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Outlook keeps crashing – not responding

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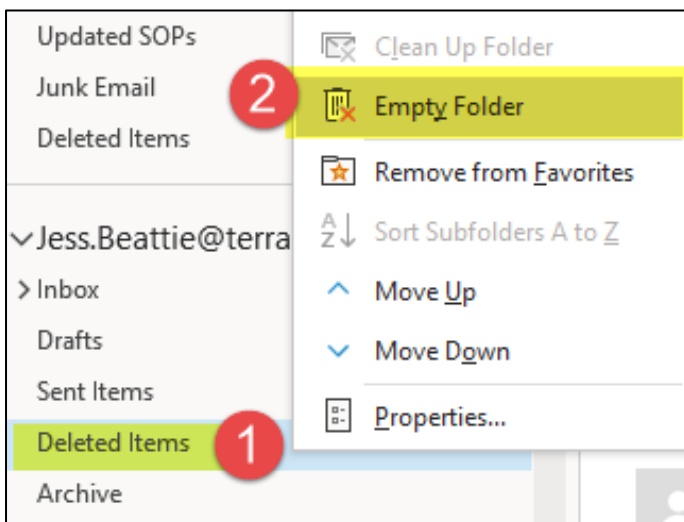
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Remove shared mailboxes that are no longer needed

If you have any shared mailboxes loaded in your outlook that you no longer need, request IT to remove them for you

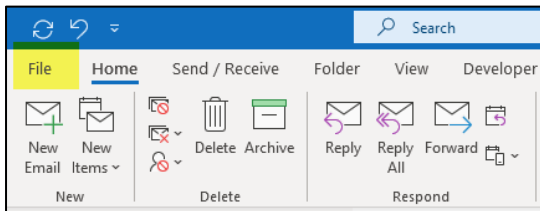
Empty deleted items

1. Right click on the **deleted items** folder
2. Select **empty folder**

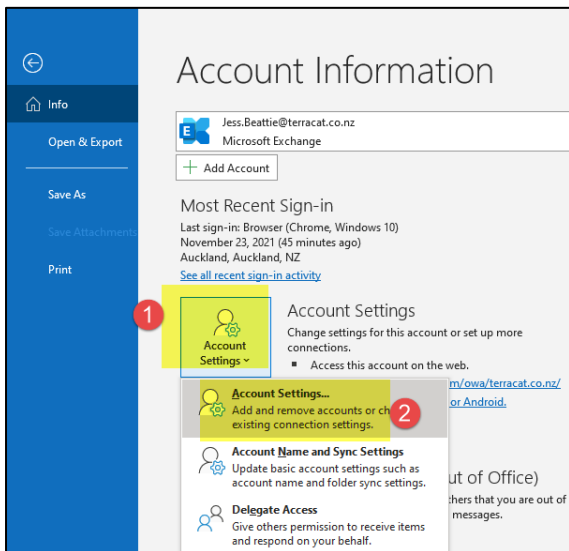


Decrease the amount of downloaded emails

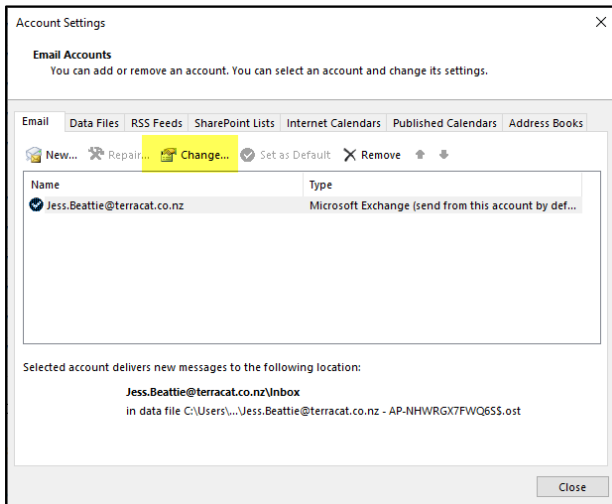
1. Click **File** at the top left



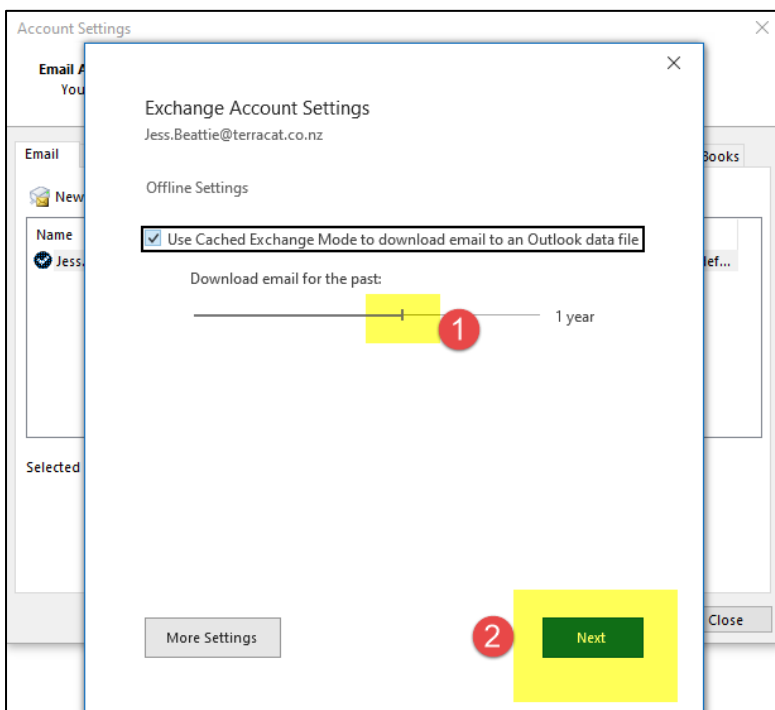
2. Click **Account settings > Account settings**



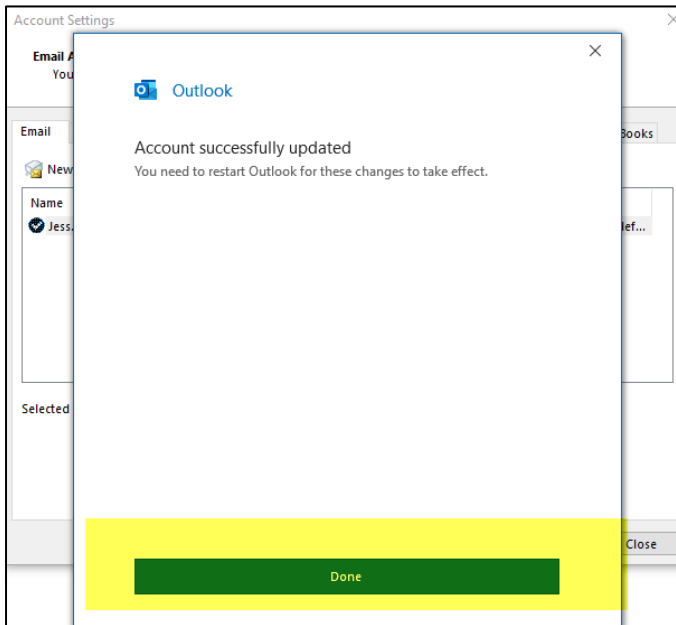
3. Click **Change**



4. Move the bar to the left to change to a lower amount
5. Click **Next**

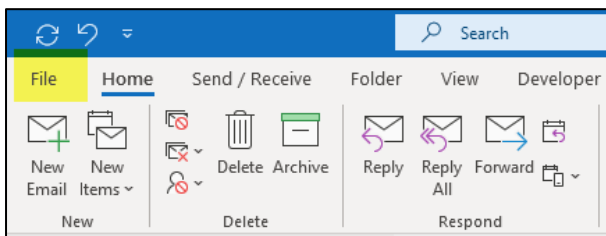


6. Click **Done**

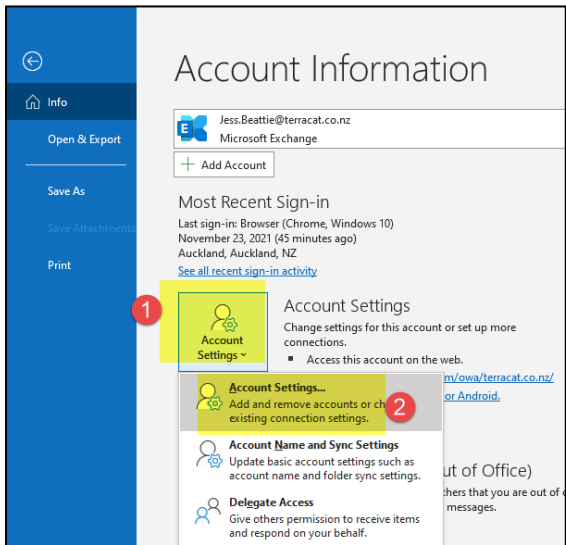


Untick the “Download shared folders” option

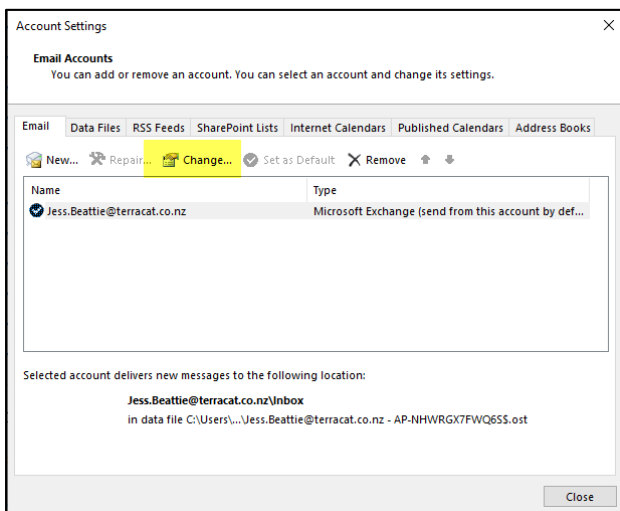
1. Click **File** at the top left



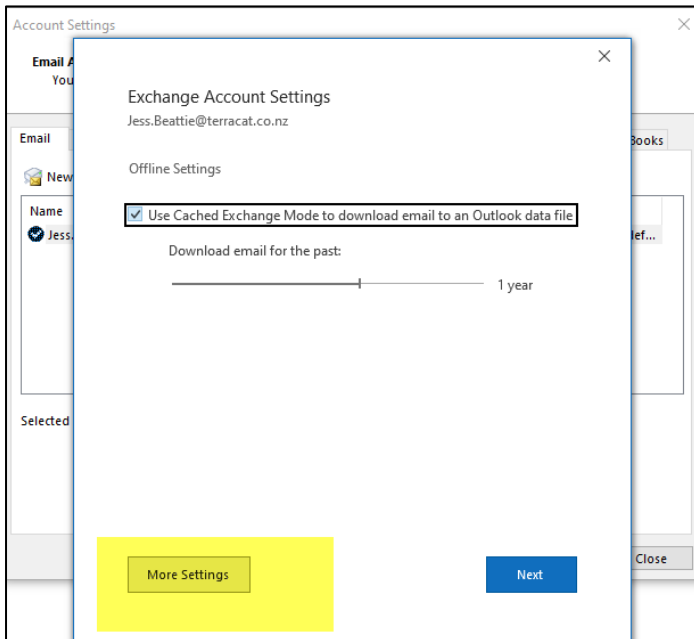
2. Click **Account settings > Account settings**



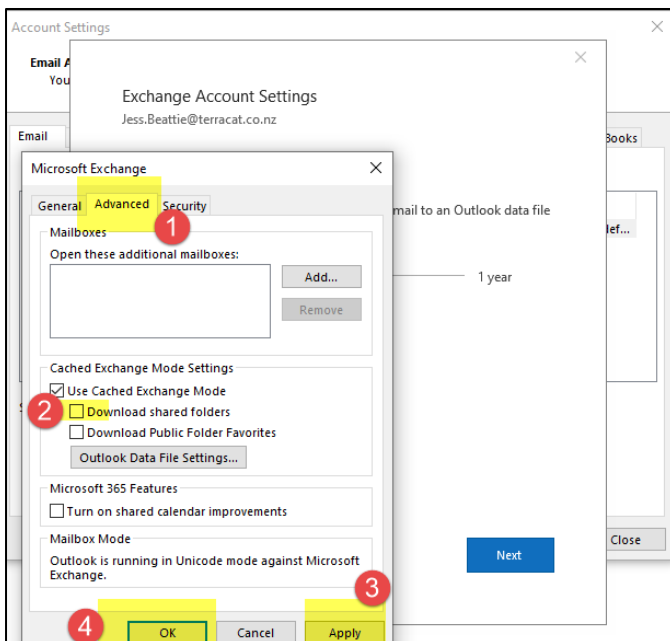
3. Click Change



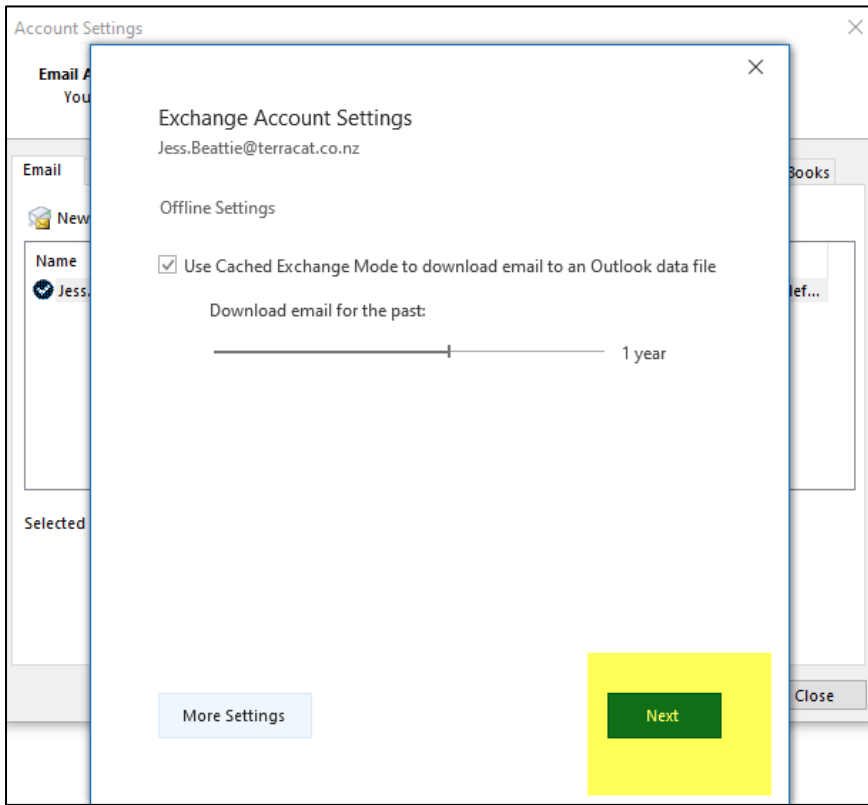
4. Click More settings



5. Click the **Advanced** tab
6. Untick the **Download shared folders** box
7. Click **Apply**
8. Click **OK**



9. Click **Next**



10. Click **Done**

