When transitioning on Outlook for Mac, you will see that your mail will not be up to date. The following message may appear. If it does, you want to allow the setting change.

Despite seeing this popup, you may not see your current mail. If you do not, on the top select the Organize tab. You want to click the Sync icon on the far right. This will force connection with the server.

Confirmation that you are connected to the server is when you see “Connected to Villanova”
If you are still seeing an issue, try quitting Outlook then re-opening it to see if any progress is made. If not, the last resort will be to remove and re-add your account.

To do so means clicking Outlook on the top left hand screen and choosing Preference.

![Outlook Preferences](image)

Once you are in Outlook Preferences, you want to click Accounts.
You should see your Villanova account listed. To remove it, click the minus sign at the bottom. Once successfully removed, you can then click on the plus sign to add a new account.

When adding an account, choose Exchange or Office 365.
The following box will appear. Please add your email address in the corresponding field then again in username. Then put in your password. Afterwards, click Add Account.

From there, Outlook will automatically configure your account. You may receive the following message, but by checking ‘Always use my response for this server,’ it should stop coming up in the future.

Once completed, your mailbox should populate after a few minutes, depending on your mailbox size. You can tell the addition of the account is successfully by seeing a green dot in your account list next to Villanova.