

Error Using Email Template - We can't send your email. Try again, or contact your Salesforce admin.

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Description of Issue:

When sending emails via Salesforce using any email template, the following error is received:

We can't send your email. Try again, or contact your Salesforce admin.

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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