Why can't I send emails from my phone once it's connected to the school email system?

Sometimes the phone's email can mess up after an update. Try deleting the email account from your phone, then setting it back up. This usually solves the problem of not being able to send emails. Follow the steps below.

Resolution

First, try these basic troubleshooting steps:

1. Tap Safari and load a webpage. If you can load a webpage, then your device has Internet access. If you can't load a webpage, check your Wi-Fi connection or try a different Internet connection:
   - Try a different Wi-Fi connection.
   - If your iOS device has an active cellular data plan, tap Settings > Wi-Fi and turn off Wi-Fi.
   - If the affected email account is provided by your Internet provider, see if your issue is resolved while connected to your home Wi-Fi network.*
2. Log in to your email provider's website to make sure that the account is active and the password is correct.
3. Make sure your settings are correct using Mail Settings Lookup.
4. Restart your iOS device.
5. Delete the affected email account from your device.
   1. Tap Settings > Mail, Contacts, Calendars.
   2. Tap the affected email account.
   3. Tap Delete Account.
   4. Add your account again.