Troubleshooting

Outlook disconnects from your mailbox and you cannot get it to reconnect

Windows:

Solution 1

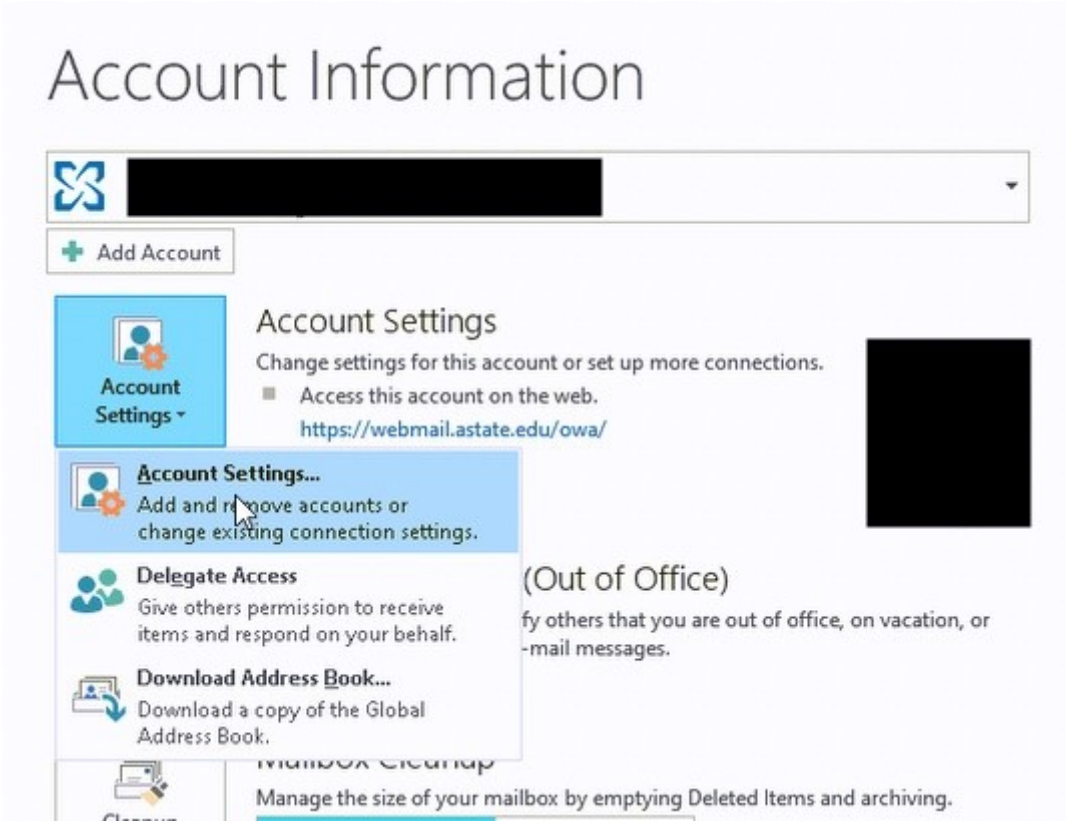
- First reboot your computer
- Open Outlook and when prompted enter your A-State credentials

Solution 2

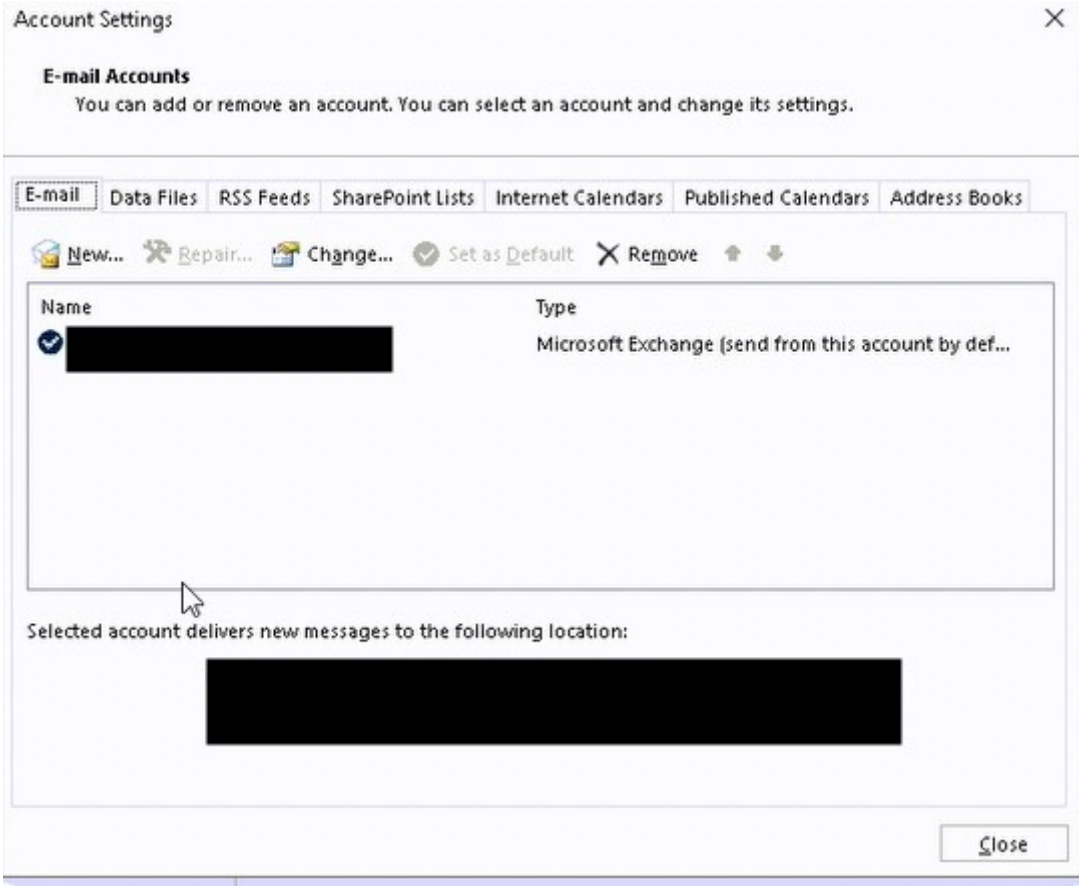
- Close Outlook
- Open Windows Credential Manager and remove any credentials that refer to Outlook
- Open Windows Settings and select *Accounts* and then select *Access work or school*
- Select your A-State account and click on *Disconnect*
  - If it takes more than a couple of minutes to disconnect your account, please reboot your computer and then attempt to disconnect your account again.
- Open Outlook and when prompted enter your A-State credentials

Solution 3

- Open Outlook and Select File at the top left



- Select Account Settings
- Click your email and then click Remove



  - If you receive an error message asking for a Data File to be created, click the Data Files tab, click New, and in the pop-up window, click Ok
- Once removed, click New

- Enter your A-State credentials when prompted
  - If you are asked to pick an account type, choose Work or School
  - Authenticate with Duo like normal, if prompted
- Once you have signed in, close Outlook and reopen it. It make take several minutes for your content to populate

Checking your version of Office

- Click File
- Click Office Account
- Look for Product Information. This should include the year of the version installed.
  - If the version installed is 2013 or earlier, you can submit a work order ticket by signing in to my.astate and selecting Help Desk Ticket

Mac:

- Click Outlook at the top left of your screen. This is by the Apple logo.
- Click Preferences
- Click Accounts
- Make sure your A-State account is selected, and click the minus sign (-) in the bottom left
- Once removed, click the plus sign (+)
  - You may have to click New Account
- Enter your A-State credentials
  - If you are asked to pick an account type, choose Work or School
  - Authenticate with Duo like normal if prompted
- Click Done

Checking your version of Office

- Click Outlook at the top left of your screen. This is by the Apple logo.
- Click About Outlook
  - If the version installed is 2013 or earlier, you can submit a work order ticket by signing in to my.astate and selecting Help Desk Ticket

---

Revision #11
Created 2021-07-14 18:11:30 UTC by Joe Burleson
Updated 2026-03-19 14:10:27 UTC by Joe Burleson