# Title: Email Sync not working.

## **Problem**

Emails does not sync on Freshsales inbox or sent folder.

## **Solution**

There are multiple internal and external reasons why the emails does not sync on Freshsales.

**Troubleshooting steps**

Internal reason why emails does not sync.

1. Mailbox not connected to Freshsales.
2. Emails does not sync if the leads/contacts are not available on the system. Freshsales does not sync all the emails. It sync emails from leads/contacts only.
3. Check if there are lead and contact with same email address, if so then the emails will be synced to the leads only and not contacts.
4. Linking emails to lead/contact disabled under profile settings→ email settings.
5. Email domain added on the excluded domain under Admin settings → email settings → excluded domain.
6. Emails might not sync on the inbox box in Freshsales if the personal email address is added on the list of sales email address. All the emails will be on the team inbox.

External reason for failure in email sync.

1. Connection status is disconnected under "Connect your email". ( Disconnection happens because of the changes in email settings/Password changed)
2. Language on the mail client, Freshsales only sync email from Inbox and Sent folder. So if this is renamed or in different language will not sync on Freshsales.
3. Check if any filters are used or emails are moved to any other folders or archived, this will also not sync the emails to Freshsales.
4. IMAP being disabled on the customers mail settings.

## **Related articles**

**Knowledge base:**

<https://support.freshsales.io/support/solutions/articles/234190-why-is-my-email-not-synced-completely->

* Page:
* [Email Sync not working.](/pages/viewpage.action?pageId=199950938)