

Why can't I open Microsoft Outlook? I click on the icon to open it and nothing happens?

There could be a number of symptoms and causes for this. These are:

It is continually asking you for your user name and password and it won't open

- You need to restart your computer. If you have recently changed your password and have not closed down your computer since then it may be recognising your old password which is no longer valid.

You are getting an error message

- Check your network connection. See if you can access any external websites, and whether your colleagues are having similar problems. Also check the blue network cable to see if it is correctly connected.

You have a new computer and can't access email

- It could be a problem with the configuration of your email on the new PC. Log a call with the Service Desk to get it checked. In the meantime, use weboutlook.csu.edu.au to access your email

You get an error message 'Exchange Server unavailable'

Sometimes you may be working on a computer which you don't normally use and when you attempt to launch Microsoft Outlook you receive an error message ('Microsoft Exchange Server is not available'), which asks you if you want to 'Work Offline' or 'Restart'.

If this has happened to you, you need to check and re-enter the information which Microsoft Outlook requires to access your email on the CSU mail server.

Follow these steps:

1. Open the **Start** menu, click **Control Panel** and then select **Mail**
2. Select **Email Accounts**
3. Select your account and click **Change**
4. In the Server dialogue box enter **weboutlook.csu.edu.au**
5. Click **Check Name** to find your entry
6. Click **Next** and then select **Finish**

You should now be able to start up Microsoft Outlook and read your emails as normal.

Before you contact the service desk make sure you write down any error messages so they can diagnose the problem correctly.

You can contact the **DIT Service Desk** on **84357 (internal)** or **1300 653 088 (external)**