

Microsoft Outlook Cannot start

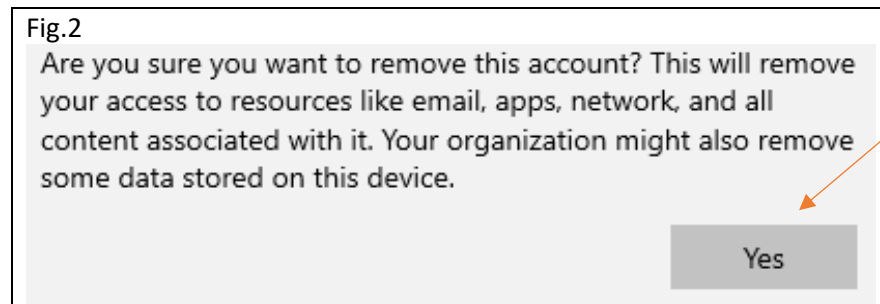
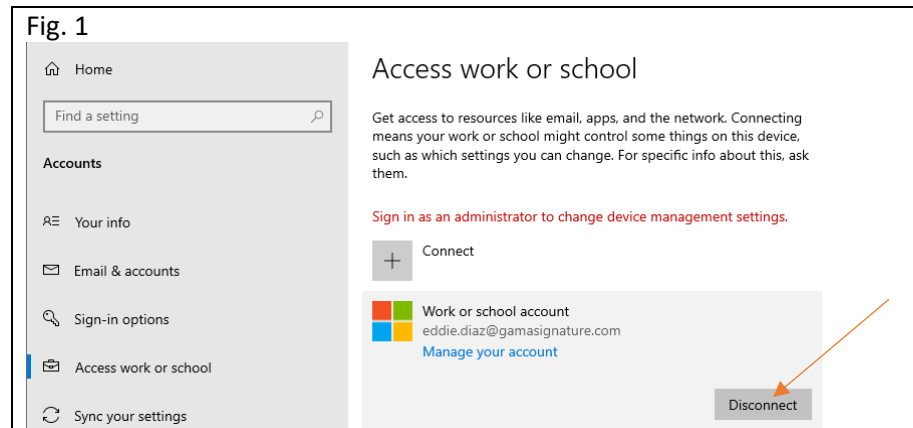
Microsoft Outlook



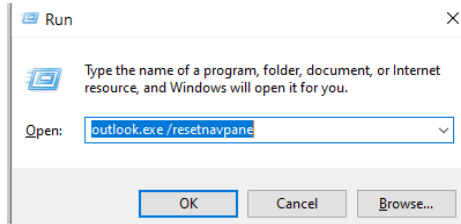
Cannot start Microsoft Outlook. Cannot open the Outlook window. The set of folders cannot be opened. The information store could not be opened.

If user gets this error when executing outlook. Please perform the following method (VDI only).

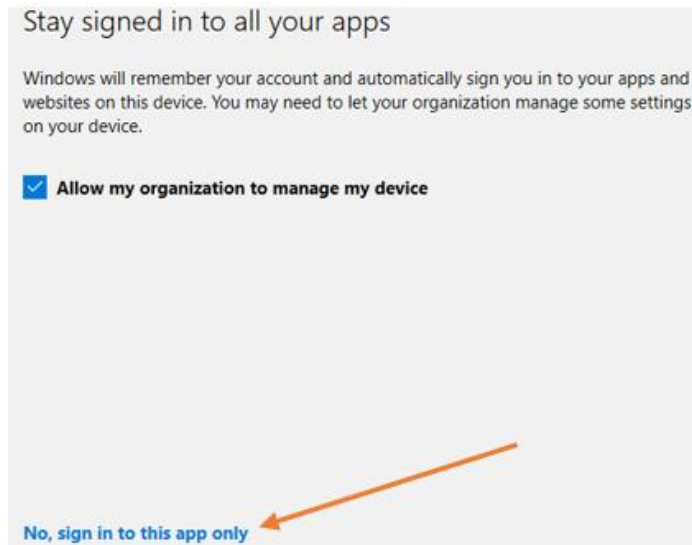
1. In search bar type Access work or school.
 - a. Or click Start/settings/accounts/click access work or school.
2. Highlight first.last@companyname.com and click disconnect. fig.1
3. Pop up with message to verify disconnect, click yes. Fig 2
4. Close everything.



5. Next click **Windows** key + R or Type **Run** in the search bar.
 - a. Type: **outlook.exe /resetnavpane**
 - b. click ok



- c. Then follow the prompts to connect user to outlook mailbox.
 - d. Have user enter Password. MFA will contact user to verify.
 - e. The next step is **important**.
 - i. We do not want windows to remember accounts for outlook or teams.
 - ii. Click on **no, sign in to this app only**.



6. Window will close out and try to open windows
 - a. Sometime the pop up will appear with the error message
 - b. Just click ok and have user open outlook again
 - c. Done for outlook
7. Then open Teams and follow the process
8. Click on **no, sign in to this app only**
9. End