

Why are my emails being rejected?

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We use a sophisticated system to detect spam emails being sent from our servers. If an email is suspected as spam, it could be rejected with a message which looks like this:

Hi There,

The email with subject "My Example Email" has been marked as spam and could not be sent.

For further information as to why your email was marked as spam, please contact support with the below code and the email you tried to send.

[Code Chunk Here]

What caused the email to be rejected? We use several forms of spam detection, which means that your email could have contained certain phrases such as profanity, common terms used in Phishing/fraud emails. It is also possible that a URL, domain name, or attachment was flagged. In these cases the content would have been found in other emails which recipients flagged as spam. **What do I do?** [Raise a support ticket](#) and provide the encoded chunk from the rejection email. If possible, explain what the context of the email was. We can then review the content and provide feedback. We may not always be able to allow an email to continue it's delivery. **I'm receiving lots of these rejection emails, but I am not sending anything.** If you're receiving a large number of these bouncebacks but are not sending any emails yourself, it's possible that your account is being used to send spam. You should: Change your mailbox password. Run virus scans on any device where this mailbox sends from. Check any websites which use this website for malware (see our [Website Security](#) service).

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Online URL: <https://www.heartinternet.uk/support/article/why-are-my-emails-being-rejected.html>