Mozout

Generated on 13/11/2026 09:58

KNOWLEDGE BASE · PUBLIC DOCUMENT

Microsoft email outage of November 2026: Outlook does not send or receive. What to do

E-mail

CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-7230	v2026.11.13	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/7230

Microsoft email outage of November 2026: Outlook does not send or receive. What to do

E-mail Created on **November 13, 2026** 2 min read



> **The short answer:** since 12/11/2026 Microsoft has had an outage in Microsoft 365 email that affects Outlook. The problem is not on our side: our email servers are working. Until Microsoft fixes it, read and send your email through webmail.

What is going on

Microsoft has had an outage in Exchange Online, the email service behind Microsoft 365, since the afternoon of 12 November 2026. It affects Outlook, Teams, SharePoint and other Microsoft services. Microsoft says there are no signs of a cyberattack and has not yet said when it will be resolved.

Why does my Outlook fail if my email is hosted with you?

The new Outlook for Windows, Outlook on mobile and Outlook on the web connect to accounts from other providers through Microsoft's services. During the outage, Outlook may not sync even though your mailbox on our server is receiving normally.

What to do, step by step

1. Open **webmail**: in your browser go to **webmail.yourdomain** (replace with your domain) or, in My MozOut, open your hosting and click **Webmail**.
2. Sign in with your full email address and that account's password. There you can read, send and receive as usual.
3. On your phone you can also use the built-in mail app (Mail on iPhone, Gmail or another app on Android) with the account set up over IMAP.

4 **Do not delete or re-create the account in Outlook** and do not change your password because of this: when Microsoft fixes it, Outlook will sync again on its own.

What if my email is on Microsoft 365?

In that case only Microsoft can fix it. Your account administrator can follow the status in the Microsoft 365 admin center, incident **EX1550543**.

Sending to Microsoft addresses

Messages to Hotmail, Outlook, Live or companies on Microsoft 365 may be delayed. Our server retries automatically. If one bounces, send it again later.

THE OFFICIAL ANNOUNCEMENT

Microsoft email outage (Outlook and Microsoft 365): the problem is not on our side

We will update this article and let you know by email as soon as Microsoft fixes it.

Mozout

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

RLX-INT-KB-7230 · v2026.11.13 · Generated on 13/11/2026 09:58

Online version of this document