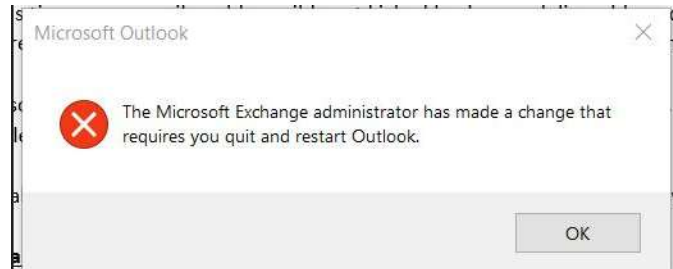


# Outlook Troubleshooting Steps After Email Migration

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**Step 1:** If you get a pop-up from Outlook to restart, proceed with restarting Outlook.



**Step 2:** Outlook not receiving email or Missing Email.

Restart Outlook. If you begin receiving email after restarting, wait up to 30 minutes for all email, contacts, calendar entries, etc. to repopulate.

**Step 3:** Outlook keeps asking for a password.

With the previous hosting service, you were allowed to have a different password for email than your other applications. With the new hosting service, you will be required to use your network password for email. Try using your network password to log into email. If you have tried several times already, it's possible your account is locked. Contact the Technology Service Desk at ext. 7777 so they can determine if your account is locked and assist you with resolving your email issue.

**Step 4:** If your email is not populating after Steps 1 or 2, reboot your workstation and restart Outlook again.

If you begin receiving email after restarting, wait up to 30 minutes for all email, contacts, calendar entries, etc. to repopulate.

**Step 5:** If your email is still not populating after all previous steps, please contact the Technology Service Desk at ext. 7777.