# Email FAQ

**Frequently asked questions about E-mail.**

Question: I tried sending an email with an attachment a few times and it keeps failing. However, emails without attachments are going through fine. What could cause this?

 Answer: There are a couple of possible reasons why emails with attachments get stuck while other emails send normally:

1. The attachment file size may be too large. Verify the specific size limit on email attachments allowed by IT policy and reduce the file if needed. Usually maximum is 50MB or less per attachment.
2. There could be an issue with certain file types being blocked. Check if your recipient is receiving specific file types like zip files or executables. Our email filters may be configured to quarantine those for security reasons.
3. Another possibility is hitting your mailbox storage limit, preventing any new emails from being accepted to send out. Log in to check your quota usage levels. We can expand the allotted storage if consistently hitting the maximum.

Please let me know if the issue persists, please call help desk at 123-123-1234.

Question: My email is not syncing up. How can I troubleshoot?

Answer: Here are some steps to troubleshoot email sync issues:

1. Determine if the problem is affecting just one device or all devices. Try syncing email on your mobile phone, laptop, etc. If it's only one device with issues, we need to troubleshoot that specific software.
2. Verify connectivity on the problem device. Check if other apps and internet access are working properly. Connection issues could prevent syncing.
3. Open email app settings and tap "Sync" or similar option to manually force a refresh. See if new emails pull through or error messages display after doing this.
4. Check account settings to confirm inbound/outbound server types and settings align to email provider recommendations. An improperly configured account can block syncing.
5. Log into webmail at [mail.domain.com](http://mail.domain.com) and verify emails are showing up there. If web access works, re-add the account on the problematic local device app. If you are unable to login to your webmail, your account might be locked. Please follow steps for unlocking your account.
6. As a last resort, uninstall and reinstall the email app, then re-add account from scratch taking care to accurately enter password and account details.
7. If above steps fail to resolve sync issues across all devices/apps/web, contact IT support at 123-123-1234