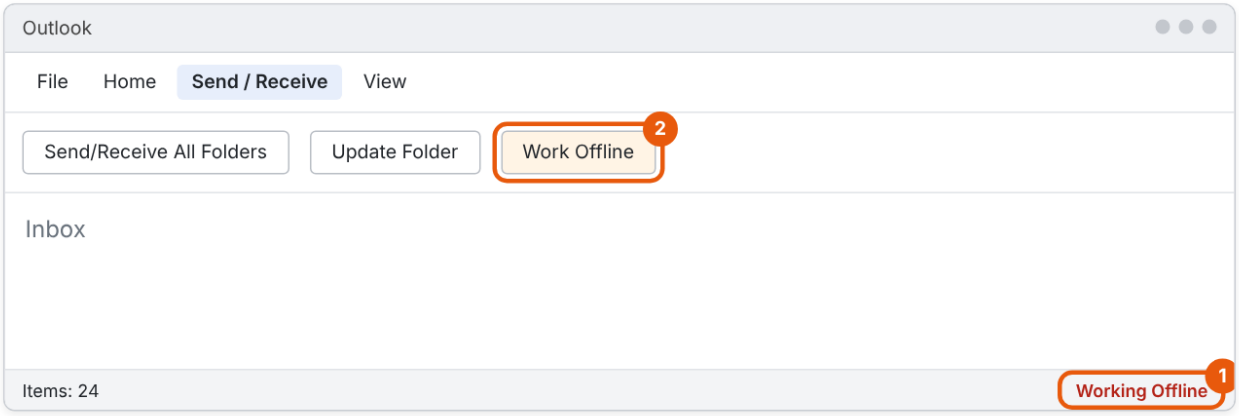
Outlook is not sending or receiving emails

Check whether Outlook is offline, compare with Outlook on the web, then restart Outlook.

IT Help / Email and Microsoft 365 · Updated 24 Nov 2026 · Version 1

1. Look at the bottom of the Outlook window. If it says **Working Offline** or **Disconnected**, go to **Send / Receive** → **Work Offline** to turn it off.



1 — Shows Outlook is offline. 2 — Click **Work Offline** on the Send / Receive tab to go back online.

2. Check your internet connection by opening any website.
3. Open outlook.office.com in a browser and sign in. If your emails appear there, the problem is only with Outlook on your computer.
4. Close Outlook completely and open it again. If that does not help, restart your computer.
5. If emails are stuck in the **Outbox**, check for very large attachments. Share big files with a OneDrive link instead.

> If Outlook on the web also does not work, the problem is with the account or the service. Contact IT.

Tags: outlook, email

Online version: https://guidedesk.bbtc.com.sg/a/5/outlook-is-not-sending-or-receiving-emails