

# Microsoft Outlook Cannot start

## Microsoft Outlook

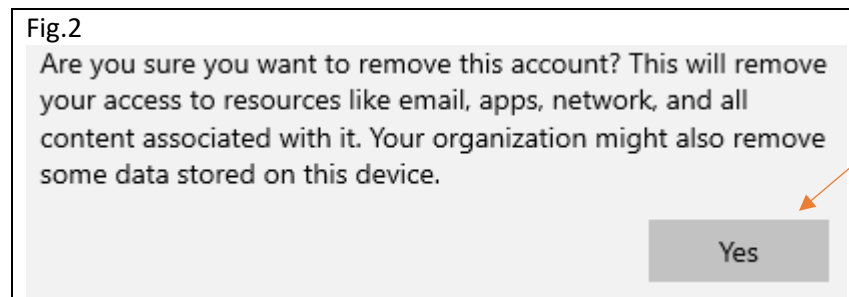
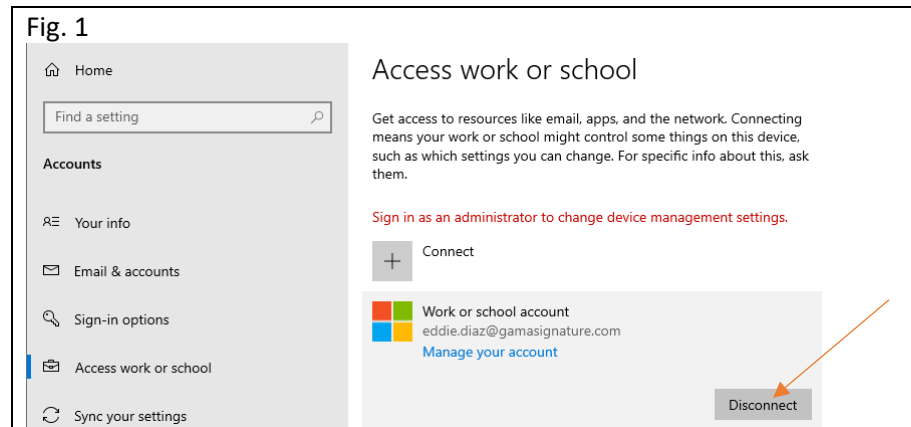


Cannot start Microsoft Outlook. Cannot open the Outlook window. The set of folders cannot be opened. The information store could not be opened.

If user get's this error when executing outlook. Please perform the following methods till successful.

### Method 1.

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](mailto:first.last@companyname.com) and click disconnect. fig.1
3. Pop up with message to verify disconnect, click yes. Fig 2
4. Close everything and have user log back into outlook.
  - a. If Outlook fails and message comes back proceed to method 2.



## Method 2.

1. Disconnect user from access work and school in method 1.
  - a. Once disconnected close out.
2. **Windows** key + R then type **control**
3. Click on Mail (outlook 2016)
  - a. Click on show profiles.
  - b. Add profile.
  - c. Add new profile name (username/work) and click ok. Fig1
  - d. Auto account will pop-up. Have user fill out the info, click next. Fig 2
  - e. Have user enter Password. MFA will contact user to verify. Fig3
  - f. Allow my organization to manage my device and click ok, done and then finish.
4. Have user open outlook.
  - a. if Outlook fails again, escalate to wheels up

