

Unable to Send Email via Marketing Cloud ^[1]

November 12, 2019 by [Melanie Jones](#) ^[2]

When your user can't send an email, we know time is of the essence in addressing the issue. Often, the root cause is something over which you have control rather than a systemic failure in Salesforce or Marketing Cloud. When faced with a failed send, follow these steps to identify the hangup ^[3].

DENY SEND If you can't find the 'Send' button in Marketing Cloud, you might not have access to send emails ^[4]. Users are granted access to send emails once they have completed a short verification quiz during onboarding.

DETAILED STEPS ^[3]

Related Wikis

- [Marketing Cloud Permissions](#) ^[4]
- [Someone Not Receiving Marketing Cloud Messages](#) ^[5]

Display Title:

Unable to Send Email via Marketing Cloud

Send email when Published:

No

Source URL: <https://www.cu.edu/blog/ecommerce-wiki/unable-send-email-marketing-cloud>

Links

[1] <https://www.cu.edu/blog/ecommerce-wiki/unable-send-email-marketing-cloud>

[2] <https://www.cu.edu/blog/ecommerce-wiki/author/39>

[3]

<https://docs.google.com/document/d/1zhyN2aRtiSgi77LGulghfX7SnEIDV2O5QLPkPQYTDtk/edit?usp=sharing>

[4] <https://www.cu.edu/blog/ecommerce-wiki/marketing-cloud-permissions>

[5] <https://www.cu.edu/blog/ecommerce-wiki/someone-not-receiving-marketing-cloud-messages>