

@clarion.edu JAN-2017 E-mail Upgrade Troubleshooting: Using Outlook from Off-Campus

- Question:

I use Outlook from an off-campus personal computer. When my e-mail was upgraded, I stopped receiving new messages or I started to receive repeated prompts to obtain new settings for my account. How do I resolve this item?

- Answer:

To resolve this issue, please “remove” your @clarion.edu account from Outlook and re-add it.

How to Remove An Account from Outlook

See also <https://support.office.com/en-us/article/Remove-an-email-account-from-Outlook-1fa900ae-6dc8-468c-b754-10292f7ee47a?ui=en-US&rs=en-US&ad=US>

** Note: These steps just remove your @clarion.edu e-mail server account from your local Outlook. All of your messages and e-mail content remain on the server and you will be able to access them via Outlook Web App. You will be also able access them Outlook again after your complete the “account add” below.

- 1) Open Outlook. Select File | Account Settings | Account Settings
- 2) On the E-mail tab, Select your @clarion.edu account.
- 3) Select Remove. Confirm
- 4) Close Outlook, then re-open Outlook and continue with How to Add an Account to Outlook below

How to Add your @clarion.edu Account to Outlook on a personal (non-university) computer

1) Generally, if you already removed your @clarion.edu, when you start Outlook again it will prompt you to add a new account. If you are not prompted...

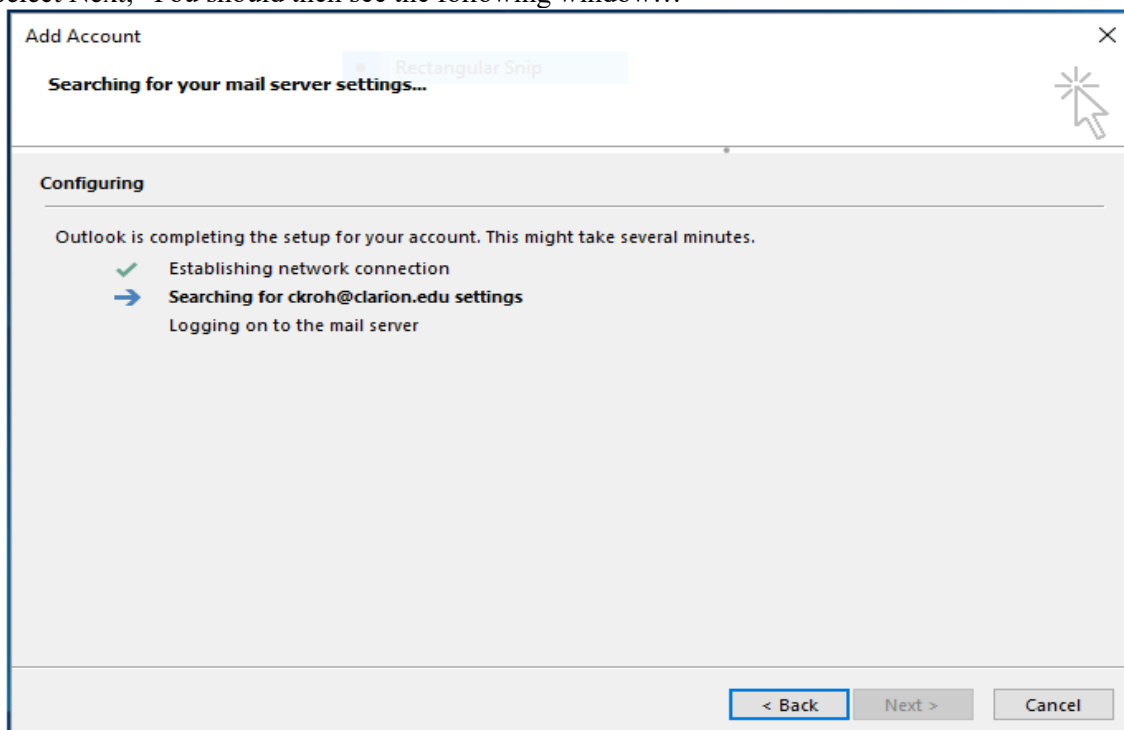
- Open Outlook. Select File | Account Settings | Account Settings
- On the E-mail tab, Select “New”.

2) At the Add an Email Account window prompt, enter select “Yes” for Do you want to set up Outlook to connect to an e-mail account. Select Next

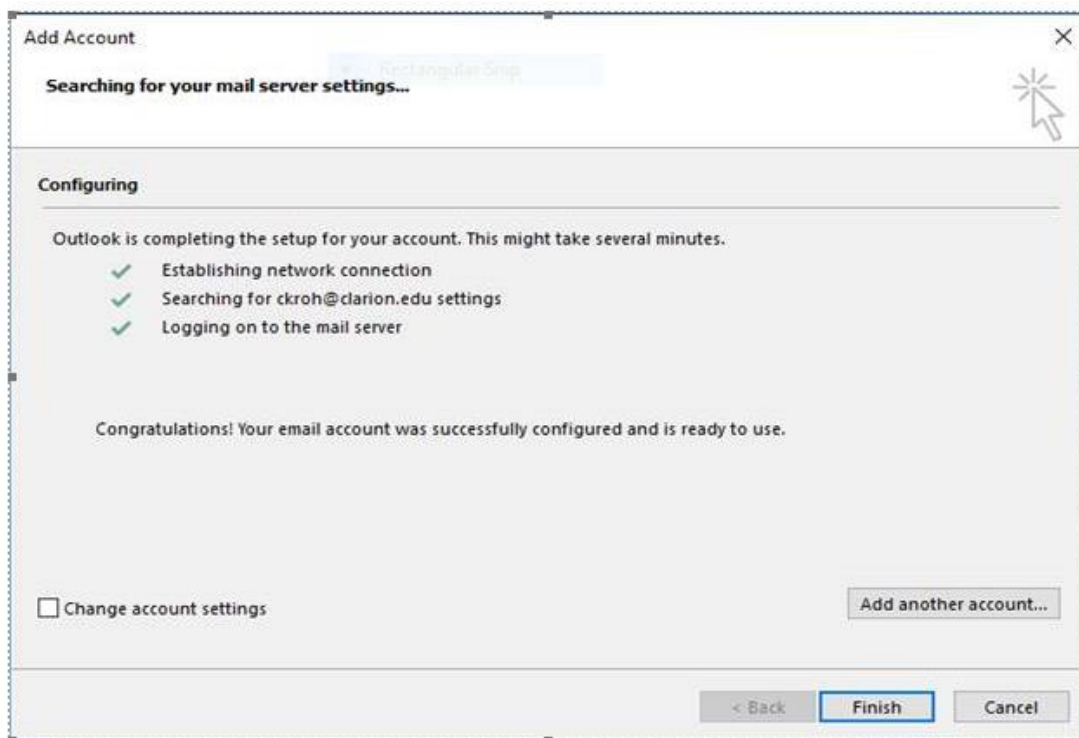
3) At the Add Account window prompt, select “E-mail Account” then enter...

- Your name in the “Your Name” field
- Your username@clarion.edu e-mail address in the E-mail Address field
- Your [username@clarion.edu](#) password in the password fields.

4) Select Next, You should then see the following window...



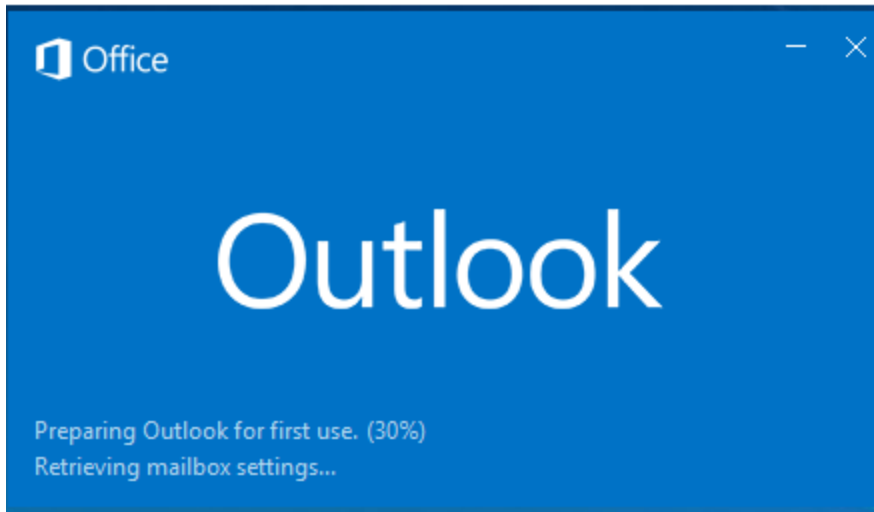
Followed by...



5) Select “Finish”

Your Outlook mailbox will begin processing as shown in the box below and after few minutes Outlook will open and your folders will begin populating.

Depending on the size of your mailbox, it may take several minutes before your Outlook on your PC contains all of the email in your clarion.edu account



6) If issues persist, please contact the Computing Services Help Desk, helpdesk@clarion.edu, 814-393-2640

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