**Real Time Scenario**

**Request for Computer Cleanup and Virus Diagnostic**

Michell needs to send out emails for pending requests from different teams. She is experiencing issues with her Outlook account on her computer. She has verified that she is using the correct password and email information. Additionally, she has confirmed that her internet connection is working properly, as she can receive emails on her cellphone. However, she needs to send out some documents that are stored on her computer, which cannot be sent from her phone. (Record the initial user request, including details about the issues experienced and checks or assessments performed)

**User’s information:**

Name: Michell Jones  
Client ID: 569678  
Phone Number: +12257896451  
Email: michelljon@aol.com

**Tools:**   
Remote Software: [AnyDesk](https://anydesk.com/en/downloads/windows)

Remote Software: Windows Remote Desktop  
Ticketing system: [Go to Jira](https://www.atlassian.com/software/jira?campaign=18440774082&adgroup=136973853250&targetid=kwd-361936242944&matchtype=e&network=s&device=c&device_model=&creative=656629737260&keyword=jira%20software%20atlassian&placement=&target=&ds_eid=700000001558501&ds_e1=GOOGLE&gad_source=5&gclid=EAIaIQobChMIpPKx2ZjTiAMVaiitBh3TIxcoEAAYASAAEgJ2V_D_BwE)

Microsoft Portal: [Microsoft 365 for free](https://www.microsoft.com/en-us/microsoft-365/try)

Microsoft Service Health: [Service Health](https://portal.office.com/servicestatus)

**Troubleshooting Steps (Basic to Advanced)**

**Basic Troubleshooting:**

1. **Restart Outlook**:
   * Sometimes, simply restarting the application can resolve minor issues.
2. **Check for Updates**:
   * Ensure that both Windows and Outlook are up to date. [Go to File > Office Account > Update Options > Update Now in Outlook1](https://support.microsoft.com/en-us/office/troubleshoot-outlook-for-windows-issues-241bb0fc-b201-4bb2-98d3-74750a27029e).
3. **Safe Mode**:
   * Start Outlook in Safe Mode to disable add-ins. [Press Windows + R, type outlook.exe /safe, and press Enter](https://support.microsoft.com/en-us/office/troubleshoot-outlook-for-windows-issues-241bb0fc-b201-4bb2-98d3-74750a27029e).
4. **Disable Add-ins**:
   * If Outlook works in Safe Mode, disable add-ins:
     + Go to File > Options > Add-ins.
     + Select COM Add-ins and click Go.
     + Uncheck all add-ins and restart Outlook. [Enable them one by one to identify the problematic add-in](https://support.microsoft.com/en-us/office/troubleshoot-outlook-for-windows-issues-241bb0fc-b201-4bb2-98d3-74750a27029e).

**Intermediate Troubleshooting:**

1. **Repair Outlook**:
   * Use the built-in repair tool:
     + Go to Control Panel > Programs > Programs and Features.
     + Select Microsoft Office and click Change.
     + Choose Quick Repair first. [If the issue persists, try Online Repair](https://support.microsoft.com/en-us/office/troubleshoot-outlook-for-windows-issues-241bb0fc-b201-4bb2-98d3-74750a27029e).
2. **Create a New Profile**:
   * Sometimes, creating a new Outlook profile can resolve issues:
     + Go to Control Panel > Mail > Show Profiles.
     + [Click Add to create a new profile and configure your email account](https://support.microsoft.com/en-us/office/troubleshoot-outlook-for-windows-issues-241bb0fc-b201-4bb2-98d3-74750a27029e).
3. **Check for Large Mailbox**:
   * A large mailbox can slow down Outlook. [Archive old emails and clean up your mailbox](https://support.microsoft.com/en-us/office/troubleshoot-outlook-for-windows-issues-241bb0fc-b201-4bb2-98d3-74750a27029e).

**Advanced Troubleshooting:**

1. **Run Microsoft Support and Recovery Assistant**:
   * [Download and run the Microsoft Support and Recovery Assistant tool to diagnose and fix issues automatically](https://support.microsoft.com/en-us/office/troubleshoot-outlook-for-windows-issues-241bb0fc-b201-4bb2-98d3-74750a27029e).
2. **Check for Corrupted PST/OST Files**:
   * Use the Inbox Repair Tool (ScanPST.exe) to repair corrupted data files:
     + Locate ScanPST.exe in your Office installation folder.
     + [Run the tool and follow the prompts to repair your PST/OST files](https://support.microsoft.com/en-us/office/troubleshoot-outlook-for-windows-issues-241bb0fc-b201-4bb2-98d3-74750a27029e).
3. **Reinstall Outlook**:
   * If all else fails, uninstall and reinstall Outlook:
     + Go to Control Panel > Programs > Programs and Features.
     + Select Microsoft Office and click Uninstall.
     + [Reinstall Office from your Office 365 account](https://support.microsoft.com/en-us/office/troubleshoot-outlook-for-windows-issues-241bb0fc-b201-4bb2-98d3-74750a27029e).

**Important Note:**

As an IT Technician, you might not always have free access to the internet. You are not going to be able to utilize specific resources like GitHub, Stack Overflow, Web Browsers, or AI tools such as Gemini and Chat GPT. The availability of these resources can vary depending on the company you work for.