

# Why am I not receiving emails in Salesforce?

If you are sending emails in to your Email Service Address, but are not seeing the emails appear in Salesforce, then please run through the following before contacting support:

## Email Service Settings

1. Assuming you have created an Email Service (from **Setup | Develop | Email Services**) please make sure the Email Service '**Accept Emails From**' and each email address of the Email Service's 'Accept Emails From' is either blank or set to the address where you are sending emails from. Please note that there are **two levels of this setting** one for 'Email Service' and one for each 'Email Address' in it
2. Make sure Email Service is set to 'Active'
3. Make sure 'Advanced Email Security Settings' is unchecked as this feature tends to block certain emails from being received

The screenshot displays two sections of the Salesforce configuration interface. The top section, 'Email Service Information', contains fields for 'Email Service Name' (My Email Service), 'Apex Class' (EmailToAnything\_01), and 'Accept Attachments' (All). It also features a checkbox for 'Advanced Email Security Settings' (marked with a red circle 3 and an 'i' icon), a text area for 'Accept Email From' (marked with a red circle 1 and an 'i' icon), and a checkbox for 'Convert Text Attachments to Binary Attachments'. The 'Active' checkbox is checked (marked with a red circle 2). The bottom section, 'Email Address Information', includes an 'Email address' field (Testing @xjlxhx9g6cdwrue6wkhfuorquzodqaich9vr), an 'Active' checkbox (checked), a 'Context User' field (John), and another 'Accept Email From' text area (marked with an 'i' icon). At the bottom right, there are 'Save', 'Save and New', and 'Cancel' buttons.

## Unmatched Emails

1. If emails are not creating or attaching to the target object (such as Lead or whichever object you have selected), then go to e2a Unmatched Emails tab and see if emails are sitting there. Any emails that fail to match (i.e. generate/update a record of Lead) are transferred to the unmatched queue.
2. If any of your email is there then it indicates the email couldn't be matched to an existing record in Salesforce, or an error occurred when processing the email rule for this email. Open that email and you can look at the 'Reason Not Matched' and 'Error Information', most probably hinting the reason why a record of target object was not found/created/updated.
3. One of most common reason for failure is having no mapping to mandatory fields of the target object's record e.g. in case of Lead Last Name, Company are mandatory fields (unless you have any other custom fields on Lead that are also mandatory) and they need to be mapped in **e2a Email Rules tab | Email Rules**.

Please contact us at [support@ortooapps.com](mailto:support@ortooapps.com) for any questions.