(P1 if colors flip) | Gmail app ignores media; will invert background/text if not handled. Default blue link highlight appears in dark mode (usability issue)<br/>(P1) | Word engine ignores CSS themes; no dark mode support<br/>(P3) | Outlook.com (dark mode on web) will invert or override some colors<br/>(P2) | Yahoo Mail applies its own dark-mode (often strips styles); backgrounds/text may invert unpredictably<br/>(P2) | ProtonMail web inverts light backgrounds; our CSS uses #proton-root fixes for panel, but text may still flip<br/>(P2) | GMX Mail (web) has no official dark mode, but some clients may auto-dark; treat like Outlook web<br/>(P2) | P1 for Gmail clients, P2 for others | **Fix** – enforce critical colors inline. For links, use inline style="color:#856A8F !important;text-decoration:none" to prevent Gmail’s blue override[[4]](https://github.com/hteumeuleu/email-bugs/issues/68#:~:text=Here%20are%20a%20few%20tweets,of%20email%20developer%20Gary%20Wesolowski). Consider CSS mix-blend-mode: difference targeting Gmail via u + .body to neutralize inversion[[3]](https://stackoverflow.com/questions/78311610/html-email-css-gets-inverted-when-in-dark-mode-on-ios-gmail#:~:text=Basically%2C%20it%20uses%20,with%20a%20simple%20selector%20trick). |
| **Overflow / clipping**<br/>(*hidden overflow on panels*) | Overflow hidden on rounded panels – rarely clips content. Safe by design.<br/>(P3) | Overflow CSS works; no overflow expected in our fixed-layout panels<br/>(P3) | Mobile apps do not scroll hidden overflow; hidden content may be truncated<br/>(P2) | Outlook ignores overflow; panels show fully (no clip), but border-radius ignored<br/>(P3) | Outlook.com honors or ignores similarly; content shows or hidden bits remain invisible<br/>(P2) | Yahoo/GMX ignore overflow (behaves like visible); should not crash layout<br/>(P3) | ProtonMail ignores overflow (like visible) in panels<br/>(P2) | Less risk; content is short. Generally cosmetic.<br/>(P3) | P2 (minor clipping) | **Fix/Defer** – ensure no critical content relies on overflow. We may **remove** overflow:hidden on .contact-panel/.umwelt-panel for Gmail iOS (which can’t scroll hidden content) if clipping occurs. Otherwise **defer** to acceptable collapse (layout stable). |
| **Blue links / highlights**<br/>(\*auto-inversion) | Native link styles minimal; our inline color:inherit may be overridden in dark mode if not explicit<br/>(P2) | Gmail tends to recolor links blue in dark mode. Using color:inherit fails; leads to standout blue text (visual bug)<br/>(P2) | Gmail app highlights links (blue) and toggles background of images/text. Anchors without explicit color become highly visible<br/>(P2) | Outlook desktop leaves links unstyled (blue by default) – acceptable, no inversion<br/>(P3) | Outlook.com (web) defaults blue links on white; not a dark-mode issue<br/>(P3) | Yahoo Mail (web) uses default blue or purple for links; no dark-mode auto-color<br/>(P3) | ProtonMail’s dark mode will turn unstyled links blue. We should set them explicitly to avoid hotlink color reversal<br/>(P2) | GMX Mail (web) defaults, no auto inversion<br/>(P3) | P2 (visual clarity) | **Fix** – explicitly set all anchor link colors inline (e.g. style="color:#856A8F!important;text-decoration:none!important") to override Gmail/Proton defaults. Avoid color:inherit on links. This ensures links don’t auto-turn blue[[4]](https://github.com/hteumeuleu/email-bugs/issues/68#:~:text=Here%20are%20a%20few%20tweets,of%20email%20developer%20Gary%20Wesolowski). |

**Legend:** P1 = layout/legibility break; P2 = perceptual/visual degradation; P3 = minor/cosmetic. The “Fix” column indicates whether a change can correct (and we should apply it) or if issues must be accepted.

**Surgical Fixes (AA/BB Issues)**

* **Roles (job titles) wrapping:** Some clients (especially Outlook) ignore white-space: nowrap and will break long role lists. To enforce one line, replace normal spaces with non-breaking spaces (&nbsp;) between words and around the pipe dividers. For example:

-<div class="roles">Product Designer <span class="role-divider">|</span> AI-SOC Analyst <span class="role-divider">|</span> Curator ...</div>

+<div class="roles">Product&nbsp;Designer&nbsp;<span class="role-divider">|</span>&nbsp;AI-SOC&nbsp;Analyst&nbsp;<span class="role-divider">|</span>&nbsp;Curator ...</div>

  This ensures Outlook/others do not break lines at those spaces. It maintains a single-line list across email clients (P1 for Gmail Web/App, Outlook, Yahoo, Proton, GMX). If even longer titles still overflow, they will at least scale horizontally rather than wrap.

**Umwelt panel text scaling (iOS zoom bug):** iOS Mail (10–14) will automatically enlarge very small text unless viewport is set. In the <head>, add:

 <meta name="viewport" content="width=device-width, initial-scale=1.0"/>

 (We already have <meta name="x-apple-disable-message-reformatting">; adding the viewport stops auto-zoom). Additionally, ensure text-size-adjust is disabled for all:  \* { -ms-text-size-adjust: 100%; -webkit-text-size-adjust: 100%; }

 (This can go in the existing <style> block.) Together these prevent iOS Mail from inflating the 11px Umwelt text (reducing the legibility breakage – P1). Fallback: if some clients still enlarge, consider increasing the base font-size (e.g. 12px) for .umwelt-p1, .umwelt-p2 in small viewports, but the meta viewport fix should largely resolve it

**Dark-mode color fidelity (Gmail/Proton):** Gmail’s apps and web can invert backgrounds and link colors, since they ignore our prefers-color-scheme rules.To mitigate:

* **Inline essential colors:** Set every link and key text color inline with !important. For example, change the phone link from style="color:inherit" to style="color:#856A8F!important; text-decoration:none!important;". This prevents Gmail from turning it default blue. Ensure any <a> tags have explicit dark-mode-safe color.
* **CSS blend hack (Gmail only):** As suggested by email experts, one can use mix-blend-mode: difference; on elements targeted via u + .body to cancel Gmail’s invert. For example:

 u + .body-root .roles { mix-blend-mode: difference; }

* This is advanced; if implemented, it preserves original colors through Gmail’s inversion. If not used, at least our inline colors will prevent the worst color flips. ProtonMail (web) in dark mode uses the #proton-root fixes already in place, but we should likewise inline colors. If any dark-mode conflicts remain (e.g. images partially inverted), those may need trade-off. —— make sure if this is the best fix. I have read somewhere that in-line colors could cause problems in some major platforms.

**Overflow on panels:** We used overflow:hidden on the contact and umwelt tables to clip corners. Some mobile apps (Gmail iOS/Android) cannot scroll hidden overflow (MailPit notes). Check if there is a work-around. Rounded corners must survive.

**Sanity Checklist:**

* **Viewport/DOCTYPE:** Confirm <!DOCTYPE html> is at the top (needed for proper layout) and the <meta name="viewport"> we added is present. This prevents iOS auto-zoom issues.
* **CSS in <head> vs inline:** Ensure critical styles (colors, text-size-adjust) are inline or well-supported. Gmail and Outlook.com may strip <style>; verify the most important styles (background colors, text colors) have safe fallbacks (e.g. bgcolor attributes or inline bg-color in tables).
* **Text sizing:** Ensure minimum font sizes are legible on all devices. We set base text to 16px and emphasize minimum 11px in Umwelt. Verify that iOS Mail no longer enlarges beyond design intent. Check -webkit-text-size-adjust:100% is applied correctly to avoid unwanted scaling.
* **Link styling:** All <a> tags should have explicit style attributes for color and decoration. The phone link was changed to color:#856A8F!important; do the same for any text links to prevent Gmail/Proton/outlook etc default blues. Confirm links still work (tel: and cv (EN, DE)) and look consistent.
* **Images and spacers:** Each <img> has width and height attributes plus style="display:block". Confirm these render without extra gaps (especially in Outlook – the Twitter report warns some clients cut images to line-height, but our images are block with explicit width, so this risk is low). Keep alt text on images as given for accessibility.
* **Dark/light classes:** Verify the light/dark header images swap as intended via .light-mode-image and .dark-mode-image + media rules. Gmail may not honor it, but ensure no broken placeholder if media query fails.
* **Table structure:** Check that all nested tables have matching role="presentation", cellpadding/cellspacing="0", and correct width attributes. This preserves layout in Outlook/Thunderbird. The fixed 640px container should scale via max-width:100%. However try to make the scaling responsive wherever, however possible, specially for issue points.
* **Cross-client testing:** If possible preview the final HTML in each target client (Apple Mail, Gmail web/mobile, Outlook Windows/Mac, Outlook.com, Yahoo, Proton, GMX). Pay special attention to dark mode toggling in each. Use Litmus/Email on Acid or real devices if possible to confirm no new issues. If not possible to test your results on your own, then ignore this point.