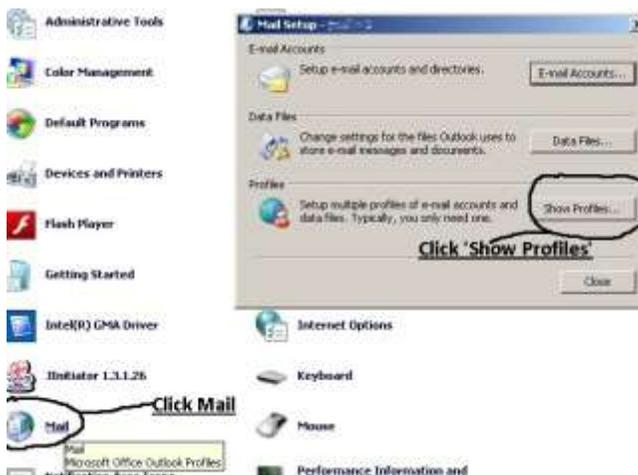


To resolve the issue with Exchange email it is necessary to remove your Outlook profile from the Control Panel and then re-setup your Microsoft Outlook using the following steps:

1. Click on **'Start'** and choose **'Control Panel'** from the menu:



2. In the Control Panel click on **'Mail'** and then click on **'Show Profiles'** in the Mail Setup Dialogue box. (see below)



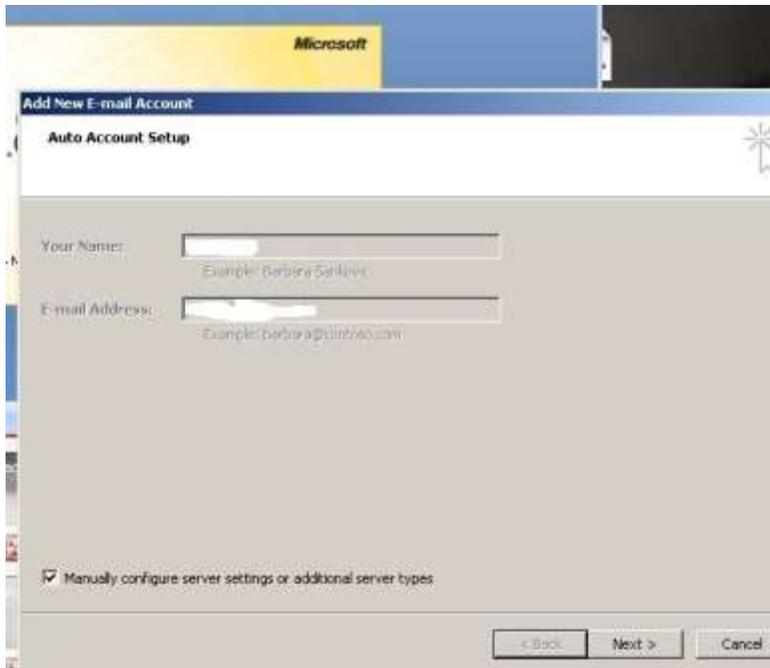
3. Click **'Remove'** to remove the highlighted profile (see below)



4. After removing the profile click 'Apply' then click 'Ok'
5. Close and Restart Microsoft Outlook
6. When MS Outlook restarts type a Profile Name in the box:



7. Click 'OK' and on the next dialogue box click the 'Manually configure server settings...' checkbox (see below).



8. Choose Exchange Email radio button then click Next and enter the Exchange email server information Locutus.tnstate.edu (see below): then click Next

