**Repair Outlook/Exchange Account** (for Mac OS X)

*Excerpt from: [http://support.microsoft.com/kb/2847916](http://support.microsoft.com/kb/2847916)*

Outlook for Mac 2011 doesn’t include a mail profile repair tool for connections to an Exchange server. To repair connections that are made in Outlook 2011 for Mac, you can try to remove and then re-add the account. To do this, follow these steps:

1. **Remove the existing account.**
   a. Start Outlook for Mac 2011, and then click **Accounts** on the **Tools** menu.
   b. In the navigation pane, select the account that you want to remove, and then click the Minus Sign (−) in the lower-left corner of the **Accounts** dialog box.
   c. When you're prompted to confirm that you want to delete the account, click **Delete**.

2. **Add an Exchange account.**
      
      a. On the **Tools** menu, click **Accounts**. Then, do one of the following:
         - If this is the first account that you’re creating in Outlook for Mac 2011, click **Exchange account** under **Add an account**.
         - If you’ve already created an email account for a different email address, click the Plus Sign (+) in the lower-left corner of the **Accounts** dialog box to add an account, and then click **Exchange**.
      
      b. On the "Enter your Exchange account information" page, type your user ID in the **E-mail address** box. For example, type **christopher@contoso.onmicrosoft.com**.
      
      c. In the **Method** box, make sure that **User name and password** is selected.
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d. In the **User name** box, type your user ID from step 2c again.

e. Type your password.

f. Make sure that **Configure automatically** is selected, and then click **Add account**.

   *Note: After you click Add account, Outlook for Mac 2011 performs an online search to find your email server settings.*

   g. When you're prompted for confirmation to allow the server to configure your settings, select the **Always use my response for this server** check box, and then click **Allow**.

   *Note: After the new account is created, you’ll see the account in the navigation pane of the **Accounts** dialog box.*

h. Close the **Accounts** dialog box.