How to fix the Outlook problem on campus
(Re-enable to send and receive new email)

1. Make sure your outlook is close.

2. Go to Start and Open Control Panel.
3. Find “Mail” and double click to open it.

4. A small window will appear, left click on “Show profiles” button.
5. Another small window will appear, highlight the account you want to remove, then left click on “Remove” button.

![Image of account removal window]

6. If you see the following window, left click on “YES” button.

![Image of confirmation dialog]

*Warning: Careful, if you remove this profile, offline cached content for its accounts will be deleted.*
7. Now left click on “OK” button.

8. Open your outlook again. A small window will appear. Type “outlook” as a profile name and then left click on “OK” button.
9. A new window will appear, just left click on “Next” button.
10. The following window will appear, left click on the “Allow” button:

![Microsoft Outlook window](image)

11. Then, left click on the “OK” button in the following window:

![Add E-mail Account](image)
12. After finishing the configuration, left click on the “Finish” button.

13. Wait for processing, then you will see your outlook environment.