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If you get an error when you're using Gmail, like "Temporary Error," or "Oops," use this page to help you fix the issue. If you received this error on your iPhone or iPad, try the following steps: If you get a "Temporary Error (502)" message when you try to sign in to Gmail, your mail is temporarily unavailable. This error usually goes away quickly, so try signing in again in a few minutes. Even though you can't sign in for the moment, your messages and personal information are still safe. "Oops" or other error If you're getting any of these errors, or a different one that isn't listed, try the steps below to fix the issue: "Bad Request: Your client has issued a malformed or illegal request" "Oops" (602, 500, 102, 009, 103) Step 1: Check that you're using a browser that works with Gmail Learn about Gmail's supported browsers. Step 2: Check your browser extensions or applications Sometimes extensions or add-ons you've installed on your browser or applications you've installed on your computer can prevent Gmail from working. Try temporarily turning off these extensions and applications one by one, then using Gmail again to check if that solves the problem. To try using Gmail without any extensions, open Gmail using your browser's incognito or private browsing mode. Step 3: Clear your browser's cache & cookies Step 4: Check your Gmail Advanced settings If you have any features turned on, take a look at your Advanced settings. Open Gmail. In the top right, click Settings See all settings. Click the Advanced tab. Next to any features you have enabled, select Disable. At the bottom of the page, click Save Changes. The steps above didn't help If the problem still isn't fixed, check the Google Workspace Status Dashboard to check if there's a known issue happening on Gmail. Post to the help community Get answers from community members If you have a message that includes information that doesn't change frequently, you can save the message as a template in Gmail and reuse it. Turn on templates Important: You can only turn on and use message templates from Gmail on your computer. On your computer, open Gmail. At the top right, click Settings See all settings. At the top, click Advanced. Next to "Templates," click Enable. At the bottom, click Save Changes. Create or edit a template Important: After you delete a template, you can't recover it. On your computer, open Gmail. At the top left, click Compose. In the compose window, enter your template text. At the bottom of the compose window, click More options Templates. Choose an option: To create a new template: Click Save draft as template Save as new template. To change a previously saved template: Click Save draft as template. Under "Overwrite Template," choose a template. Click Save. To delete a template: Click Delete template. Choose the template you want to delete. Click Delete. Insert a template On your computer, open Gmail. At the top left, click Compose. At the bottom of the compose window, click More options Templates. Under "Insert template," choose a template. Compose the rest of your message. Click Send. Create an automatic reply for messages Important: To send your message template as an automatic reply, you must create a filter. On your computer, open Gmail. In the search box at the top, click Show search options . Enter your search criteria. Optional: To check that your search works correctly, click Search. To return to the filter menu, click Show search options . Click Create filter. Check the box next to "Send template," then choose your template. Click Create filter. Related resources Send or unsend Gmail messages Tips to read & send email in Gmail Post to the help community Get answers from community members

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