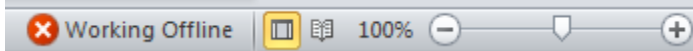
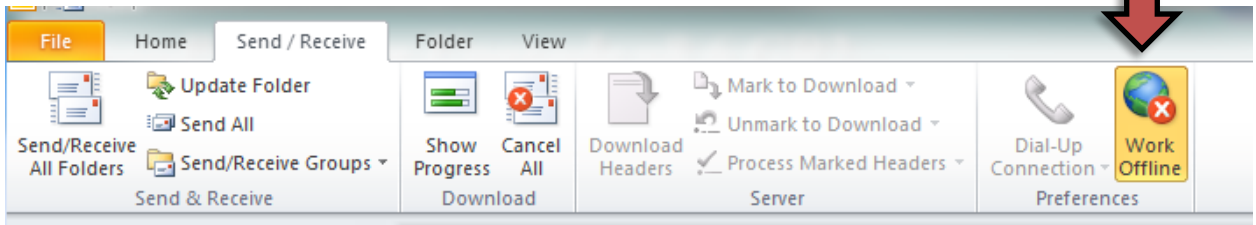


When your computer loses internet connection it may place Microsoft Outlook to Work Offline mode. This will allow you to access your emails that have been downloaded to your computer. Once internet connection has been re-established you will have to take Microsoft Outlook off of Work Offline mode and put back online.

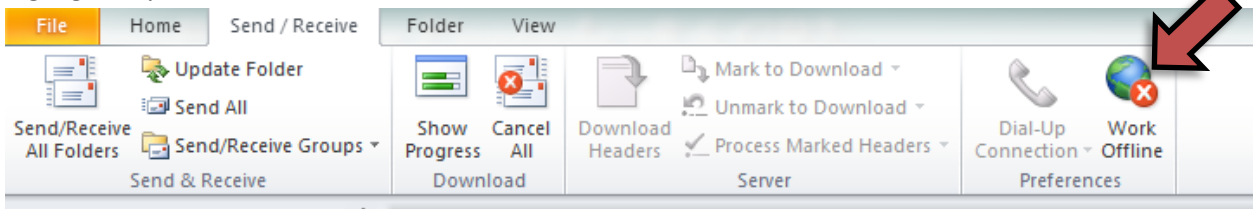
1. One of the first signs that Microsoft Outlook is working in Offline Mode is notification on the bottom right hand corner of Microsoft that reads “Working Offline.”



2. Go to the top left corner of Microsoft Outlook and choose the ribbon for SEND/RECEIVE.



3. Click the icon for “WORK OFFLINE” **once**. *Be Patient*, it takes a couple of seconds for Microsoft Outlook to reconnect online. You will know that “WORK OFFLINE” button has been deactivated by moving your mouse pointer away from the icon you will then notice that it is no longer highlighted yellow.



4. The Google Apps sync Icon located in the system tray at the bottom right will begin to spin. This means that Google Apps is downloading your emails.



5. Depending how long Outlook has been in WORK OFFLINE mode will affect how long it will take to download all your missed emails. Any emails that have been in your outbox will also be sent out as well.