

Signature image not showing: diagnosis checklist

Work out whose side the problem is on, then fix or design around it.

1. Who can't see it?

Missing for	Likely side	Go to
Everyone, including me	Mine: where the picture lives	Part 2
Some readers, or only in one app	Theirs: picture settings	Part 3
Shows as an attachment	Mine: picture pasted from my computer	Part 2

2. My side

- ☐ The picture's address starts with https://
- ☐ Pasted into a private window, the address shows only the picture, not a web page
- ☐ The picture isn't a file on my computer or a private cloud file
- ☐ A Google Drive picture is shared publicly
- ☐ PNG or JPG (not SVG, not WebP)
- ☐ Small: for Gmail, no more than 100 px high and 1,000 px wide
- ☐ The signature was pasted again and saved after the fix

3. The reader's side

- ☐ Their app may ask before showing pictures: nothing to fix, design around it
- ☐ Their app may treat my message as suspicious and hold pictures back
- ☐ Their older version of Outlook on Windows can't show SVG or WebP

4. Fallback check

- ☐ Name, phone, email and website are typed text, not part of the picture
- ☐ The picture has alt text (my name or business name)
- ☐ With pictures turned off, the signature still makes sense

The full guide: fynl.io/blog/email-signature-image-not-showing/

Free email signature generator: fynl.io/email-signature-generator