

# iPhone/iPad

## **Q. I can't send or reply to email in Webmail. What's causing this?**

A. If you are unable to send email from the [Webmail](#) site, please check the following;

In the Webmail site, click on the "Options" link at the top of the screen and then check the "Default Identity" listed in the top left corner of the screen. If there is no default identity setup, please click on the "Identities" link and add a new one. Please make sure to check the box "Set to default" before clicking the "Add" button to create the new identity. You should now be able to send mail from the Webmail site.

If you continue to have problems sending mail from the Webmail site after checking the above, please contact us.

Unique solution ID: #1063

Author: Support

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