

Win Outlook (Business) TS

Refer to Microsoft 365 Business – Follow Article - [I can't send or receive messages in Outlook \(microsoft.com\)](https://support.microsoft.com/en-us/topic/troubleshooting-outlook-cannot-send-or-receive-mail-93907000-4000-4000-4000-40004000)

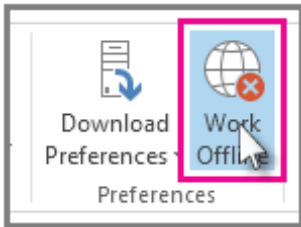
Step 1

Q: Is Outlook disconnected?

If you see **Disconnected**, **Working Offline**, or **Trying to connect...**, Outlook can't reach the email server to send your mail.

This folder was last updated at 2:50 PM. (X) Working Offline

Choose **Send/Receive > Preferences > Work Offline** to toggle between offline mode and online mode. You may need to open the message and send it again, or choose **Send/Receive**.



If that doesn't fix the problem, proceed step 2.

Step 2

Make sure you're connected to the Internet.

If you lose your connection to the internet, Outlook won't be able to send your messages.

- a) Open a browser, such as Internet Explorer, Edge, or Chrome.
- b) Try entering one of the following websites in the address bar:
 - a. <https://www.microsoft.com>
 - b. <https://www.bing.com>
- c) If you can't reach either of those two websites, see [Fix network connection issues in Windows 10](#).
- d) If that doesn't fix the problem, see the next step.

Step 3

Q: Do your messages contain large attachments?

Some email providers (such as your ISP or even Gmail) won't let you send messages larger than a certain size. Adding pictures and large attachments to your message can prevent you from sending that message (and any messages sent after the large message).

Go to your **Outbox** and then open the stuck email messages. Start with the oldest message first. If that message has an attachment that's larger than 5MB, delete the attachment and either attach a smaller file or attach a link to the attachment. See [Attach a file to an email in Outlook](#) for more information on attachments.

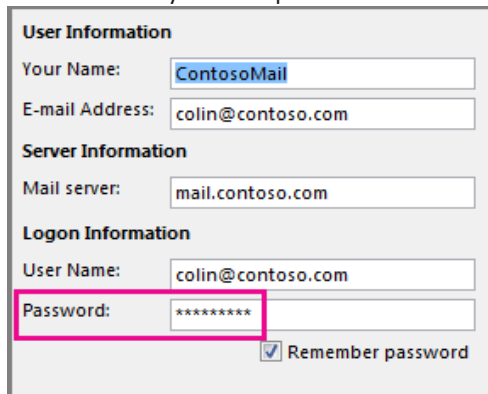
Now try to send the message again. If that doesn't fix the problem, see the next step.

Step 4

Q: Have you changed your password recently? If No Proceed to Step 5

If you've changed your password on the website for your email account, you'll need to change it in Outlook, too.

1. Choose **File > Account Settings > Account Settings**.
2. On the **E-mail** tab, choose your email account, and then select **Change**.
3. Enter your new password in the **Password** box, then choose **Next > Close > Finish**.



Note: If you sign in to your mail account with the same credentials that you use to log on to your network, you won't see the screens shown here. You'll need to change your email password by changing your Windows network password. Press Ctrl+Alt+Delete, choose **Change a Password**, and follow the instructions Windows provides.

Now try to send the message again. If that doesn't fix the problem, proceed to step 5.

Step 5

Q: Do you have third-party antivirus? If no proceed to step 6.

Some antivirus programs perform email scanning. If a virus is found, your antivirus software may prevent you from sending or receiving further email until you clean the virus.

Step 6: Perform quick repair. If not working proceed to step 7.

Step 7: Repair Outlook profile.

A profile is a group of settings that controls how Outlook works. It includes a listing of your accounts, autocomplete information, and your name and initials. To repair your Outlook profile or create a new one, see [Fix your Outlook email connection by repairing your profile](#).

Repair a profile in Outlook 2010, Outlook 2013, or Outlook 2016

1. In Outlook 2010, Outlook 2013, or Outlook 2016, choose **File**.
2. Choose **Account Settings > Account Settings**.
3. On the **Email** tab, choose your account (profile), and then choose **Repair**.

Note: The Repair option isn't available if you're using Outlook 2016 to connect to an Exchange account.

4. Follow the prompts in the wizard, and when you're done, restart Outlook. If still not working proceed to step 8.

Step 8: Start Outlook in safe mode

Sometimes, one of Outlook's add-ins will crash and prevent your email messages from sending. To disable all add-ins, you can start Outlook in safe mode. If you can send email while Outlook is in safe mode, creating a new Outlook email profile should allow you to send email again.

To start Outlook in safe mode, click the Windows key. In the search box, type **outlook.exe /safe** and press Enter.

Step 9: Create an Outlook profile.

A profile is a critical part of your Outlook experience. The profile consists of the accounts, data files, and settings that specify where your email messages are saved. To create a new profile, do the following:

1. In Outlook, select **File > Account Settings > Manage Profiles**
2. Choose Show Profiles > Add.
3. In the **Profile Name** box, type a *name* for the profile, and then choose **OK**.

Switch to new profile.

1. In Outlook, Click **File > Account Settings > Change Profile**.
2. Outlook will close. You'll need to start Outlook again manually.
3. The next time Outlook starts, it will display the **Choose Profile** Dialog.
4. To show this dialog every time Outlook starts, select **Options > Prompt for a Profile to be used**. If still not working proceed to step 10

Step 10: Run Inbox repair Tool.

Refer to article - Repair Outlook Data Files (.pst and .ost). If not working proceed to step 11.

Step 11. Reinstall Office or Microsoft 365 apps.

Refer to article - **Download and install or reinstall Microsoft 365 or Office 2021 on a PC or Mac**. If not working **Refer to IT or Commercial**.