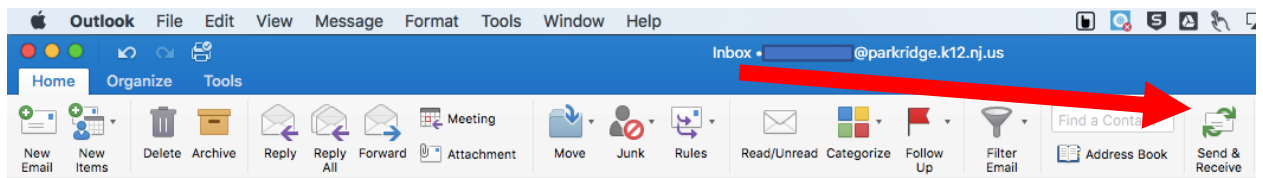


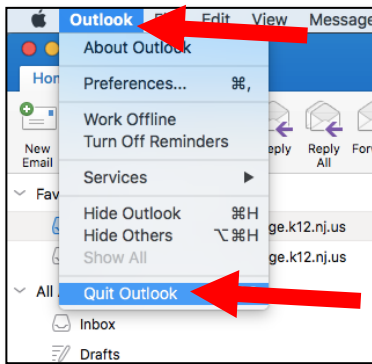
PARK RIDGE SCHOOL DISTRICT TECHNOLOGY DEPARTMENT GUIDANCE FOR OUTLOOK APP

If your Outlook app is not responding (e.g., outgoing emails get stuck in the outbox, or it says “Not Connected” in the lower-right corner) please try these steps:

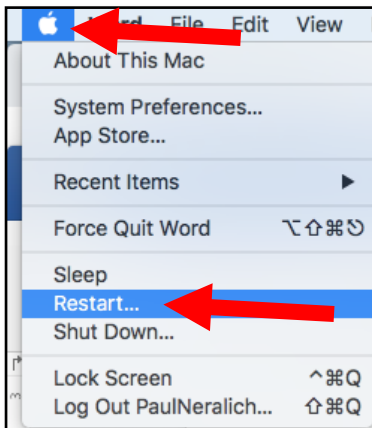
1. Click the Send & Receive button at the upper-right of the app:



2. If there is still an issue, quit Outlook and restart the Outlook app:



3. If there is still an issue, restart your MacBook, and then try Outlook app again



4. If there is still an issue, try accessing Outlook Webmail from a browser instead