

What is email delay?

Email delay refers to a deliberate pause in the sending or delivery of an email. The purpose of this is to reduce information security incidents (e.g. wrong recipients or attachments) and give the email sender a chance to correct any errors.

How does this work?

South Lanarkshire Council is introducing a 30-second send delay for all outgoing emails for security and error prevention. This means when you hit 'Send', the email will sit in your Outbox for 30 seconds before being delivered.

If you spot a mistake during the delay the options are:

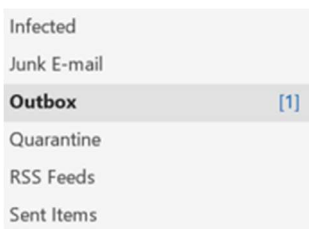
- Delete the email from the Outbox.
- Open the email in the Outbox and make any necessary changes.
- Or if more time is required to edit the email move it to the Drafts folder by dragging it or opening and saving it.

How to stop or edit an email during the delay

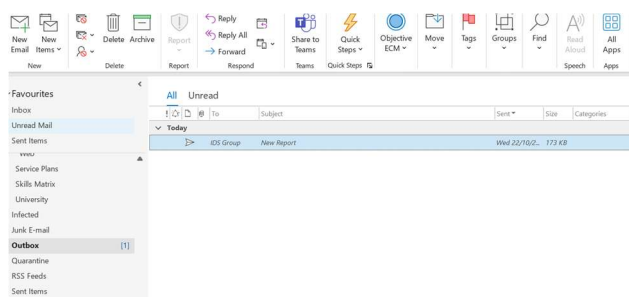
What you do

Comments/Prompts

1. In Outlook, open your Outbox. This can be found in the folders on the left-hand side of the screen.



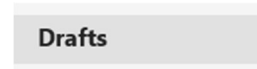
2. The delayed email can be seen in your Outbox. To edit the email double click to open and edit as required. Then click 'Send'



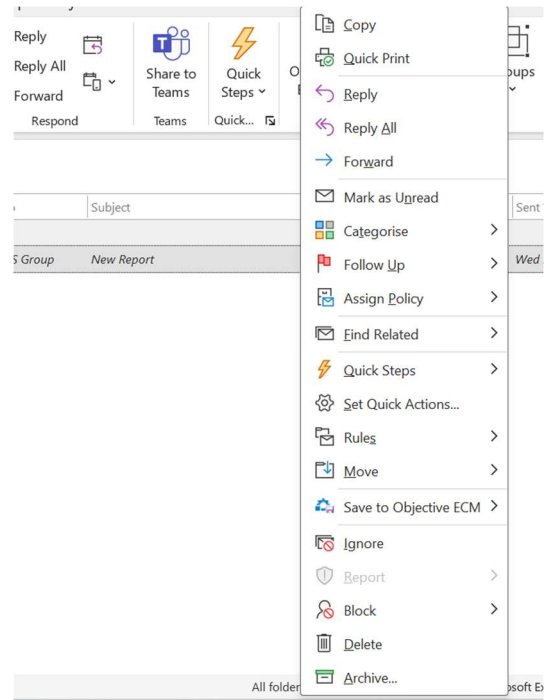
3. To delete the email, click on it and use the delete icon in the ribbon.



4. If you want more time to edit the email drag and drop into the 'Drafts' folder.



5. To perform other actions on the email, right click the email in your Outbox and select the required menu option.



Tips

- Always double-check **recipients and attachments** before sending.
- If you regularly send urgent emails, plan for the extra 30 seconds.