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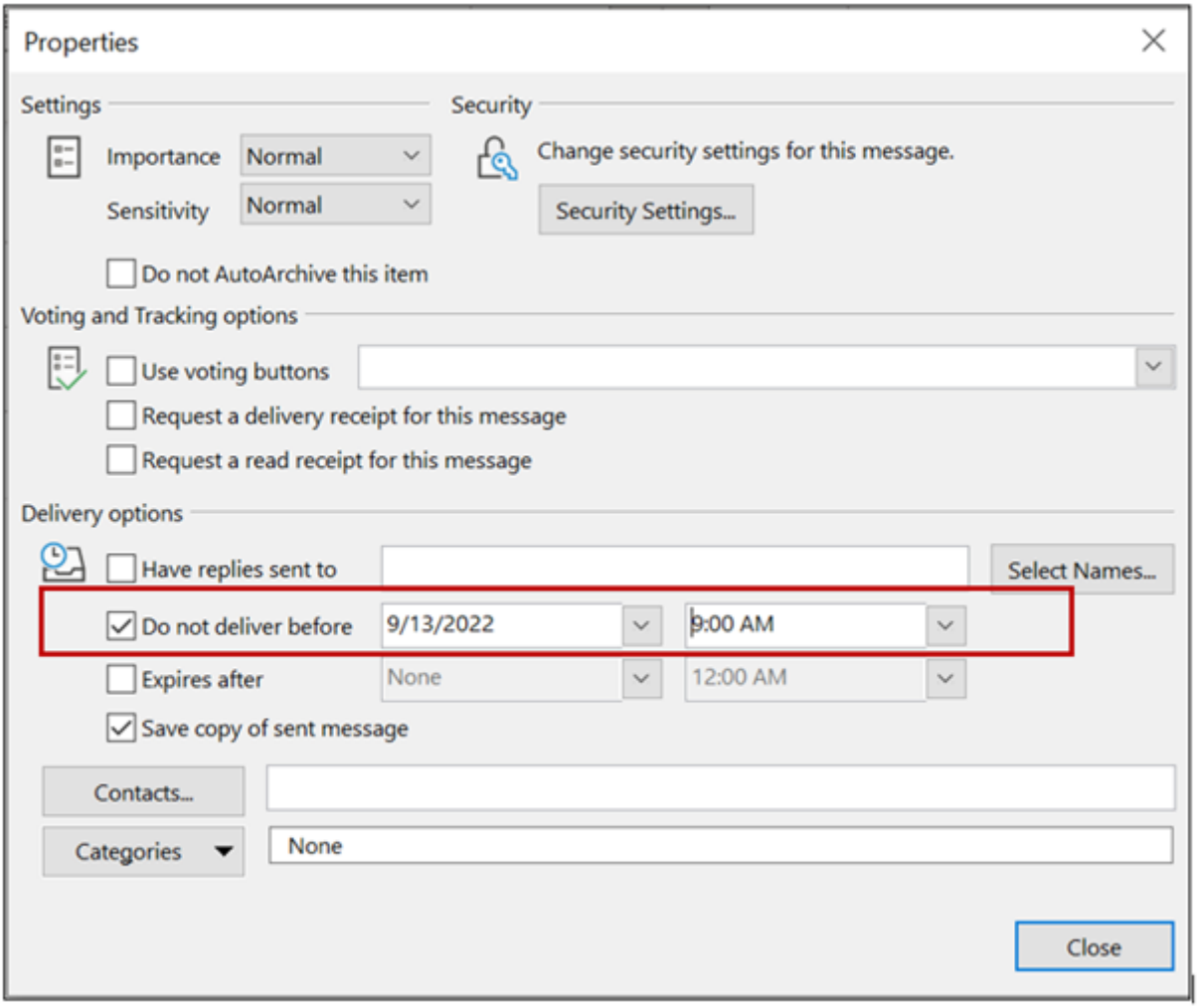
Fixing Delay Delivery stalls in Outlook [1]

September 13, 2022 by Employee and Information Services [2]

Delay Delivery is a great option when you prepare an email in advance of when you want it sent. If you haven't used the feature before, here are the steps.

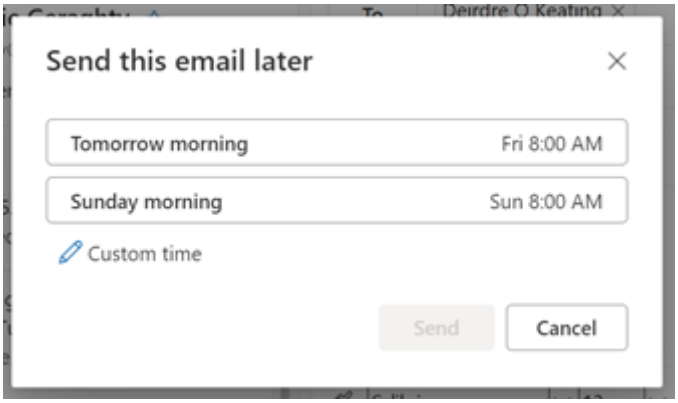
For Outlook — Windows desktop version:

1. In the message you are composing, click the **Options** tab.
2. In the More Options group, click **Delay Delivery**.
3. Under Delivery options, check the box for **Do not deliver** before and select a date and time. Click **Close**.
4. In the message window, click **Send**. Now, the message remains in the Outbox folder until the delivery time you selected.



For Outlook — web version:

1. Compose your message and then select the dropdown menu next to the **Send** button.
2. Select **Send later**.
3. Select the date and time you'd like the email to be delivered (the window will suggest common times, but you can click "Custom time" to enter your own) and click **Send**.



A common challenge when using Delay Delivery in the desktop version is that the email will only send when the Outlook application is open. This can defeat the purpose of delaying the send if the point was to send a message while you are out of the office, for example.

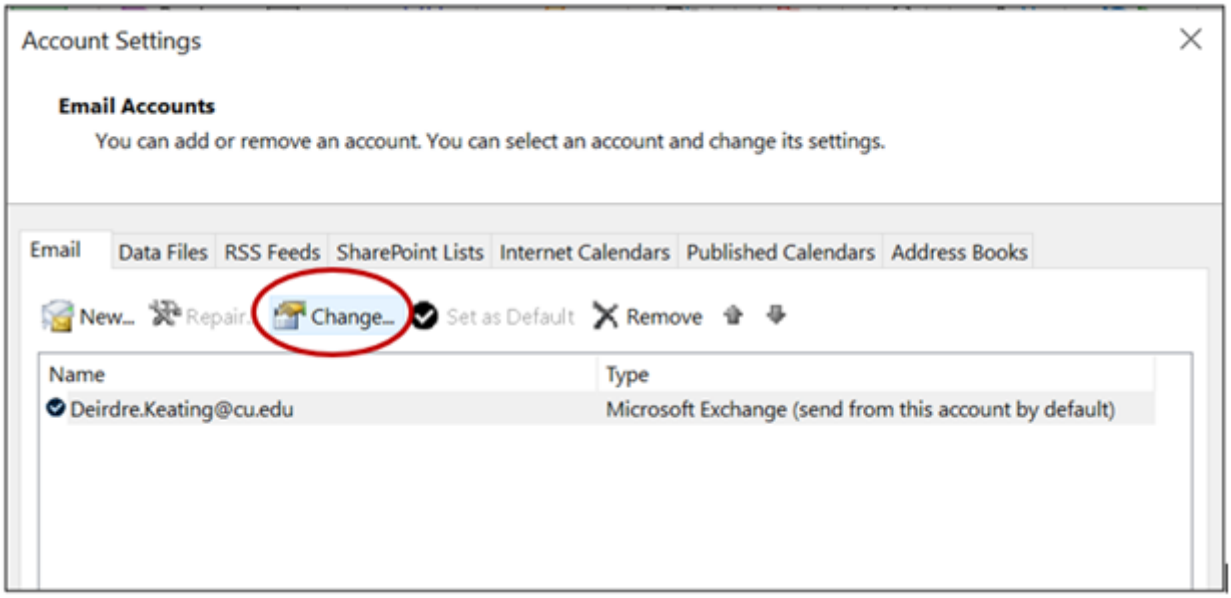
This is because the desktop version of Outlook is running in Cached Exchange Mode. When you enable the **Do not deliver** before option, the message is stored in the local Outbox, not on the server.

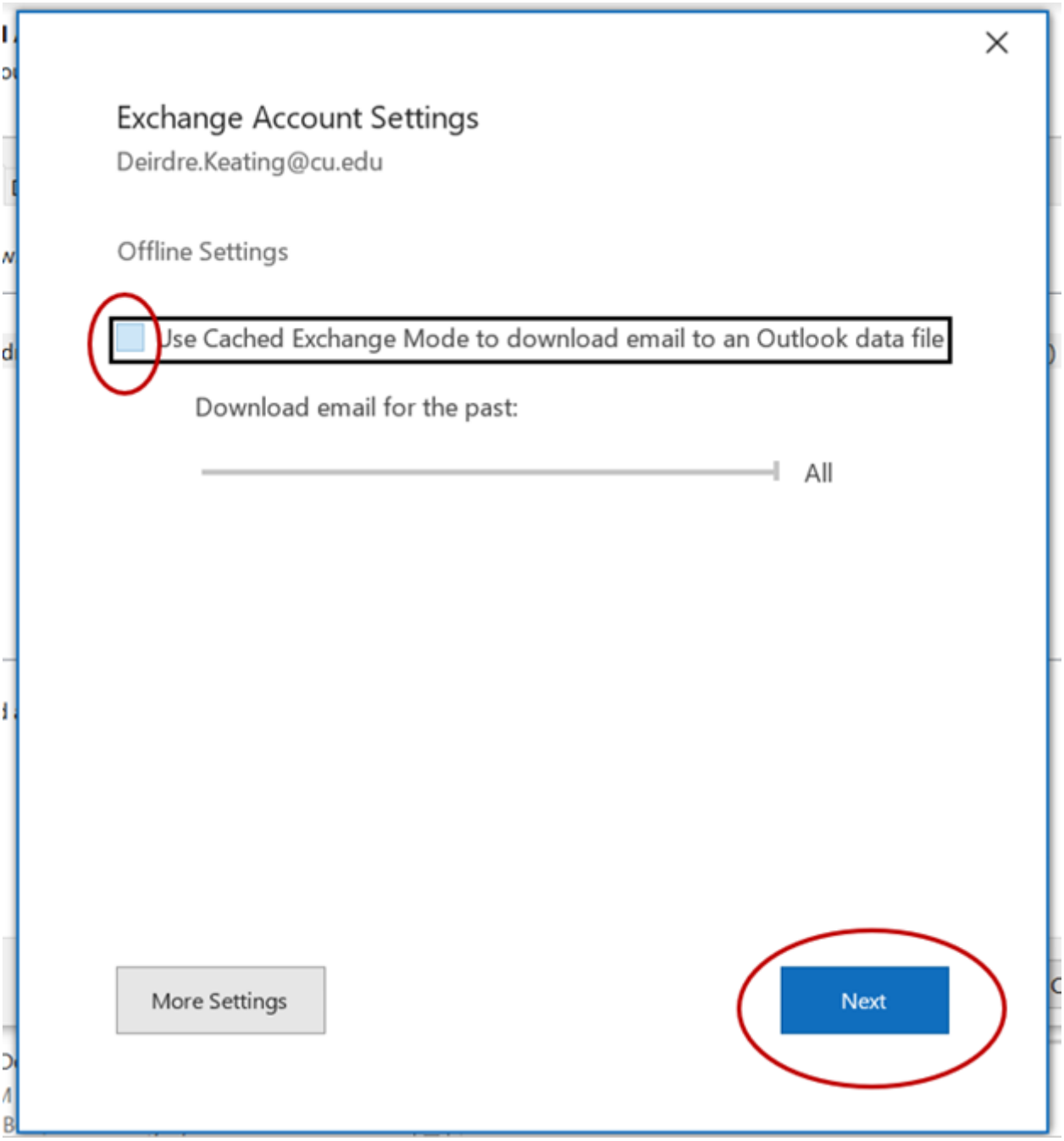
However, there are **two workarounds** for this problem.

You can opt to use the web version of Outlook whenever you want to delay a send. Those emails will be saved to the server and send at the time you selected.

Atlernately, you can change the settings of your Windows desktop version of Outlook so that it doesn't use the default cached mode. Here's how:

1. Click **File** in the top left of the Outlook task bar.
2. Select **Account Settings** in the main window.
3. In the Email tab, click **Change**.
4. Uncheck the box next to Use **Cached Exchange Mode**.
5. Click Next. When the message **Account successfully updated** appears, click **Done**.
6. Exit, and then restart Outlook.


Account Settings
Email Accounts
You can add or remove an account. You can select an account and change its settings.
Email
Data Files
RSS Feeds
SharePoint Lists
Internet Calendars
Published Calendars
Address Books
New...
Repair...
Change...
Set as Default
Remove
Name
Type
Deirdre.Keating@cu.edu
Microsoft Exchange (send from this account by default)



Note: Any messages already scheduled for delayed delivery in your desktop app and stored in Outlook's local Outbox will be lost when you make this change. Save them as drafts, first, then schedule them for delay delivery after you've made the change and restarted Outlook.

Outlook email [3]
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