

## Contents

|                                              |   |
|----------------------------------------------|---|
| Not receiving notifications .....            | 2 |
| Check Status in Teams.....                   | 2 |
| Check Settings in Windows .....              | 2 |
| Check Focus Settings in Windows .....        | 2 |
| Check Battery Saver Settings in Windows..... | 2 |
| Contact Us.....                              | 2 |
| Unable to see Shared Mailbox.....            | 3 |
| Wait 15 Minutes.....                         | 3 |
| Restart Outlook .....                        | 3 |
| Check 'Shared with me' is open .....         | 3 |
| Contact Us.....                              | 3 |
| Emails Stuck in Outbox/Not Sending .....     | 4 |
| Check Internet Connection .....              | 4 |
| Restart Outlook .....                        | 4 |
| Check Attachments.....                       | 4 |
| Sync Sent and Received Email.....            | 4 |
| Move Send Items To Drafts .....              | 4 |
| Contact Us.....                              | 4 |
| Not Receiving New Emails .....               | 5 |
| Check Internet connection.....               | 5 |
| Restart Outlook .....                        | 5 |
| Check Junk / Spam Folder .....               | 5 |
| Check Blocked Senders .....                  | 5 |
| Sync Sent and Received Email.....            | 5 |
| Contact Us.....                              | 5 |
| Setting Up Signatures .....                  | 6 |

## Not receiving notifications

If you are not receiving notifications in Outlook, this could be due to one of the following:

### Check Status in Teams

Make sure your status in Teams isn't set to **Do not disturb**.

### Check Settings in Windows

Adjust Windows notification settings

1. Select **Start** , then select **Settings** .
2. Go to **System > Notifications** (or **Notifications & actions** in Windows 10).
3. Confirm **Get notifications from apps and other senders** is turned **On**.
4. Confirm **Do not disturb** is **Off**. (In Windows 10, select **Focus assist settings** and confirm **Get all notifications from your apps and contacts** is **Off**.)
5. Locate Outlook in the list of senders and make sure its notifications are turned on. (To do this in Windows 10, return to the **Notifications & actions** page.)

### Check Focus Settings in Windows

1. Select **Start** , then select **Settings** .
2. Go to **System > Focus**.
3. Select **Stop focus session** if it's turned on.

### Check Battery Saver Settings in Windows

1. Select **Start** , then select **Settings** .
2. Go to **System > Power & battery** (or **Battery** in Windows 10.)
3. Ensure **Battery Saver** is turned off to resume receiving notifications.

### Contact Us

If none of these have solved your issue, please get in touch with us via the support page on our website.

# Unable to see Shared Mailbox

## Wait 15 Minutes

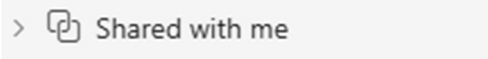
If the shared mailbox has recently been shared, please allow **15 minutes** for the changes to take effect.

## Restart Outlook

If after **15 minutes** the mailbox still hasn't appeared, please try **closing and reopening** Outlook.

## Check 'Shared with me' is open

In the **new outlook**, scroll down the **navigation panel** until you see **'shared with me'**



> Shared with me

**Left-click** on this button, and Mailboxes that have been shared with you should be seen here.

## Contact Us

If none of these have solved your issue, please get in touch with us via the support page on our website.



# Emails Stuck in Outbox/Not Sending

## Check Internet Connection

On the device you are trying to send from, ensure that you are **connected to the internet** and the **connection is stable**. A disrupted connection can prevent emails from being sent.

## Restart Outlook

**Close and restart Outlook.** Sometimes, a simple restart can resolve temporary issues.

## Check Attachments

If emails have **large attachments**, they might take a while to send or get stuck. Consider **reducing attachment sizes**, sending them **separately** or using cloud storage for large files.

## Sync Sent and Received Email

You can synchronise all sent and received folders by clicking the **F9** key located on the **top row** of your keyboard.

## Move Send Items To Drafts

**Move** the **stuck emails** to the **Drafts** folder, then try **resending or deleting** them. Sometimes, this can unblock the queue.

You can do this by going to the sent folder, **right-click** on the email that is stuck, **select move, select drafts** and attempt to **resend** the email.

## Contact Us

If none of these have solved your issue, please get in touch with us via the support page on our website.

# Not Receiving New Emails

## Check Internet connection

On the device you are having issues with, ensure that you are **connected to the internet** and the **connection is stable**. A disrupted connection can prevent incoming emails.

## Restart Outlook

**Close and restart Outlook.** Sometimes, a simple restart can resolve temporary issues.

## Check Junk / Spam Folder

On the navigation pane, under inbox, there will be a '**Junk Email**' folder. Ensure that the email you are missing hasn't gone into this folder.

If it has mistakenly gone into your junk folder, **right-click** on the item, click '**Report**'> '**Not Junk**'

## Check Blocked Senders

In Outlook, go to **settings>Mail>Junk Email**. Select '**Blocked senders and domains**' and ensure that the senders you are missing emails from are not in this list.

## Sync Sent and Received Email

You can synchronise all sent and received folders by clicking the **F9** key located on the **top row** of your keyboard.

## Contact Us

If none of these have solved your issue, please get in touch with us via the support page on our website.

## Setting Up Signatures

1. On the **View** tab, select  **View Settings**.
2. Select **Accounts > Signatures**.
3. Select **New signature**, then give it a distinct name.
4. In the editing box below the new name, type your signature, then format it with the font, colour, images, and styles to get the appearance you want.
5. Select **Save** when you're done.
6. With your new signature selected from the list above the editing box, go to **Select default signatures** and choose whether to apply the signature to new messages and to replies and forwards.
7. Select **Save** again.

If you find it easier, you can create your signature in a Word document and copy and paste this into the editing box.

Don't forget to add a disclaimer if you are a limited company.

We also provide signatures through Exclaimer.

Exclaimer is a centrally managed web UI, ensuring brand consistency across all emails, automates signature updates, and allows for flexible customisation for different departments or campaigns.

If this is something that you are interested in, please do not hesitate to get in touch.