# 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.

Mail Setup - pkhani						
E-mail Ac	E-mail Accounts					
	Setup e-mail accounts and directories.	E-mail Accounts				
Data Files						
<b>1</b>	Change settings for the files Outlook uses to store e-mail messages and documents.	Data <u>F</u> iles				
Profiles -						
	Setup multiple profiles of e-mail accounts and data files. Typically, you only need one.	Show Profiles				
		<u>C</u> lose				

5. Another small window will appear, highlight the account you want to remove, then left click on "Remove" button.

Mail	x				
General					
The following pr <u>o</u> files are set up on this computer:					
outlook					
	Ŧ				
A <u>d</u> d R <u>e</u> move P <u>r</u> operties Cop <u>y</u>					
When starting Microsoft Outlook, use this profile:					
Prompt for a profile to be used					
Always use this profile					
outlook					
OK Cancel Ap	ply				

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



7. Now left click on "OK" button.

🔊 Mail 📃 🗾				
General				
The following pr <u>o</u> files are set up on this computer:				
·				
A <u>d</u> d R <u>e</u> move P <u>r</u> operties Cop <u>y</u>				
When starting Microsoft Outlook, use this profile:				
Prompt for a profile to be used				
Always use this profile				
▼				
OK Cancel Apply				

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.

Add Account	Administrative Tools III AutoPhys	×				
Auto Account Setu Outlook can auto	Auto Account Setup Outlook can automatically configure many email accounts.					
E-mail <u>Account</u>						
Your Name:	Example: Ellen Adams					
<u>E</u> -mail Address:						
	Example: ellen@contoso.com					
Manual setup or additional server types						
	< <u>B</u> ack Next >	Cancel				

10. The following window will appear, left click on the "Allow" button:



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



## 12. After finishing the configuration, left click on the "Finish" button.

Add Account	Challenberghan Tank III Antolina	×
Congratula	tions!	×.
Configuring		
Outlook is	completing the setup for your account. This might take several minutes.	
×	Establishing network connection	
×	Searching for pkhani@csudh.edu settings	
V	Logging on to the mail server	
Congr <u>C</u> hange ad	atulations! Your email account was successfully configured and is ready to use.	<u>A</u> dd another account
	< <u>B</u> ack	Finish Cancel

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

