

OpenMail Frequently Asked Questions

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Welcome to the OpenMail Frequently Asked Questions page. This page explains common questions about OpenMail, including accounts, mailbox connection, sending, Sent copies, contacts, calendar, files, privacy, security, support, legal pages, cookies, and known limitations.

OpenMail is operated by **OpenMail™ Exchange**, trading as **OpenMail**.

1. General questions

What is OpenMail?

OpenMail is a webmail and productivity platform that lets users access a connected mailbox through a modern browser-based interface.

OpenMail may include email viewing, safe message previews, controlled sending, Sent copy saving, local contacts, contact picker, calendar interface, files interface, settings, appearance preferences, avatar/profile features, legal pages, and support tools.

Who operates OpenMail?

OpenMail is operated by:

Service provider / trading name: OpenMail™ Exchange

Trading as: OpenMail

Business address: 41 Norman Avenue, London, N22 5ES, United Kingdom

Contact email: hello@openmail.email

Company number: Not applicable

VAT number: Not applicable

Is OpenMail a finished product?

OpenMail is under active development. Some features may be live, some may be beta, and some may be placeholder-only.

Features may change, improve, be limited, or be removed as the platform develops.

Is OpenMail the same as my mailbox provider?

No. OpenMail is a web app that connects to a mailbox. Your mailbox may be hosted by a separate mail server or mailbox provider.

For OpenMail domain mailboxes, the live mail server is currently separate from the OpenMail app platform.

What is the difference between OpenMail app and mailbox webmail?

OpenMail app is the modern app interface.

Mailbox webmail is the original mail-server webmail interface.

You may use both. If something is urgent or you need to verify mail-server state directly, you can also check your original mailbox webmail.

What is the OpenMail app URL?

The OpenMail app is available at:

`/app`

The login page is:

`/login`

Legal pages include:

`/terms`

`/privacy`

`/disclaimer`

`/support`

`/faq`

`/cookies` once available

2. Account questions

Do I need an account to use OpenMail?

Yes, private app features require an OpenMail account.

Public legal pages may be available without logging in.

How do I log in?

Go to the OpenMail login page and enter your OpenMail account credentials.

If you cannot log in, check that you are using the correct email/username, password, and app login page.

What should I do if I forget my password?

Use the password reset option if available.

If password reset is not available or does not work, contact support at hello@openmail.email.

Do not send your password to support.

Can support see my password?

No. Support should not ask for your password.

OpenMail account passwords should be stored securely using password hashing. Mailbox passwords, where stored, should be encrypted and only decrypted when needed for mailbox operations.

Can I share my OpenMail account?

No. You should not share your OpenMail login with other people.

Each user should have their own account where possible.

Can I close my account?

Yes. Contact hello@openmail.email with an account closure request.

Before requesting closure, save anything important and check your mailbox provider separately. Closing your OpenMail account does not automatically close your mailbox with the mailbox provider.

3. Mailbox connection questions

What mailbox settings does OpenMail use?

For OpenMail domain mailboxes, the expected settings may include:

IMAP server: inbox.openmail.email

IMAP port: 993

IMAP security: SSL/TLS

SMTP server: inbox.openmail.email

SMTP port: 465

SMTP security: SSL/TLS

Username: your full email address

What is IMAP?

IMAP is used to access and read mailbox folders and messages from a mail server.

OpenMail uses IMAP to show folders, message headers, safe previews, and Sent folder state.

What is SMTP?

SMTP is used to send email through a mail server.

OpenMail uses SMTP for controlled sending through your connected mailbox.

Does OpenMail store my mailbox password?

OpenMail may store mailbox credentials if needed for mailbox access and sending.

Where stored, mailbox secrets should be encrypted and only decrypted in memory when needed to connect to IMAP or SMTP.

Can I clear my saved mailbox password?

If the setting is available, you can clear or update the saved mailbox password from Settings.

If you suspect your mailbox password has been compromised, change it directly with the mailbox provider.

Why is my mailbox connection failing?

Possible reasons include:

1. wrong email address;
 2. wrong mailbox password;
 3. incorrect IMAP server;
 4. incorrect SMTP server;
 5. incorrect port;
 6. incorrect encryption setting;
 7. mailbox provider outage;
 8. mailbox account locked;
 9. server rate limit;
 10. password changed elsewhere;
 11. network issue;
 12. temporary mail-server delay.
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Can OpenMail work with non-OpenMail mailboxes?

OpenMail may support external mailboxes in the future, but current support depends on the mailbox settings, app version, and security rules.

External providers may block or limit third-party IMAP/SMTP access.

4. Inbox and email viewing questions

Why do I only see safe previews?

OpenMail uses safe preview rendering to protect privacy and security.

It may block scripts, unsafe HTML, iframes, forms, remote images, tracking pixels, embedded objects, and unsafe content.

This means emails may look simpler than in other email clients.

Why are images blocked?

Remote images can track when and where you open an email.

OpenMail may block remote images by default to protect privacy.

Why does an email look different from another mail client?

OpenMail may sanitise HTML and simplify formatting for safety.

The same email can look different in OpenMail, original webmail, Gmail, Outlook, Apple Mail, or other clients.

Does opening an email mark it as read?

OpenMail is designed to avoid marking messages as read when using safe preview features unless a future feature clearly changes that behaviour.

Does OpenMail fetch attachments?

OpenMail may show attachment metadata such as file name, type, and size.

It may not fetch or preview attachment content unless a feature clearly allows it.

Why does a message take time to load?

Loading speed may depend on:

1. mailbox server response time;
 2. folder size;
 3. message size;
 4. network speed;
 5. browser performance;
 6. safe HTML processing;
 7. server load;
 8. IMAP timeouts.
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Why do long email subjects get shortened?

Long subjects may be clamped or shortened to keep the interface clean and prevent layout overflow.

You can use expanded email view where available to see more context.

What is expanded email view?

Expanded email view opens the selected message in a larger in-app view.

It is intended to make reading long messages easier without changing mailbox state.

5. Sending questions

Can I send emails from OpenMail?

Yes, OpenMail supports controlled plain-text sending through your connected mailbox.

Current sending may be limited for safety.

Who can I send emails to?

Current rules may allow sending to:

1. your own mailbox address;
2. saved local contacts.

OpenMail may block unsaved recipients, random typed addresses, multiple recipients, CC, BCC, attachments, and unsupported sending.

Why was my email blocked?

Your email may be blocked if:

1. the recipient is not a saved contact;
 2. the recipient address is invalid;
 3. multiple recipients were entered;
 4. CC or BCC was attempted;
 5. the message body is empty;
 6. the message is too long;
 7. the subject is too long;
 8. you hit a rate limit;
 9. your mailbox is not connected;
 10. SMTP failed;
 11. the app detected unsupported input.
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Can I send to any random email address?

Not currently. For safety, OpenMail may only allow sending to your own mailbox and saved contacts.

This helps prevent spam, abuse, mistakes, and accidental sending to the wrong person.

Can I send to saved contacts?

Yes, saved contacts can be allowed recipients if the current sending rules permit it.

Can I send to unsaved contacts?

Not currently, if the current safety rule requires recipients to be saved first.

Save the contact first, then try again.

Can I send to multiple recipients?

Not currently. OpenMail may allow one recipient at a time for safety.

Can I use CC or BCC?

Not currently. CC and BCC may be disabled or blocked.

Can I send attachments?

Not currently. Attachments may be disabled for safety and simplicity.

Can I send HTML email?

Not currently. OpenMail may send plain text only.

Why does OpenMail use plain text only?

Plain-text sending is safer, simpler, and less likely to introduce tracking, unsafe HTML, or rendering problems.

HTML sending may be added later.

What happens after I press Send?

OpenMail may:

1. validate the recipient;
 2. check that the recipient is allowed;
 3. validate subject and body;
 4. check rate limits;
 5. prevent duplicate submits;
 6. send through SMTP;
 7. save a copy to Sent using controlled IMAP APPEND;
 8. show success or warning message;
 9. close compose on successful send.
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Why does sending sometimes take a few seconds?

Sending may involve both SMTP sending and Sent copy saving.

The process depends on mail-server response time, SMTP speed, IMAP speed, network conditions, and server load.

What does “Email sent and saved to Sent” mean?

It means OpenMail successfully sent the email through SMTP and saved a plain-text copy to your Sent folder.

What does “Email sent. Sent copy could not be saved” mean?

It means SMTP sending succeeded, but saving a copy to the Sent folder failed.

The recipient may still receive the email.

Check Sent later or verify through your original webmail if needed.

Why is my sent message not in Sent?

Possible reasons:

1. Sent folder needs refresh;
2. Sent folder has a different server name;
3. IMAP APPEND failed;
4. server delayed folder update;
5. another mail client stores Sent differently;
6. sending succeeded but Sent copy saving failed;
7. folder list is stale.

Try refreshing Sent.

Does OpenMail guarantee delivery?

No. Email delivery depends on mail servers, spam filters, DNS, recipient providers, and internet systems outside OpenMail's control.

6. Compose questions

Why is the To field focused when Compose opens?

OpenMail focuses the To field so you can quickly enter or select a recipient.

What does the contact icon in Compose do?

The contact icon opens the contact picker where available.

You can choose a saved contact and fill the To field.

Why does the contact picker show saved contacts first?

Saved contacts are treated as trusted local contacts for controlled sending.

Can the contact picker send automatically?

No. Selecting a contact only fills or appends the address. It does not send the email.

What happens if I close Compose with body text?

OpenMail may show a “Saved to Drafts” toast.

This may be a local/app-side placeholder unless server-side drafts are clearly enabled.

Do not rely on draft notices as the only copy of important messages.

Does “Saved to Drafts” mean the draft is saved on the mail server?

Not necessarily. Unless clearly stated, it may be a local or app-interface notice only.

Does Compose close after sending?

Yes, after successful send, Compose may close and clear the form.

If validation or SMTP fails, Compose should remain open so you can fix the issue.

7. Sent folder questions

What is controlled IMAP APPEND?

IMAP APPEND is a mail-server command used to add a message to a mailbox folder, such as Sent.

OpenMail uses controlled APPEND only to save a Sent copy after successful SMTP sending.

Does OpenMail use other IMAP write actions?

OpenMail currently avoids unsafe or broad IMAP mutation actions such as delete, move, copy, expunge, mark-read, mark-unread, spam, trash, archive, or flagging unless a future feature clearly adds them.

Can Sent copies duplicate?

OpenMail may use duplicate-send protection to reduce accidental duplicate sends or duplicate Sent copies.

You should still avoid double-clicking Send repeatedly.

8. Contacts questions

What are OpenMail contacts?

OpenMail contacts are local contacts stored in the OpenMail app.

They may come from email headers, saved contacts, or user actions.

Are OpenMail contacts synced with my phone?

Not currently.

Unless clearly stated, OpenMail contacts are not synced with phone contacts, Google Contacts, Apple Contacts, Microsoft contacts, Mail-in-a-Box contacts, or CardDAV.

What is the difference between Saved and Unsaved contacts?

Saved contacts are contacts you have chosen to save locally.

Unsaved contacts may be detected from email headers but are not yet saved.

How does OpenMail find Unsaved contacts?

OpenMail may extract contacts from safe read-only email header data, such as sender name and email address.

Does OpenMail read full emails to create contacts?

No. Contact extraction should use safe header data, not full message bodies or attachments.

Can I save an Unsaved contact?

Yes, if the save action is available.

Saving a contact stores it locally in OpenMail.

Can I unsave a saved contact?

Yes, if the unsave action is available.

Unsaving removes or changes the local saved status.

Why is a contact missing?

Possible reasons:

1. the email header has not been fetched yet;
2. the sender has not emailed you recently;

3. the contact is in Unsaved;
 4. the contact is not saved;
 5. the email address is different;
 6. the mailbox has not been refreshed;
 7. the contact was deleted or unsaved.
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Can I send to saved contacts only?

Yes, current safety rules may allow sending only to saved contacts and your own mailbox.

9. Calendar questions

Does OpenMail have a calendar?

OpenMail may include a calendar interface.

Current calendar features may be a UI shell or placeholder unless sync is clearly enabled.

Does OpenMail sync with my mail server calendar?

Not currently, unless a future CalDAV or calendar sync feature clearly says so.

Should I rely on OpenMail Calendar for important appointments?

Not yet. Use another trusted calendar for important appointments until calendar sync and reminders are fully confirmed.

10. Files questions

Does OpenMail include file storage?

OpenMail may include a Files interface.

Current Files features may be placeholder-only unless upload/download/storage is clearly enabled.

Does OpenMail use Wasabi S3?

Wasabi S3 may be planned for future file storage, but it should not be assumed active unless the app clearly confirms it.

Can I upload files now?

Only if the Files feature clearly enables upload.

If upload buttons are disabled or placeholder-only, file storage is not active.

Should I store important files only in OpenMail?

No. Always keep independent backups of important files.

11. Profile and appearance questions

Can I upload a profile picture?

Yes, if the profile image feature is enabled.

Supported formats may include JPG, JPEG, PNG, and WebP.

SVG and executable files should not be allowed for profile pictures.

Why does my transparent avatar have a white background?

Transparent avatars may need a light backing so they remain visible in dark mode.

Can I remove my avatar?

Yes, if the remove/reset option is available.

Removing the avatar returns the header pill to initials.

Can I change the theme?

Yes, if Appearance settings are enabled.

OpenMail may support light, dark, system, or other theme options.

Can I change font?

A font selector may be added under Appearance.

Font options should use safe CSS font stacks and not load external fonts unless clearly introduced.

Can I change density?

Yes, if density settings are enabled.

Density controls how compact or spacious the interface feels.

12. Security questions

Is OpenMail secure?

OpenMail aims to use reasonable security measures, including HTTPS, authentication, CSRF protection, password hashing, encrypted mailbox secrets where supported, safe preview rendering, remote image blocking, recipient restrictions, rate limits, and duplicate-send protection.

No online service can guarantee perfect security.

Does OpenMail log mailbox passwords?

OpenMail should not intentionally display or log mailbox passwords.

Mailbox passwords should only be decrypted where necessary for IMAP/SMTP operations.

What should I do if I suspect compromise?

1. change your OpenMail password;
 2. change your mailbox password;
 3. check mailbox settings and forwarding rules;
 4. check sent mail;
 5. check saved contacts;
 6. log out of other sessions if available;
 7. contact hello@openmail.email.
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How do I report a security issue?

Email hello@openmail.email with the subject:

Security report — OpenMail

Do not access other users' data, disrupt the service, attack servers, or publicly disclose the issue before there has been time to investigate.

Does OpenMail have a bug bounty?

Not currently, unless clearly stated.

Good-faith responsible reports are appreciated.

13. Phishing and scam questions

What should I do with a suspicious email?

Do not reply, click links, download attachments, enter passwords, or send money.

If you are in the UK, suspicious emails can be forwarded to the National Cyber Security Centre at:

report@phishing.gov.uk

You can also contact OpenMail support if the email relates to your OpenMail account.

Can sender names be trusted?

Not always. Sender names and email headers can be spoofed.

Always check the sender address carefully, especially for money, passwords, urgent threats, invoices, and account warnings.

Can OpenMail detect all phishing?

No. OpenMail may protect against some risks, but no email service can detect all phishing, scams, spoofing, or malicious content.

14. Privacy questions

Does OpenMail sell my email content?

No. OpenMail does not sell your email content.

Does OpenMail use email content for ads?

OpenMail does not currently use email content to build advertising profiles.

If real advertising or personalised advertising is introduced, privacy and cookie information should be updated.

Does OpenMail read my emails?

OpenMail processes email data to provide the service.

Human review should not happen unless needed for support, security, abuse investigation, legal compliance, or troubleshooting, and only where reasonably necessary.

What data does OpenMail process?

OpenMail may process account data, mailbox settings, mailbox credentials, folders, headers, safe previews, message content needed for sending/viewing, Sent copy data, contacts, preferences, profile images, support messages, security logs, and technical diagnostics.

What is the Privacy Policy page?

The Privacy Policy explains how OpenMail collects, uses, stores, protects, shares, and retains personal data.

It is available at:

</privacy>

How do I make a privacy request?

Contact hello@openmail.email.

You may ask about access, correction, deletion, restriction, objection, portability, consent withdrawal, or privacy complaints.

OpenMail may need to verify your identity.

How long does OpenMail have to respond to privacy rights requests?

OpenMail aims to respond within the time required by law.

In normal cases, this is usually one calendar month after receiving the request or after receiving any information needed to verify and handle it.

15. Cookies and local storage questions

Does OpenMail use cookies?

Yes. OpenMail may use cookies for login sessions, security, CSRF protection, and app functionality.

Does OpenMail use local storage?

OpenMail may use browser storage for preferences, theme, density, font, local draft placeholders, and interface state.

Do I need to accept cookies?

Strictly necessary cookies may be required for the service to work.

If OpenMail later uses analytics, advertising, or other non-essential cookies, consent controls may be needed.

What is the Cookie Policy?

The Cookie Policy will explain cookies, local storage, essential cookies, optional cookies, analytics, advertising, and user controls.

It should be available at:

`/cookies`

16. Advertising questions

Why do I see advertisement placeholders?

OpenMail may show placeholder ad spaces in the interface.

These are not necessarily real advertisements.

Are placeholder ads tracking me?

Placeholder ads should not use ad networks, tracking scripts, pixels, iframes, or remote advertising assets.

If real advertising is introduced, OpenMail should update its Privacy Policy, Cookie Policy, and controls where needed.

Can I remove ads?

Future paid plans may include ad-free options, but this depends on OpenMail's product direction.

17. Paid plan questions

Is OpenMail free?

OpenMail may currently be private beta, free, or limited access.

Paid plans may be introduced later.

What is Pro?

Pro may be a future paid plan or feature tier.

If introduced, pricing, features, cancellation terms, and billing details should be shown before purchase.

Will I be charged automatically?

No paid charges should happen unless you choose a paid plan or paid feature.

Are refunds available?

Refund rules will be explained if paid plans are introduced.

18. Legal questions

What legal pages does OpenMail have?

OpenMail legal/support pages may include:

1. Terms & Conditions — </terms>
 2. Privacy Policy — </privacy>
 3. Disclaimer — </disclaimer>
 4. Help & Support — </support>
 5. FAQ — </faq>
 6. Cookie Policy — </cookies> once available
-

Are these pages legal advice?

No. OpenMail legal pages explain OpenMail's own terms, policies, notices, and support information.

They are not legal advice to you.

Do the Terms affect my statutory rights?

No. The Terms, Privacy Policy, Disclaimer, and FAQ should not remove statutory rights that cannot legally be excluded.

Which law applies?

The Terms currently state that they are governed by the laws of England and Wales, with consumer rights preserved where applicable.

19. Support questions

How do I contact support?

Email:

hello@openmail.email

What should I include in a support request?

Include:

1. your OpenMail account email;
2. the feature affected;
3. what happened;
4. when it happened;
5. browser and device;
6. screenshot if safe;
7. error message if shown;
8. what you expected to happen;
9. what you already tried.

Do not send passwords.

What should I not send to support?

Do not send:

1. OpenMail password;
2. mailbox password;
3. private keys;
4. recovery codes;
5. API keys;
6. full card details;
7. bank details;
8. unnecessary sensitive information;

9. full email contents unless clearly needed and safe.
-

How fast will support reply?

Support may be limited during development.

OpenMail aims to respond within a reasonable time, but response times are not guaranteed unless a specific support agreement says otherwise.

Can support recover my mailbox password?

No. You should reset or change your mailbox password directly with your mailbox provider.

20. Troubleshooting questions

The app looks broken. What should I try?

1. refresh the page;
 2. clear cache;
 3. log out and back in;
 4. try another browser;
 5. disable extensions;
 6. try private/incognito mode;
 7. check browser zoom;
 8. try a desktop screen if mobile is cramped;
 9. contact support with a screenshot if safe.
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Folder switching is slow. Why?

Folder switching depends on IMAP server speed, folder size, network conditions, safe rendering, app state, and browser performance.

Refresh does not show new mail. What should I do?

1. wait a few seconds;
 2. press Refresh;
 3. check original webmail;
 4. check Spam/Junk;
 5. check whether the sender received a bounce;
 6. confirm the correct address was used;
 7. try again later.
-

My saved contact cannot receive email. Why?

Check:

1. contact is saved;
 2. address is correct;
 3. recipient mailbox works;
 4. message body is not empty;
 5. you are not rate limited;
 6. recipient checked Spam/Junk;
 7. no bounce was received.
-

Why did my email go to spam?

Inbox placement depends on recipient systems, sender reputation, SPF, DKIM, DMARC, content, attachments, links, and spam filters.

OpenMail cannot guarantee inbox placement.

Why is there a delay receiving mail from new senders?

Some mail systems use filtering, greylisting, or spam checks that can delay first-time senders.

21. Known limitations

OpenMail may currently have limitations such as:

1. plain-text sending only;
2. saved contacts only;
3. one recipient only;
4. no CC;
5. no BCC;
6. no attachments in compose;
7. no HTML compose;
8. no forwarding;
9. no reply threading;
10. local contacts only;
11. no CardDAV sync;
12. no CalDAV sync;
13. Files may be placeholder-only;
14. Calendar may be placeholder-only;
15. Drafts may be local or incomplete;
16. safe previews may differ from original emails;
17. remote images may be blocked;
18. Sent copy saving may depend on server support;
19. real ads may not be active;
20. paid plans may not be active.

22. Roadmap questions

Will OpenMail add attachments?

Possibly, but attachments need careful security controls.

Will OpenMail add HTML compose?

Possibly, but plain text is safer during early development.

Will OpenMail add CC/BCC?

Possibly, but OpenMail may keep these disabled until sending safety is mature.

Will OpenMail add file storage?

Files may later use secure storage such as Wasabi S3, but this should be clearly confirmed before users rely on it.

Will OpenMail add full contact sync?

Possibly, but current contacts are local unless CardDAV sync is clearly added later.

Will OpenMail add calendar sync?

Possibly, but current calendar features may be UI-only unless CalDAV or another sync method is clearly enabled.

23. Account safety checklist

To keep your OpenMail account safe:

1. use a strong password;
2. do not share passwords;
3. secure your mailbox account;
4. log out on shared devices;
5. avoid suspicious links;
6. check recipients before sending;
7. save only trusted contacts;
8. keep backups of important data;
9. report suspicious activity;
10. update passwords after suspected compromise.

24. Quick support template

When contacting support, you can use this format:

Subject: OpenMail support — [short issue]

Account email: [your OpenMail account email]

Feature: [Inbox / Sent / Compose / Contacts / Calendar / Files / Settings / Login]

What happened: [short explanation]

When: [date and time]

Browser/device: [browser and device]

Screenshot: [only if safe]

What I tried: [refresh / logout / another browser / etc.]

Send to:

hello@openmail.email

25. Final FAQ summary

OpenMail is a developing webmail and productivity platform operated by OpenMail™ Exchange.

It supports mailbox viewing, controlled sending, Sent copy saving, local contacts, contact picker, profile/avatar, settings, and legal/support pages.

Some features are live, some are limited, and some may be placeholder-only.

Use OpenMail carefully, keep backups, protect your passwords, verify recipients, and contact support if something does not work as expected.

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