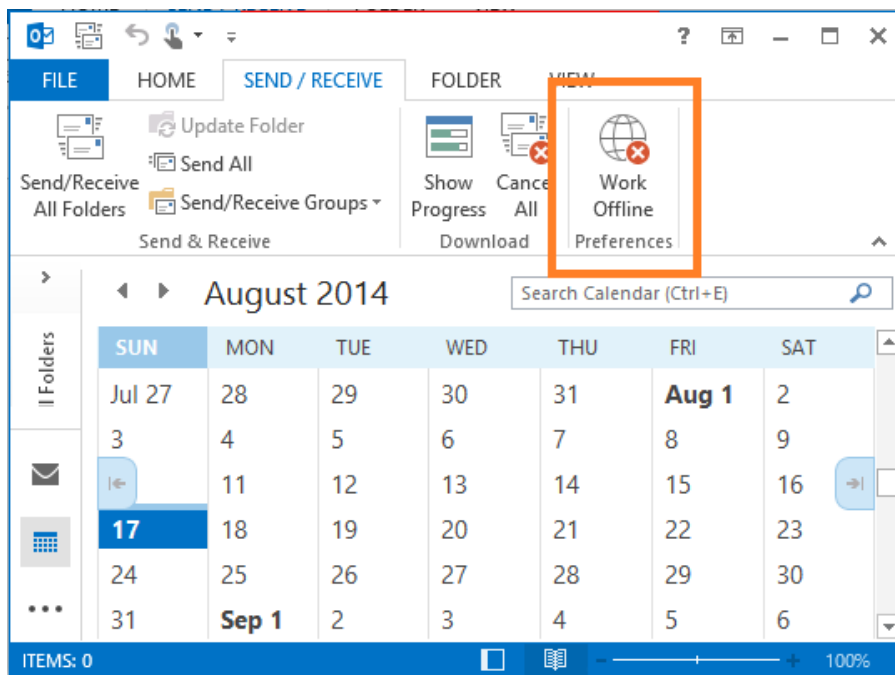




My Email Isn't Downloading/Outlook is in "Offline Mode"

OK, so you're a Google Apps user and your Outlook is showing as "Offline" or simply isn't downloading your email? This will happen when you lose your internet/data connection with Outlook running, you recently changed your email password or Google simply wants you to re-authenticate your computer for security reason.

Your first step is to switch Outlook back to "Online Mode". This is done by clicking the Send/Receive tab at the top of your screen:



When in the "send/receive" menu, click the "Work Offline" button.

PLEASE NOTE: THE "WORK OFFLINE" BUTTON (WITH A RED X) IS **ALWAYS** VISIBLE ON THE SEND/RECEIVE TAB, BUT "OFFLINE MODE" IS ONLY ENABLED/ACTIVE WHEN THE BUTTON IS DEPRESSED (SYMBOLISED BY A BLUE/YELLOW HUE ON THE BUTTON ITSELF).

GOOGLE APPS
.....
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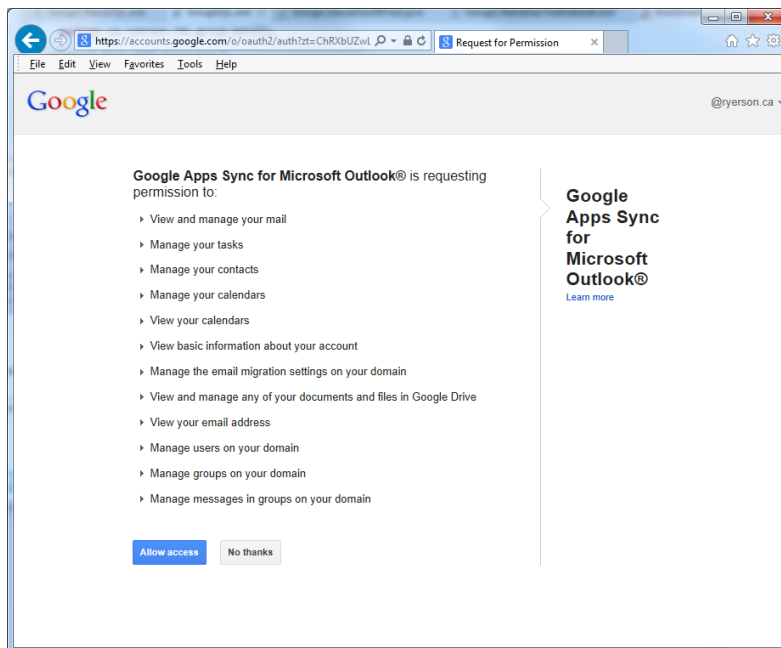
YOUR COMPUTER SUPERHERO!



Click the “Work Offline” button **once only**, so that it is no longer blue/yellow. You’ll then see the following box asking you to input your email address and password:

A screenshot of a dialog box titled "Please sign-in to Google Apps Sync". It features the Google logo, a "Help" link, and the text "Sign in with your Google Account." Below this is a text input field for "Email address:" with a mouse cursor pointing to it. A checkbox labeled "Remember me" is checked. At the bottom are "Continue" and "Cancel" buttons.

Input your email address and click “Continue”. Your default web browser (Internet Explorer, Chrome, Firefox etc.) will automatically launch (possibly behind Outlook so you may want to minimize Outlook to be sure), you’ll see the following screen:



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Scroll to the bottom of the page and click “Allow Access”. This will re-authenticate Microsoft Outlook and begin synchronizing all mail, contacts and calendars once again.

Please see the link below, which contains a video link demonstrating how to get Outlook back online:

<https://www.youtube.com/watch?v=NRXVR63usXI>

If you’re still experiencing issues and require support, please get in touch with us using the following link:

<http://ilovepcman.com/booking-request>

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