

OpenMail Help & Support

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Welcome to OpenMail Help & Support. This page explains how to get help with OpenMail, how to report problems, how support requests are handled, what information to include, what not to send, and where to go for privacy, security, billing, abuse, and account-related support.

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

1. Contact support

For help with OpenMail, contact:

Support email: hello@openmail.email

Service provider / trading name: OpenMail™ Exchange

Trading as: OpenMail

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

Website: <https://openmail.email>

App: <https://app.openmail.email>

Company number: Not applicable

Registered office: Not applicable — OpenMail™ Exchange is currently listed with the business address above.

VAT number: Not applicable

2. Before contacting support

Before contacting support, please try the following:

1. refresh the page;
2. log out and log back in;
3. check your internet connection;
4. check whether your mailbox provider is working;
5. check whether your mailbox password is still valid;
6. check whether the correct IMAP and SMTP settings are saved;
7. try a modern browser such as Chrome, Edge, Firefox, or Safari;
8. disable browser extensions temporarily if the interface looks broken;
9. try a private/incognito window;
10. try again after a few minutes if sending or mailbox connection is slow.

If the issue still happens, contact hello@openmail.email.

3. What to include in a support request

To help us investigate quickly, include:

1. your OpenMail account email;
2. the mailbox email affected, if different;
3. the page or feature affected;
4. what you expected to happen;
5. what actually happened;
6. the date and time of the issue;
7. the folder affected, such as Inbox, Sent, Drafts, Spam, or Trash;
8. the browser and device you used;
9. any error message shown on screen;
10. whether the issue happens every time or only sometimes;
11. screenshots if safe to share;
12. the recipient domain only if the issue involves sending, for example `example.com`, not the full address if you prefer privacy;
13. whether you recently changed your mailbox password or settings.

Please do not send more personal data than necessary.

4. What not to send to support

Do not send:

1. your OpenMail password;
2. your mailbox password;
3. private keys;
4. recovery codes;
5. API keys;
6. SSH keys;
7. full card details;
8. bank details;
9. sensitive documents unless specifically requested and necessary;
10. full email contents unless needed to investigate and safe to share;
11. private medical, legal, financial, or family information unless strictly necessary.

OpenMail will not ask you to publish passwords publicly or send them through social media.

If you accidentally send sensitive information, tell us immediately.

5. Support response times

OpenMail is currently a developing/private product and support may be limited.

We aim to respond to support requests within a reasonable time.

Typical support targets:

1. urgent security issue: as soon as reasonably possible;
2. login/account access issue: usually within 1–3 working days where possible;
3. mailbox connection issue: usually within 1–3 working days where possible;
4. sending issue: usually within 1–3 working days where possible;
5. UI bug or feature issue: usually within 3–7 working days where possible;
6. general feedback: response not guaranteed;
7. legal/privacy request: handled under the relevant legal process.

These are targets, not guaranteed response times.

Support may be slower during weekends, holidays, high workload, outages, or beta development.

6. Emergency warning

OpenMail is not an emergency service.

Do not rely on OpenMail as your only way to:

1. contact emergency services;
2. receive urgent medical information;
3. manage legal deadlines;
4. receive court notices;
5. receive safeguarding alerts;
6. manage financial trading;
7. operate critical infrastructure;
8. run safety-critical systems.

If something is urgent, use another reliable communication method.

7. Login help

If you cannot log in:

1. check that you are using the correct OpenMail app login page;
2. check that your email/username is entered correctly;
3. check Caps Lock;
4. try resetting your password if reset features are available;
5. clear browser cache if the login page appears broken;
6. try another browser;
7. contact support if you are still locked out.

For security, support may ask you to verify your identity before helping with account access.

Support will not ask for your password.

8. Mailbox connection help

OpenMail may connect to your mailbox using IMAP and SMTP settings.

For OpenMail domain mailboxes, the expected mailbox 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

If mailbox connection fails:

1. check the mailbox email address;
2. check the mailbox password;
3. check the IMAP host;
4. check the IMAP port;
5. check the encryption setting;
6. check the SMTP host;
7. check the SMTP port;
8. check whether your mailbox provider is online;
9. check whether your mailbox has been locked, suspended, or rate limited;
10. clear and re-save the mailbox password if needed.

Do not send your mailbox password to support.

9. Email viewing help

If emails do not appear:

1. press Refresh;
2. wait for background checking;
3. check the correct folder is selected;
4. check whether the mailbox is empty;
5. check your original mailbox/webmail;
6. check Spam/Junk;
7. check Trash;
8. check whether the email was filtered by the mail server;
9. check whether the sender received a bounce;
10. check whether your mailbox provider delayed delivery.

OpenMail may display safe previews, so emails may look different from other webmail clients.

10. Safe preview help

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

This protects your privacy and security.

Because of this:

1. newsletters may look simplified;
2. images may appear as blocked placeholders;
3. layouts may look different;
4. tracking pixels may not load;
5. some formatting may be removed;
6. long links may be shortened or wrapped.

If you need to view the original design, check the email in your original mailbox provider's webmail, but be careful with remote images and links.

11. Sending help

OpenMail sending is controlled for safety.

Current sending may be limited to:

1. your own mailbox;
2. saved local contacts;
3. one recipient at a time;
4. plain text only;
5. no CC;
6. no BCC;
7. no attachments;
8. rate-limited sending;
9. duplicate-send protection.

If sending is blocked:

1. check the recipient is saved as a contact;
2. check you are not using multiple recipients;
3. check the message body is not empty;
4. check the subject is not too long;
5. check your mailbox password is valid;
6. wait if you hit a rate limit;
7. try again later if SMTP is slow or unavailable.

If sending succeeds but the recipient does not receive the email, ask them to check Spam/Junk and confirm the address is correct.

12. Sent folder help

After sending, OpenMail may attempt to save a copy in Sent.

If the message is sent but not visible in Sent:

1. refresh the Sent folder;
2. wait a few seconds and refresh again;
3. check whether your mail server uses a different Sent folder name;
4. check your original webmail;
5. check whether OpenMail showed a Sent-copy warning;
6. contact support if it happens repeatedly.

Sending and saving a Sent copy are separate technical steps.

A message can be sent even if saving the Sent copy fails.

13. Drafts help

OpenMail may show draft notifications.

Unless clearly stated otherwise, draft behaviour may be local/app-side only.

A “Saved to Drafts” message may not always mean the draft has been saved to the mailbox server.

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

Before closing a long message, copy important text somewhere safe.

14. Contacts help

OpenMail contacts may be saved locally.

Contacts may be created from safe email header data such as sender name and email address.

Saved contacts can be used by the compose contact picker.

If a contact is missing:

1. open the Contacts page;
2. check Saved;
3. check Unsaved;
4. refresh your mailbox so recent senders can be detected;
5. save the contact manually if the option is available;
6. check for spelling mistakes in the email address.

OpenMail contacts do not necessarily sync with Mail-in-a-Box, CardDAV, phone contacts, Google Contacts, Apple Contacts, or other contact services unless a future feature clearly says so.

15. Calendar help

OpenMail may include a Calendar interface.

Calendar features may be placeholder, local, disabled, or incomplete unless clearly stated otherwise.

Do not rely on OpenMail Calendar as the only record of important appointments, deadlines, medical appointments, school dates, legal dates, or business meetings.

Use another trusted calendar until OpenMail calendar sync is fully confirmed.

16. Files help

OpenMail may include a Files interface.

Files features may be placeholder-only until storage is enabled.

If file storage is later enabled, it may use a third-party storage provider.

Do not upload important files unless the feature clearly confirms storage, backup, and download behaviour.

Always keep your own backup of important files.

17. Profile picture help

If your profile image does not display correctly:

1. use JPG, PNG, or WebP;
2. avoid SVG for profile pictures;
3. keep the file under the allowed size limit;
4. try an image with a non-transparent background;
5. remove and re-upload the image;
6. refresh the page.

If an image has transparency, OpenMail may display a light background behind it so it is visible in dark mode.

Do not upload images you do not have permission to use.

18. Appearance help

OpenMail may allow appearance settings such as:

1. theme;
2. density;
3. font;
4. dark mode;
5. layout preferences.

If the UI looks wrong:

1. refresh the page;
 2. try switching theme;
 3. reset appearance settings if available;
 4. try another browser;
 5. check whether browser zoom is too high;
 6. disable extensions that modify pages.
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19. Browser support

OpenMail is designed for modern browsers.

Recommended browsers:

1. Google Chrome;
2. Microsoft Edge;
3. Mozilla Firefox;
4. Safari.

Older browsers may not support all features.

Browser extensions, VPNs, ad blockers, privacy tools, script blockers, corporate firewalls, or restricted networks may affect OpenMail.

20. Mobile support

OpenMail may work on mobile browsers, but some desktop-style features may be easier to use on a larger screen.

If something looks cramped on mobile:

1. rotate the device;
2. use the latest browser;
3. close unused panels if available;
4. try desktop if you need advanced features;
5. report layout issues with a screenshot if safe.

21. Accessibility support

If you need accessibility help, contact hello@openmail.email.

Please tell us:

1. what page or feature is difficult to use;
2. your device and browser;
3. whether you use a screen reader, keyboard navigation, zoom, high contrast mode, or other assistive technology;
4. what would make the feature easier to use.

We will try to make reasonable improvements where possible.

22. Reporting bugs

When reporting a bug, include:

1. the page affected;
2. the steps to reproduce it;
3. expected behaviour;
4. actual behaviour;
5. screenshot if safe;
6. browser and device;
7. date and time;
8. whether the problem happens after refresh;
9. whether the problem happens in another browser.

Do not include passwords or private mailbox secrets.

23. Reporting security issues

If you believe you found a security issue in OpenMail, contact:

Security contact: hello@openmail.email

Use a clear subject such as:

Security report — OpenMail

Please include:

1. description of the issue;
2. affected page or feature;
3. steps to reproduce;
4. impact;

5. screenshots or proof-of-concept if safe;
6. your contact details;
7. whether you accessed any data that was not yours.

Do not:

1. access data that is not yours;
2. disrupt the service;
3. run destructive tests;
4. attempt persistence;
5. exfiltrate data;
6. publicly disclose before we have had time to investigate;
7. attack the mail server;
8. attack third-party services.

We appreciate responsible reports made in good faith.

OpenMail does not currently operate a paid bug bounty unless clearly stated.

24. Reporting phishing and scam emails

If you receive a suspicious email, be careful.

Do not:

1. reply;
2. click links;
3. download attachments;
4. enter passwords;
5. provide bank details;
6. send money;
7. trust urgent threats without verification.

In the UK, suspicious emails can be reported to the National Cyber Security Centre by forwarding them to:

report@phishing.gov.uk

If you think you have been a victim of fraud or cyber crime, use the official UK fraud reporting route or contact local law enforcement.

You can also contact OpenMail support if the suspicious email relates to your OpenMail account or use of OpenMail.

25. Reporting abuse from an OpenMail user

If you believe an OpenMail user is abusing the service, contact:

Abuse contact: hello@openmail.email

Include:

1. the sender email address;
2. the date and time;
3. the message subject;
4. a short explanation;
5. screenshots or headers if safe;
6. whether you have already reported it elsewhere.

Do not forward malware or unsafe attachments unless specifically requested.

OpenMail may investigate and restrict accounts where necessary.

26. Data protection and privacy requests

For privacy questions or data protection rights requests, contact:

Privacy contact: hello@openmail.email

You may use this contact for:

1. access requests;
2. correction requests;
3. deletion requests;
4. restriction requests;
5. objections;
6. portability requests;
7. consent withdrawal;
8. privacy complaints;
9. security concerns involving personal data.

We may need to verify your identity before responding.

We aim to respond to rights requests within the time required by law.

27. Complaints

If you are unhappy with OpenMail, contact:

Complaints contact: hello@openmail.email

Please include:

1. your name;
2. your OpenMail account email;
3. what happened;

4. when it happened;
5. what you have already tried;
6. what outcome you want;
7. any evidence that is safe to share.

We will try to review complaints fairly and respond within a reasonable time.

If your complaint relates to personal data and you are unhappy with our response, you may have the right to complain to the UK Information Commissioner's Office.

28. Account closure support

If you want to close your OpenMail account, contact:

Email: hello@openmail.email

Subject: Account closure request

Before requesting closure:

1. save anything important;
2. check your connected mailbox separately;
3. export or copy contacts if needed;
4. remove profile images if desired;
5. understand that closing OpenMail does not close your mailbox provider account.

We may need to verify your identity before closing an account.

Some records may be retained where required for security, legal, dispute, backup, or compliance purposes.

29. Data deletion support

If you request deletion, tell us what you want deleted, for example:

1. OpenMail account;
2. local OpenMail contacts;
3. avatar/profile picture;
4. mailbox profile settings;
5. appearance preferences;
6. support messages where deletion is possible.

Some data may not be deleted immediately if it is needed for legal, security, backup, abuse-prevention, or dispute reasons.

Deleting OpenMail data does not delete emails stored with your mailbox provider unless a feature clearly says so.

30. Mailbox password support

If your mailbox password is wrong or outdated:

1. update it in Settings if the feature is available;
2. test IMAP connection;
3. test sending;
4. do not email the password to support;
5. change your mailbox password directly with your mailbox provider if you suspect compromise;
6. clear the saved password if you no longer want OpenMail to connect.

Support cannot recover mailbox passwords.

31. Suspicious account activity

Contact support if you notice:

1. login activity you do not recognise;
2. emails sent that you did not send;
3. contacts added that you did not add;
4. settings changed unexpectedly;
5. mailbox connection changes;
6. profile image changed unexpectedly;
7. suspicious forwarding or filters in your original mailbox;
8. password reset messages you did not request.

Also change your passwords and check your original mailbox provider's security settings.

32. Delivery troubleshooting

If a recipient says they did not receive your email:

1. check the address is correct;
2. check Sent;
3. ask the recipient to check Spam/Junk;
4. wait a few minutes;
5. check for bounce messages;
6. try sending to yourself;
7. check whether the recipient domain may block unknown senders;
8. contact support with the recipient domain and approximate send time.

Do not send private message content unless needed.

33. Receiving troubleshooting

If you expected an email but cannot see it:

1. refresh Inbox;
2. check Spam/Junk;
3. check Trash;
4. check other folders;
5. check the original webmail;
6. ask the sender whether they received a bounce;
7. confirm the sender used the right address;
8. wait a few minutes if the sender is new;
9. contact support with sender domain and approximate time.

Some mail servers use greylisting or filtering, which may delay first-time senders.

34. Folder troubleshooting

If folders look wrong:

1. refresh folder list;
2. log out and back in;
3. check the original mailbox provider;
4. check whether the server uses a different folder name;
5. check if the folder is empty;
6. contact support with the folder name.

OpenMail may use server folder names such as Inbox, Sent, Sent Items, Drafts, Spam, Junk, Archive, Trash, or Deleted Items depending on the mailbox.

35. Contact picker troubleshooting

If the contact picker does not show a contact:

1. open Contacts;
2. check Saved contacts;
3. save the contact if it is currently Unsaved;
4. refresh Inbox so sender contacts can be detected;
5. search by email address;
6. check spelling;
7. try reloading the app.

Only saved contacts may be allowed for sending, depending on the current safety rules.

36. Saved contact sending troubleshooting

If sending to a contact is blocked:

1. check the contact is saved;
 2. check the exact email address;
 3. check you are not using multiple recipients;
 4. check the message body is not empty;
 5. check you have not hit the send rate limit;
 6. check your mailbox connection;
 7. contact support if the issue continues.
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37. Rate-limit troubleshooting

OpenMail may limit sending to protect the service.

If you are rate limited:

1. wait at least one minute;
2. avoid double-clicking Send;
3. do not repeatedly retry failed sends;
4. check whether the message was already sent;
5. refresh Sent before trying again.

Rate limits may change to protect users and mail systems.

38. Known limitations

OpenMail may currently have limitations such as:

1. no bulk sending;
2. no attachments in compose;
3. no HTML compose;
4. no CC/BCC;
5. no forwarding;
6. no full CardDAV contact sync;
7. no full CalDAV calendar sync;
8. file storage may be placeholder-only;
9. drafts may be local or incomplete;
10. safe previews may differ from original emails;
11. remote images may be blocked;
12. some folder names may vary;
13. some features may still be beta.

These limitations may change over time.

39. Feature requests

You can send feature requests to:

Email: hello@openmail.email

Subject: Feature request — OpenMail

Useful details:

1. what feature you want;
2. why it would help;
3. how often you would use it;
4. whether it relates to email, contacts, calendar, files, settings, security, or mobile;
5. screenshots or examples if safe.

We may use feedback without payment, restriction, or obligation.

40. Billing and paid plans

OpenMail may not currently offer paid plans.

If paid plans are introduced, support may include:

1. subscriptions;
2. invoices;
3. billing issues;
4. plan changes;
5. cancellation;
6. refunds where applicable;
7. Pro features;
8. storage upgrades.

Until paid plans are officially introduced, any pricing, Pro, upgrade, or usage messages may be placeholders.

41. Refunds

If paid features are introduced, refund rules will be explained in the relevant Terms, plan information, or billing page.

If you believe you were charged incorrectly, contact hello@openmail.email with:

1. account email;
2. date of charge;
3. amount;
4. payment reference if available;
5. explanation of the issue.

Do not send full card details.

42. Legal notices

Legal pages:

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

Please read these pages before using OpenMail.

43. Cookie and browser storage help

OpenMail may use cookies and browser storage for:

1. login sessions;
2. security;
3. CSRF protection;
4. theme preferences;
5. density preferences;
6. font preferences;
7. local draft placeholders;
8. interface state.

If you block essential cookies, OpenMail may not work.

If you clear browser storage, some local settings or local draft placeholders may be lost.

44. Accessibility and reasonable adjustments

If you need the support process in a different format, contact hello@openmail.email and explain what adjustment would help.

Examples may include:

1. clearer written instructions;
2. larger screenshots;
3. step-by-step guidance;
4. reduced technical language;
5. support by email rather than app forms;
6. extra time to provide information.

We will consider reasonable requests.

45. Support boundaries

OpenMail support can help with OpenMail-related issues.

OpenMail support cannot usually help with:

1. repairing your computer;
2. configuring unrelated mail providers;
3. recovering third-party passwords;
4. legal advice;
5. financial advice;
6. medical advice;
7. tax advice;
8. cyber incident response beyond OpenMail;
9. forensic analysis of malware;
10. disputes between you and third parties;
11. guaranteeing delivery to external recipients;
12. removing third-party spam listings;
13. restoring data held only by your mailbox provider.

We may still try to point you in a sensible direction.

46. Misuse of support

Do not misuse support.

Misuse includes:

1. abusive language;
2. threats;
3. harassment;
4. spam;
5. repeated false reports;
6. sending malware;
7. sending illegal content;
8. impersonation;
9. attempting to obtain another person's data;
10. trying to bypass security.

We may restrict support or account access where necessary.

47. How support handles your data

Support messages may contain personal data.

We use support data to:

1. understand your request;
2. troubleshoot problems;
3. respond to you;
4. improve OpenMail;
5. investigate abuse;
6. protect security;
7. keep records;
8. comply with legal obligations.

Do not send unnecessary personal data.

Support data is handled according to the Privacy Policy.

48. Support escalation

Some issues may require escalation, such as:

1. security issue;
2. privacy request;
3. suspected account compromise;
4. repeated sending failure;
5. mailbox credential issue;
6. data deletion request;
7. complaint;
8. legal request;
9. serious bug;
10. service outage.

Escalation may take longer.

We may need additional information to investigate.

49. Service status

If OpenMail is unavailable:

1. check your internet connection;
2. try another browser;
3. check whether only OpenMail is affected;
4. check the original mailbox/webmail if urgent;
5. try again later;
6. contact support if the issue continues.

OpenMail may not currently have a public status page.

If a status page is introduced, it should be linked from this support page.

50. Final support summary

For help, contact:

hello@openmail.email

Best support request format:

Subject: OpenMail support — [short issue]

Account email: [your OpenMail email]

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

What happened: [short explanation]

When: [date and time]

Device/browser: [device and browser]

Screenshot: [only if safe]

Do not include passwords, private keys, recovery codes, full card details, or unnecessary sensitive information.

OpenMail™ Exchange will try to help within a reasonable time, but support availability may depend on the issue, beta status, workload, and the current development stage.

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