LIGHTDRIVE HELP CENTER

LightDrive User Manual

Chapter 5 - Email

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Contents

5.1 Your LightDrive Email Address

5.2 Using Email in Your Browser

5.3 Writing and Sending Messages

5.4 Attachments

5.5 Organizing Your Mail

5.6 Mailbox Storage

5.7 Setting Up Email on Android

5.8 Setting Up Email on iPhone and iPad

5.9 Setting Up Thunderbird

5.10 Setting Up Outlook

5.11 LightDrive Client Passwords for Email

5.12 Troubleshooting Email

5.13 Filters and blocked senders

5.14 Email Forwarding

5.15 Automatic Email Replies

5.16 Undo Send and Outgoing

5.17 Schedule an Email

Chapter 5 - Email

5.1 Your LightDrive Email Address

Your LightDrive ID forms your mailbox address. If the ID is `alex`, the address is `alex@lightdrive.one`.

Use the full address when you send mail, configure an email app, or give someone your contact information. The mailbox is created with the account, but outgoing mail remains disabled until the recovery email is verified.

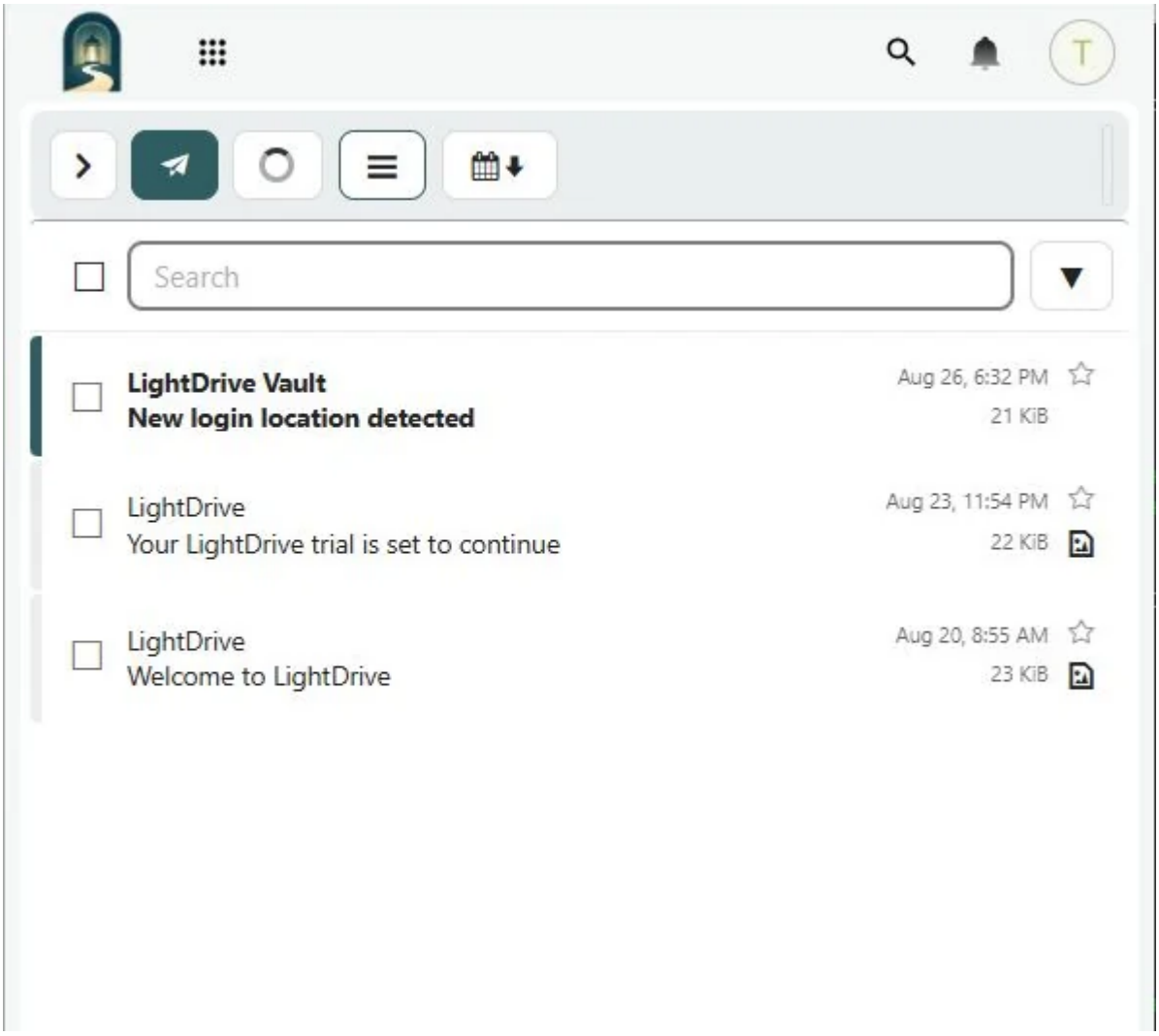
Your LightDrive mailbox and recovery email are different. The LightDrive address is for everyday mail. The recovery address is an outside account used for verification, password recovery, and important service notices.

Open **Email** from the Vault app menu to use the mailbox in a browser.

Current online article: https://help.lightdrive.one/email/your-lightdrive-email-address

5.2 Using Email in Your Browser

Select **Email** from the Vault app menu. LightDrive opens the webmail interface for your `@lightdrive.one` mailbox.



The Email workspace provides mailbox actions, search, and the message list.

The left sidebar contains Inbox, Sent, Drafts, Spam, Trash, Archive, and any folders you create. Select a folder to view its messages, then select a message to read it. Use search above the message list to find mail.

Select **New message** to compose mail. The webmail address picker can use contacts stored in your LightDrive CardDAV address book, but it reads that address book without editing it.

Browser webmail works without additional setup. For a phone or desktop mail program, use the IMAP and SMTP settings in Chapter 14.

Email tools in the sidebar

Above Settings and Help, use Filters & blocked senders, Email forwarding, Automatic replies, and Outgoing. Filters, forwarding, and replies apply to new incoming mail even when Email is closed. Configure these tools from their sidebar links.

Send includes a 30-second Undo window by default. Change the delay in Settings → General → Sending or at the top of Outgoing; use Send now to skip the wait for one message. Use Schedule send beside Send to choose a later time.

Use advanced search

Open the **Advanced Search** controls from the search field. You can combine sender, recipient, subject, message text, date, tag and message-status criteria. **Replied to** offers **Any**, **Yes** and **No**. The checkboxes are labeled **Unread**, **Starred** and **Has attachments**. These labels clarify the existing search; they do not change its behavior or folder scope.

Current online article: https://help.lightdrive.one/email/using-email-in-your-browser

5.3 Writing and Sending Messages

1. Open **Email** and select **New message**.
2. Enter one or more recipients in To. Use Cc or Bcc only when needed.
3. Enter a clear subject and write the message.
4. Add attachments before sending.
5. Review the recipients and select **Send**.



The compose window keeps recipients, subject, attachments, formatting, and Send controls together.

Sent mail is stored in the Sent folder. A message you save without sending appears in Drafts.

If sending is disabled, confirm that the recovery email is verified and that the account is active. A mail client must authenticate to SMTP on port 587 with STARTTLS; port 993 is for receiving mail and cannot send.

Undo send or send later

In browser Email, Send starts a 30-second countdown by default. Change the delay in Settings → General → Sending or at the top of Outgoing. Select **Send now** to skip the remaining wait. Select **Undo send** before sending begins to cancel and recover the message in Drafts. Closing the countdown dialog does not cancel it. Learn about Undo send and recovery.

Choose **Schedule send** beside Send to select a future date and time. The server sends while your browser is closed. Review or cancel scheduled messages from **Outgoing** in the sidebar. Schedule an email.

Attachment reminder

If you write a phrase such as “I’ve attached the report” but have no file attached, browser Email offers **Back to message** or **Send anyway** before queuing the message. For scheduled messages, choose **Schedule anyway** to keep the selected time. Closing the reminder or pressing Escape returns without sending. The reminder also works when Delay before sending is Off.

Quoted replies and recognizable signatures are excluded. Inline signature images do not count as attached files. This reminder recognizes some common English phrases in the regular editor; it cannot detect every missing file and does not inspect external encrypted editors.

5.4 Attachments

While composing a message, select the attachment control and choose the file. Wait until the attachment finishes loading before selecting **Send**.

Email systems impose message-size limits. The encoded message is larger than the original file, so a file close to the limit can still be rejected. For a large file, store it in Files and send a password-protected, expiring public share link instead.

Before opening an attachment, confirm that you expected it and that the sender is genuine. A familiar display name does not prove who sent the message.

Deleting an email removes its attachment with the message after the mail Trash is emptied. Save an important attachment to Files if it must be retained independently.

Attachments in delayed messages

Wait for uploads to finish before Send or Schedule send. Browser sending permits a 20 MB encoded message, including its attachments. Undoing or canceling a scheduled send lets you recover the complete message in Drafts for editing. For larger material, share a file link instead.

Attachment reminder

If you write a phrase such as “I’ve attached the report” but have no file attached, browser Email offers **Back to message** or **Send anyway** before queuing the message. For scheduled messages, choose **Schedule anyway** to keep the selected time. Closing the reminder or pressing Escape returns without sending. The reminder also works when Delay before sending is Off.

Quoted replies and recognizable signatures are excluded. Inline signature images do not count as attached files. This reminder recognizes some common English phrases in the regular editor; it cannot detect every missing file and does not inspect external encrypted editors.

5.5 Organizing Your Mail

Use folders, flags, search, and the Archive folder to keep the Inbox manageable.

- Create a folder for mail that needs a permanent category.
- Move completed messages to Archive when a separate folder is unnecessary.
- Mark a message with a flag when it needs follow-up.
- Use search for sender, recipient, subject, or message text.
- Review Spam before emptying it, then move any legitimate message to the Inbox.

Folders are stored on the mail server and synchronize through IMAP. A local-only folder created by a particular desktop app does not appear in LightDrive webmail or on other devices.

Show or hide folders with no unread mail

Under **Folders**, **Only folders with unread mail** is a display option, not a parent folder or an email rule. Check it to hide custom folders that have no unread mail; uncheck it to show them again. Messages and folder locations do not change.

Organize incoming mail automatically

Open **Filters & blocked senders** in the sidebar to move, mark, star, or forward new messages using sender, recipient, domain, or subject conditions. You can also choose **Create a filter from this message** from the More menu for a received message. Create and manage email filters.

5.6 Mailbox Storage

Mailbox storage is separate from the Vault storage included with your plan. Deleting a file from Files does not make room in Email, and deleting a message does not change the Vault usage meter.

When the mailbox approaches its limit, LightDrive sends a mailbox quota warning. Remove large messages and attachments you no longer need, then empty the mail Trash and Spam folders so their contents stop using mailbox space.

If you need to keep an attachment, save it to Files before deleting the message. That copy then uses Vault storage instead of mailbox storage.

A mailbox at its limit can stop accepting new messages. Act on a critical warning promptly and contact Support if usage does not fall after Trash has been emptied.

Current online article: https://help.lightdrive.one/email/mailbox-storage

5.7 Setting Up Email on Android

Before adding the account, open **Settings → Security → App & device access**, create a **LightDrive client password that includes Email** for the Android mail app, choose **Email only**, and copy it when LightDrive displays it.

Add the account to an Android mail app that supports IMAP.

- **Email/username:** your full `username@lightdrive.one` address
- **Incoming server:** `mail.lightdrive.one`, IMAP port `993`, SSL/TLS
- **Outgoing server:** `mail.lightdrive.one`, SMTP port `587`, STARTTLS
- **Authentication:** required for both servers
- **Password:** the LightDrive client password created for this app and device

Use the same LightDrive client password for incoming and outgoing mail. Your main Vault password and Vault app passwords do not authenticate to email. Do not accept an option that disables certificate checking.

Android manufacturers and mail apps use different screen names, but the server values above do not change. If automatic setup chooses another host or port, switch to manual setup and enter them exactly.

Current online article: https://help.lightdrive.one/email/setting-up-email-on-android

5.8 Setting Up Email on iPhone and iPad

In the Vault, first open **Settings → Security → App & device access**, create a **LightDrive client password that includes Email** for the device, and copy it when displayed. Choose **Email & contacts** if you also plan to connect the device's Contacts app with the same credential; otherwise choose **Email only**.

Open **Settings → Apps → Mail → Mail Accounts → Add Account → Other → Add Mail Account** on current iOS and iPadOS versions, then choose IMAP.

- **Email and username:** your full `username@lightdrive.one` address
- **Incoming host:** `mail.lightdrive.one`, port `993`, SSL enabled
- **Outgoing host:** `mail.lightdrive.one`, port `587`, TLS enabled
- **Password:** the LightDrive client password created for this device

Use the same LightDrive client password for both incoming and outgoing mail. Your main Vault password and Vault app passwords do not authenticate to email. If the device proposes a different port, edit the advanced server settings and use the values above.

Current online article: https://help.lightdrive.one/email/setting-up-email-on-iphone-and-ipad

5.9 Setting Up Thunderbird

Before adding the account, open **Settings → Security → App & device access**, name the credential for this copy of Thunderbird, choose **Email & contacts**, and create the LightDrive client password. If Thunderbird will also synchronize Calendar, choose **Email, contacts & calendars** instead. Copy the value when LightDrive displays it; it is shown only once.

In Thunderbird, select **Add account → Email**, enter your name and full LightDrive email address, and enter the same LightDrive client password you created for Thunderbird. Select manual configuration if Thunderbird does not choose the correct values.

- **Incoming:** IMAP, `mail.lightdrive.one`, port `993`, SSL/TLS, normal password
- **Outgoing:** SMTP, `mail.lightdrive.one`, port `587`, STARTTLS, normal password
- **Username:** the full `username@lightdrive.one` address for both
- **Password:** the LightDrive client password created for this copy of Thunderbird

Use that password for both IMAP and SMTP. Your main Vault password and Vault app passwords do not authenticate to email. After setup, confirm that a test message appears in both Sent and the recipient’s Inbox.

Connect the address book

Thunderbird can use LightDrive’s published CardDAV discovery information to find the address book associated with your email address. If it offers the address book during or after account setup, connect it with the same full email address and LightDrive client password you created for Thunderbird.

If the address book is not offered automatically, open Thunderbird’s Address Book, add a CardDAV address book, and use `https://dav.lightdrive.one/USERNAME/contacts/`. Replace `USERNAME` with your LightDrive ID, use the full email address as the username, and enter the same LightDrive client password you created for Thunderbird.

5.10 Setting Up Outlook

Before adding the account, open **Settings → Security → App & device access**, create a **LightDrive client password that includes Email** for Outlook, choose **Email only**, and copy it when displayed.

Add a new email account in Outlook and choose the IMAP or advanced manual setup option.

- **Incoming IMAP:** `mail.lightdrive.one`, port `993`, SSL/TLS
- **Outgoing SMTP:** `mail.lightdrive.one`, port `587`, STARTTLS
- **Username:** your complete `username@lightdrive.one` address
- **Password:** the LightDrive client password created for Outlook
- **Outgoing authentication:** enabled, using the same username and LightDrive client password

Your main Vault password and Vault app passwords do not authenticate to email. Remove any automatically selected SPA setting; LightDrive uses normal authenticated IMAP and SMTP over encrypted connections.

Current online article: https://help.lightdrive.one/email/setting-up-outlook

5.11 LightDrive Client Passwords for Email

An external email app authenticates to LightDrive IMAP and SMTP with a **LightDrive client password that includes Email**. Your main LightDrive password and Vault app passwords do not authenticate to email.

Create the credential under **Settings → Security → App & device access**. Name it for one device and app, choose its access, copy it when LightDrive displays it, and enter it as the normal password for both IMAP and SMTP. The value is shown only when created.

- **Email & contacts:** use with a compatible app such as Thunderbird that can connect to IMAP, SMTP, and CardDAV.
- **Email only:** use when the app needs only IMAP and SMTP.

Choose only the services the app needs. Other Email-enabled choices are **Email & calendars** and **Email, contacts & calendars**. A LightDrive client password can authenticate only the services selected when it is created; it does not sign in to the Vault or grant Files access. Protect the device and revoke its client password immediately if the device is lost or retired.

Changing the main Vault password does not change an existing LightDrive client password. If a mail app stops authenticating, confirm that the credential has not been revoked and create a replacement if needed.

Current online article: https://help.lightdrive.one/email/email-passwords-and-app-passwords

5.12 Troubleshooting Email

Cannot receive

Confirm IMAP host `mail.lightdrive.one`, port `993`, SSL/TLS, and the full email address as username. Check the mailbox quota and Spam folder.

Cannot send

Confirm SMTP host `mail.lightdrive.one`, port `587`, STARTTLS, and authentication with the full email address. Recovery-email verification must be complete, and the account must permit outgoing mail.

Password rejected

Test the account in Vault webmail. If webmail works, remove the client's saved credential and enter a current **LightDrive client password that includes Email** from **Settings → Security → App & device access**. The main Vault password and Vault app passwords do not authenticate to email. If webmail also fails, sign out and sign back in to the Vault; reset the main password only if Vault sign-in fails.

Certificate warning

Do not bypass it. Confirm the host is exactly `mail.lightdrive.one` and the device date is correct. Contact Support if the warning remains.

A message is waiting in Outgoing

Send waits for your selected delay (30 seconds by default); a scheduled message waits until its selected time. Use Send now in Outgoing to skip a remaining wait. Closing Email does not stop sending. If the message is overdue or says sending is paused, check its status in Outgoing and contact Support if it persists. For **Delivery uncertain**, check Sent and the recipient before sending another copy.

Undo succeeded but the editor did not open

The recovered message is in Drafts. Close the Outgoing dialog and open Drafts from the sidebar if Open Drafts does not navigate. If recovery could not be confirmed, check for an existing copy before trying recovery again. Outgoing recovery guidance.

A filter or automatic reply did not run

Test with a new incoming message and check that the rule is On. Review its conditions, order, and stop setting. For automatic replies, also check the schedule and days between replies to the same sender. Editing or toggling a reply does not reset its sender interval. If a custom folder disappears after mail is marked read, uncheck **Only folders with unread mail**.

All-message forwarding without a local copy skips Email filters. Turning all-message forwarding off does not turn off conditional forwarding rules. If the editor reports that another set of rules is active or rules were changed outside the editor, contact Support rather than replacing them blindly.

5.13 Filters and blocked senders

Email filters organize new incoming messages automatically, even when Email is closed. They do not change messages already in your mailbox.

Create a filter

1. Open **Filters & blocked senders** in the Email sidebar above Settings and Help.
2. Create a filter and give it a name that describes its purpose, such as “Receipts”.
3. Choose conditions for the sender, sender domain, recipient, or subject. Choose **All conditions** when every condition must match, or **Any condition** when one match is enough.
4. Choose an action: move to a folder, keep in the Inbox, or forward to another email address. You can also mark matching mail as read or star it.
5. Read **What will happen**, then save the filter.

For example, match a sender and a subject containing “receipt”, then move those messages to a Receipts folder. Create the destination folder first if it is not already listed.

Create a filter from a message

Open a received message, or select exactly one received message in the list. In its **More** menu, choose **Create a filter from this message**. The sender is filled in for you. Choose the action and destination, review the conditions, and save. Opening the editor does not save a filter or move the selected message.

Order and enable filters

Filters run from top to bottom. Use the up and down buttons to change their order. **Stop after this filter matches** prevents later email filters from running for that message. Leave it off only when you want later filters to apply too.

A checked box and **On** mean a filter is enabled. Uncheck it to turn it **Off** without deleting it. Editing, enabling, disabling, or deleting a filter affects future incoming mail.

Forward only matching mail

Choose the forwarding action and enter a different email address. Review whether to keep a local copy. If you keep a copy, later filters can still organize it when you allow processing to continue. Avoid overlapping forwarding rules that would send unwanted extra copies.

Email forwarding controls forwarding of all incoming mail separately. Turning that off does not disable forwarding actions in Email filters. All-message forwarding without a local copy skips ordinary filters. Sender blocking is always checked first.

Block or unblock a sender

Open a received message, or select exactly one message in the list. In its **More** menu, choose **Block sender**. A highlighted **Sender blocked** notice confirms the saved change and shows the sender’s address. The message stays open; Email filters does not open. A successful confirmation disappears after about seven seconds. If a change cannot be confirmed, the error stays visible with an **Open Filters & blocked senders** button so you can check the current list.

If that address is already blocked, the same menu shows **Unblock sender**, including on old messages. The menu checks the current blocked list when it opens. A **Sender unblocked** notice confirms the change. Unblocking restores normal processing for future messages; it does not move messages out of Spam.

You can also open **Filters & blocked senders → Blocked senders** to add an exact email address or unblock one. Up to 200 addresses can be blocked. Blocking matches the sender’s email address, not the display name or every address at that domain. If Spam is unavailable, choose the Spam folder in Settings and reload Email filters.

New mail from blocked senders goes to Spam before forwarding, automatic replies, or ordinary filters run. It is not forwarded and receives no automatic reply. Blocking works on the mail

server while the browser is closed and also affects delivery seen in other mail apps. Existing messages stay where they are. Blocking does not train spam detection or permanently delete messages.

Test a filter

Send a new message that meets the conditions, then another that does not. Check the destination folder or forwarding mailbox. If the filter marks mail as read, the folder may be hidden while **Only folders with unread mail** is checked.

Current online article: https://help.lightdrive.one/email/email-filters

5.14 Email Forwarding

Use **Email forwarding** in the Email sidebar to forward all new incoming mail to another mailbox. Forwarding runs on the mail server while your browser is closed.

1. Open **Email forwarding** and enable forwarding.
2. Enter the destination email address. It must be different from the mailbox you are forwarding.
3. Choose whether to keep a copy in LightDrive.
4. Review the summary and save.
5. Send a new test message and check the destination mailbox.

Keeping a copy

With a local copy enabled, Email filters still organize local delivery and may also forward matching mail. Without a local copy, incoming mail is forwarded and Email filters are skipped. Existing messages in LightDrive are unchanged.

Forward only certain messages

Use Filters & blocked senders when only selected senders, recipients, domains, or subjects should be forwarded. Choose the forwarding action in a filter rather than enabling all-message forwarding.

Stop forwarding

Turn off forwarding and save. Also review Email filters if you want to stop conditional forwarding. Avoid forwarding two mailboxes to each other, which can create a forwarding loop.

Blocked senders

Messages from blocked senders go to Spam before forwarding or automatic replies run. They are not forwarded and receive no automatic reply. Manage blocked addresses in **Filters & blocked senders**, or use **Unblock sender** in a message’s More menu.

Current online article: https://help.lightdrive.one/email/email-forwarding

5.15 Automatic Email Replies

Open **Automatic replies** in the Email sidebar to set an away message or a response for particular incoming mail. Replies run on the mail server and do not require an open browser.

General and matching replies

A **General reply** is the fallback for eligible incoming messages. A **Matching reply** uses sender, sender domain, recipient, or subject conditions, with **All conditions** or **Any condition**.

1. Create or edit the general reply, or add a matching reply.
2. Enter a name, reply subject, and plain-text message.
3. For a matching reply, choose its conditions.
4. Set **Days between replies to the same sender** from 1 to 30. The default is 7 days.
5. Review the summary, enable the reply, and save.

Enabled matching replies are checked from top to bottom. The first eligible match is selected; the general reply applies when none is selected. Only one reply is selected for a message. A sender cooldown suppresses that selected response; it does not cause another reply to be sent instead.

Schedule an away period

While editing either kind of reply, check **Only reply during a scheduled period** and set Start and End. The editor shows the timezone of your current device. Review the displayed dates and offsets, especially around a daylight-saving change, then save.

The reply begins at Start and stops at End automatically. Opening the editor on a device in another timezone shows the same period in that device’s local time. A matching reply outside its period allows the next eligible matching reply or the general fallback to be considered.

Scheduled means its start is still ahead; **Active** means its time window is open; **Ended** means its end has passed; **Paused** means it is switched off. Active replies still depend on the conditions and sender interval.

Why a sender may not receive a second reply

Each reply has its own sender interval. Editing or pausing and re-enabling that reply does not reset the interval. Test with a different sender if you have already received its automatic reply recently.

Automatic replies also avoid responding to your own mail, delivery-error messages, and many automated or mailing-list messages. Mail must address the mailbox in To or Cc; Bcc-only delivery does not trigger a reply. These safeguards help prevent reply loops.

To stop a reply immediately, uncheck its enabled box. For replies used only on particular dates, keep the schedule instead of relying on remembering to turn them off.

Blocked senders

Messages from blocked senders go to Spam before forwarding or automatic replies run. They are not forwarded and receive no automatic reply. Manage blocked addresses in **Filters & blocked senders**, or use **Unblock sender** in a message’s More menu.

Current online article: https://help.lightdrive.one/email/automatic-email-replies

5.16 Undo Send and Outgoing

In browser Email, selecting **Send** holds the message for 30 seconds by default. A small dialog shows the recipients, subject, countdown, **Undo send**, and **Send now**.

Choose your delay

Open **Settings → General → Sending**, or use the Sending section at the top of **Outgoing**. Set **Delay before sending** to **Off — no delay**, **30 seconds**, **1 minute**, **2 minutes**, or **5 minutes** . Both controls change the same saved preference for the current mailbox. Wait for the Saved confirmation.

Changes apply to future messages sent from browser Email. Messages already waiting keep their existing times. Explicitly scheduled messages use their chosen delivery time without an extra delay. Off removes the deliberate delay and the Undo window.

Send immediately

Select **Send now** in the small countdown dialog or beside a waiting message in **Outgoing** to skip the remaining wait. The message starts sending without the remaining delay. Normal processing and delivery can still take a few seconds, or longer if service is interrupted. Once sending starts, it can no longer be canceled.

Undo and edit

1. Select **Undo send** while it is available.
2. Wait for confirmation that sending was canceled and the message was saved to Drafts.
3. Select **Open Drafts**, or close the dialog and choose Drafts in the sidebar.
4. Open the recovered message, edit it, and send it again when ready.

Recovery retains the message and its attachments. If the message was originally a saved draft, an earlier draft may also remain. Check before deleting either copy.

Closing the countdown dialog or browser does not cancel sending. Once sending has started, Undo is no longer available. This is a delay before sending, not a way to recall mail already delivered. External mail apps use their own sending behavior and do not use this webmail Undo window.

Open Outgoing

A number beside **Outgoing**, such as **Outgoing (2)**, counts messages waiting or currently sending, including scheduled messages. It disappears when none remain. While Email is visible, it refreshes automatically, normally within ten seconds. A question mark means the count is temporarily unavailable; open Outgoing to check. Completed, canceled, and failed messages are not included in this count.

The **Outgoing** sidebar link shows waiting and scheduled messages. From there, use **Send now** to release a waiting message, or cancel it and choose **Save to Drafts** to edit it. The full Outgoing list remains available even after you close the small countdown dialog.

Successful sends leave the default list after about 30 seconds. Look in Sent for the message, or check **Show recent completed messages** to see recent status history.

Recovery and uncertain results

- **Not sent:** recover the message as a draft, correct the problem, and send again.
- **Delivery uncertain:** check Sent and confirm with the recipient before sending another copy.
- **Sent — the Sent copy or mailbox update could not be confirmed:** delivery was accepted, so do not resend solely because the Sent copy is missing.

If recovery could not be confirmed, check Drafts first. If the message is missing, use **Retry saving to Drafts** when offered. **Download message** provides an additional copy for recovery. Downloading does not open the webmail editor or cancel a waiting send.

Recovery copies for canceled, failed, or uncertain messages are retained in Outgoing for seven days after their status update. Recover them promptly. Drafts already saved to your mailbox remain there independently of Outgoing history.

Attachment reminder

If you write a phrase such as “I’ve attached the report” but have no file attached, browser Email offers **Back to message** or **Send anyway** before queuing the message. For scheduled messages, choose **Schedule anyway** to keep the selected time. Closing the reminder or pressing Escape returns without sending. The reminder also works when Delay before sending is Off.

Quoted replies and recognizable signatures are excluded. Inline signature images do not count as attached files. This reminder recognizes some common English phrases in the regular editor; it cannot detect every missing file and does not inspect external encrypted editors.

Current online article: https://help.lightdrive.one/email/undo-send-and-outgoing

5.17 Schedule an Email

Use **Schedule send**, beside Send in the browser compose window, to send a message later.

1. Write the message and wait for any attachments to finish uploading.
2. Select **Schedule send**.
3. Choose a future date and time, up to 30 days ahead. Times use the timezone of your current device.
4. Review the displayed date, timezone, and recipients, then confirm **Schedule send**.

The message appears in **Outgoing**. You can close Email or turn off your device; the server sends it at the scheduled time while service is available.

Your Delay before sending preference adds no extra wait to the scheduled time. To send early, select **Send now** in Outgoing.

Change or cancel a scheduled message

Open Outgoing and select **Cancel scheduled send** before sending begins. Choose **Save to Drafts**, open the recovered draft, make your changes, and schedule it again. Closing a dialog does not cancel the scheduled message.

Delivery and limits

Check Sent after the scheduled time. Successful messages leave the default Outgoing list after about 30 seconds; use **Show recent completed messages** for status history.

Scheduled sending uses your account’s current permission to send. A service interruption or an account access change can prevent delivery. Messages more than an hour overdue are stopped for manual recovery. Failed or uncertain attempts are not automatically resent; follow the guidance in Undo Send and Outgoing.

Browser sending supports up to 50 recipients and a 20 MB encoded message, including attachments. Encoding makes attachments larger than their original files. If outgoing storage is full, recover or resolve older entries, or contact Support.

Current online article: https://help.lightdrive.one/email/schedule-an-email