

24 November 2021

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**Outlook keeps crashing – not responding**

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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**

Graphical user interface, text, application, chat or text message

Description automatically generated

# Decrease the amount of downloaded emails

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

Graphical user interface, application

Description automatically generated

1. Click **Account settings > Account settings**

Graphical user interface, text, application

Description automatically generated

1. Click **Change**

Graphical user interface, text, application, email

Description automatically generated

1. Move the bar to the left to change to a lower amount
2. Click **Next**

Graphical user interface, text, application

Description automatically generated

1. Click **Done**

Graphical user interface, application

Description automatically generated

# Untick the “Download shared folders” option

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

Graphical user interface, application

Description automatically generated

1. Click **Account settings > Account settings**

Graphical user interface, text, application

Description automatically generated

1. Click **Change**

Graphical user interface, text, application, email

Description automatically generated

1. Click **More settings**

Graphical user interface, application

Description automatically generated

1. Click the **Advanced** tab
2. Untick the **Download shared folders** box
3. Click **Apply**
4. Click **OK**

Graphical user interface, application

Description automatically generated

1. Click **Next**

Graphical user interface, application

Description automatically generated

1. Click **Done**

Graphical user interface, application

Description automatically generated