

Email sent from Salesforce is not actually being sent

12/29/2023 10:10 am EST

Description of Issue:

When sending emails via Salesforce, no error is received, however, the emails are not actually sent. Salesforce should include the email in your Outlook sent folder if it was successfully sent.

Fixes:

Follow the steps below to relink your Outlook account in Salesforce:

1. Login to Salesforce
2. Click on your Profile icon in the top right of the screen
3. Click on 'Settings'
4. On the left, expand 'Connected Accounts'
5. Select 'Email and Calendar Accounts'
6. Click 'New Account' button
7. Select 'Connect My Office 365 Account'
8. The Microsoft account box will open
 - a. Select your email address (first.last@boldgroup.com)
9. You may need to Disconnect old, connected accounts as well