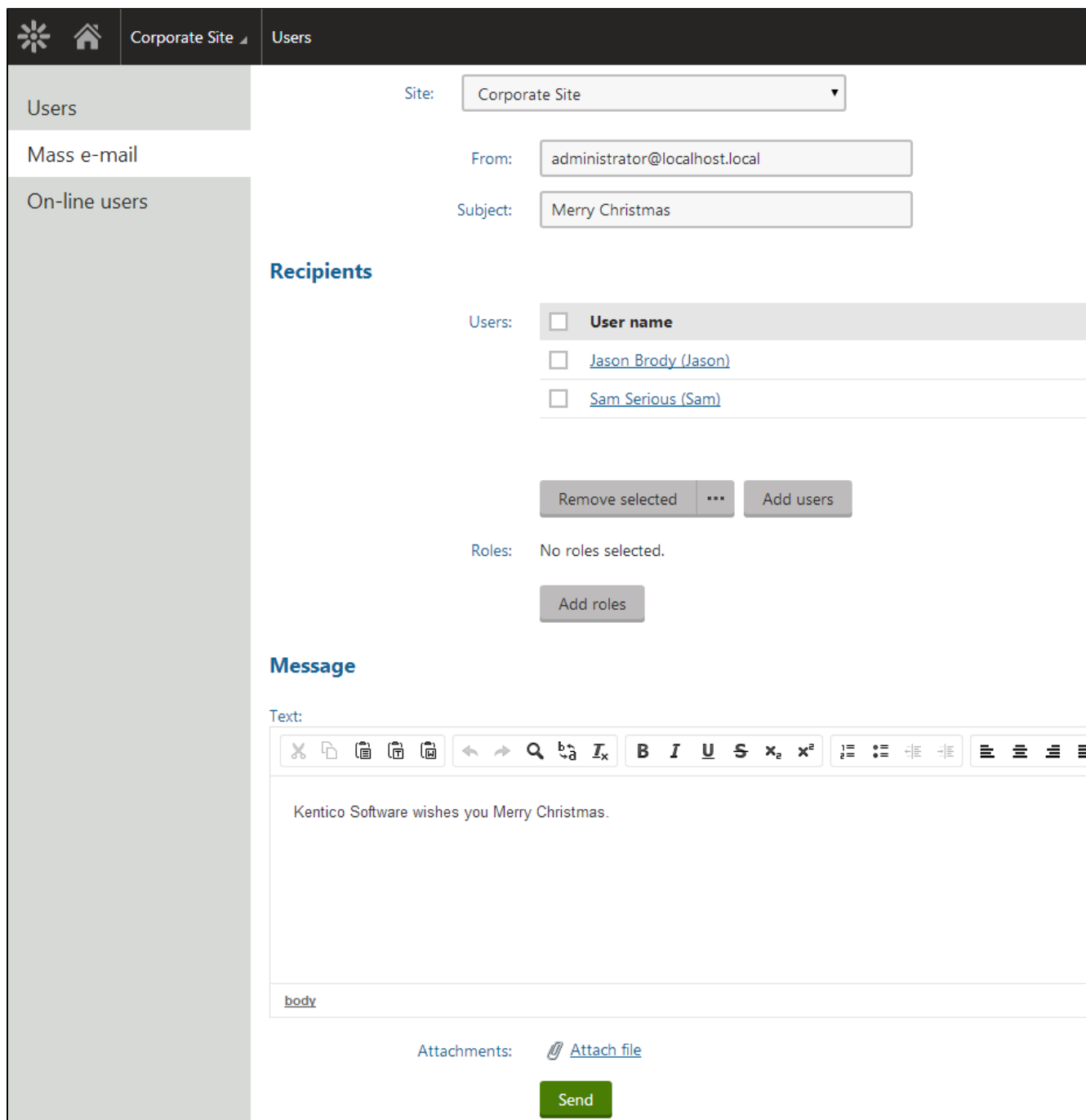


When you want to send emails from the Kentico administration interface, you can:

- Send an email to a specific email address in the **Email queue** application on the **Send email** tab.
- Send mass email to selected users and roles in the **Users** application on the **Mass email** tab.




The screenshot shows the 'Mass e-mail' tab in the Kentico administration interface. The left sidebar contains 'Users', 'Mass e-mail' (selected), and 'On-line users'. The main content area is titled 'Users' and includes a 'Site:' dropdown set to 'Corporate Site'. Below this are input fields for 'From:' (administrator@localhost.local) and 'Subject:' (Merry Christmas). The 'Recipients' section has a 'Users:' list with checkboxes for 'User name', 'Jason Brody (Jason)', and 'Sam Serious (Sam)'. There are 'Remove selected' and 'Add users' buttons. The 'Roles:' section shows 'No roles selected' with an 'Add roles' button. The 'Message' section features a rich text editor with a toolbar and a text area containing 'Kentico Software wishes you Merry Christmas.' Below the editor is an 'Attachments:' section with an 'Attach file' button. A large green 'Send' button is at the bottom.

## Email queue

Sending of emails is facilitated by the **Email queue** application. It enables the system to send out, for example, [newsletters](#) to recipients without the risk of losing any of the emails due to errors.

New emails registered in the queue are sent out **automatically** in regular intervals by the **Send queued emails** [scheduled task](#). If an email is not delivered to the SMTP server successfully, it remains in the queue so that you can delete or resend it manually later.

 During the mailout, emails in the queue are distributed to the SMTP servers defined in the system. See [Configuring SMTP servers](#) to learn how to register and configure SMTP servers in Kentico.

Successfully sent emails are displayed on the **Sent emails** tab for the number of days specified by the **Archive emails (days)** option in **Settings -> System -> Emails**.

The system attempts to send emails that failed to send for 1 hour following the first send attempt. After this period, you need to send the individual emails manually by clicking **Resend all failed**.

You can configure the settings related to emails in **Settings -> System -> Emails** in the **Email processing** section. See [Settings - Emails](#).

## Accessing the Email queue application

Viewing and management of the queue in the **Email queue** application is only possible for two types of users:

- Users with the Global administrator or Administrator [privilege level](#)
- Users who belong to [roles](#) with the **Read email queue** and/or **Modify email queue** [permissions](#) for the **Emails** module

### Notes

- Users without the Global administrator or Administrator [privilege level](#) cannot **View** the body content of emails.
- Only Global administrators can see global emails within the queue and manage queued emails for any site in the system. Other users are limited to emails related to the current site.