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| **it SUPPORT INSTRUCTION** |

**outlook connection FIX**

VERSION 1.0

INTRODUCTORY PROVISIONS

GOALS

This instruction defines the procedure for an employee to follow providing advice on fixing Outlook connection.

TASKS

The main objectives of the instruction are:

* description of the steps to take when Outlook has no connection.

PERIOD OF VALIDITY AND PROCEDURE FOR MAKING CHANGES

Changes to the instruction are made when new settings appear in the SOFTWARE, as well as when information on current settings is updated.

**REPAIRING A PROFILE IN OUTLOOK 2016**

1. In Outlook 2016, choose **File**.
2. Choose **Account Settings > Account Settings.**
3. On the **Email** tab, choose your account (profile), and then choose **Repair.**

**Note:** The Repair option isn't available if you're using Outlook 2016 to connect to an Exchange account.

1. Follow the prompts in the wizard, and when you’re done, restart Outlook.