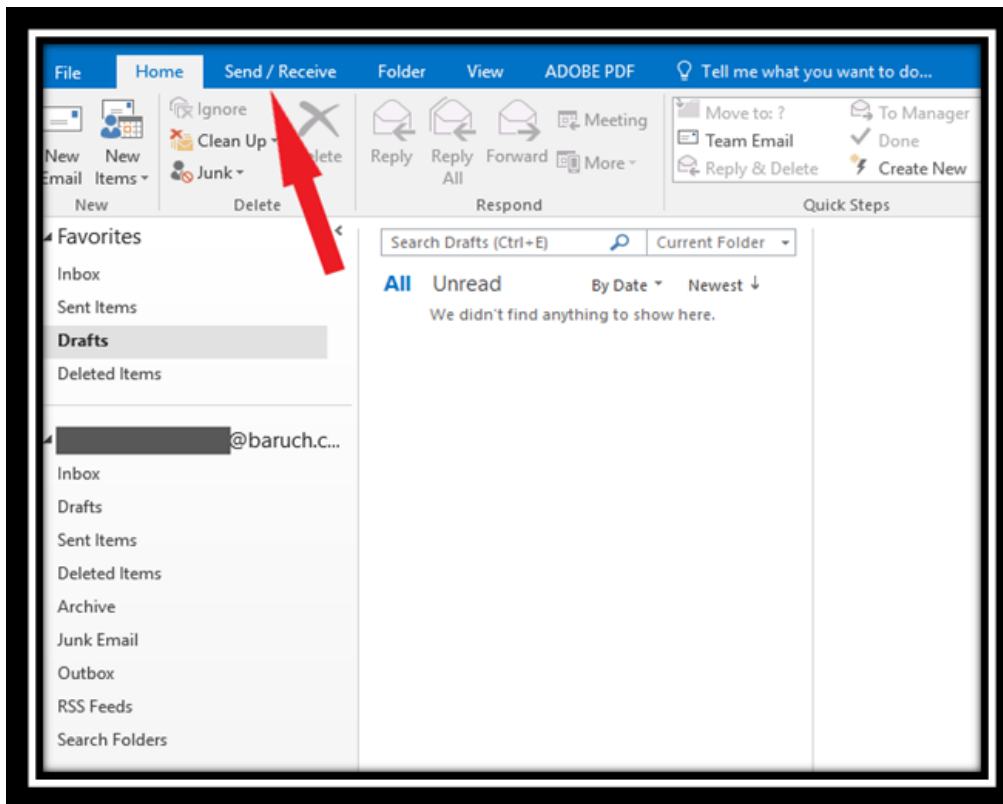


How To Work Re-connect Desktop Outlook Application

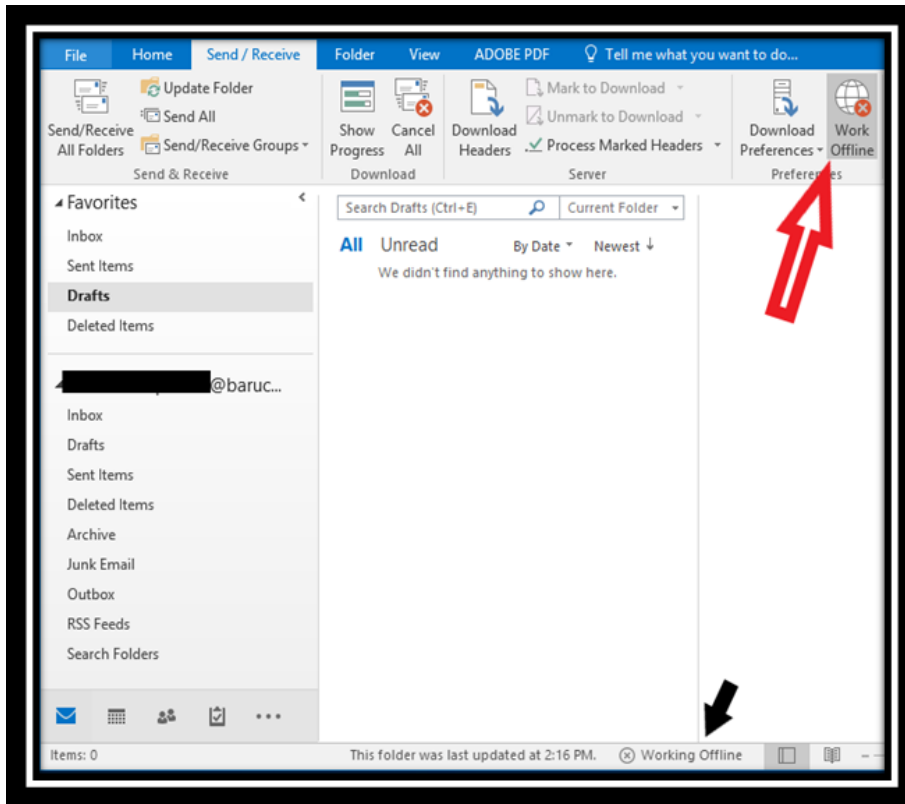


- This tends to occurs when the application has been inactive for many days (over the weekend or more)

1. Open **Outlook** on your Desktop (**not** the web application **nor** on your phone as this issue **only occurs** on the Desktop Application)
2. Select **Send/ Receive**



3. Search on the **right** for a Globe with a **X**
4. Click on the Globe that says **“Work Offline”**



Black Arrow: This is the status of your Outlook Currently **“Working Offline”** which is why it is not up to

date as the Web application or Phone Application

5. After you have clicked on “Work Offline”, the symbol will not change.

What **changes is the status** of the application as shown **below**. The logo no longer has an **X** and the status is **“Connected to: Microsoft Exchange”**.

Your mailbox will start populating your e-mails please give it a few minutes.

