**Troubleshooting issue with Outlook Mac App not receiving emails:**

1. **Re-enter your username and password**
   - On the **Tools** menu, click **Accounts**
   - On the left side of the window, select your email account
   - Enter your email address, username, and password
   - Verify that the "**Incoming server**" and "**Outgoing server**" entries are correct. You can do this by clicking on the **Advanced** button and making sure that the **Microsoft Exchange** server is set to what is shown in the image below:
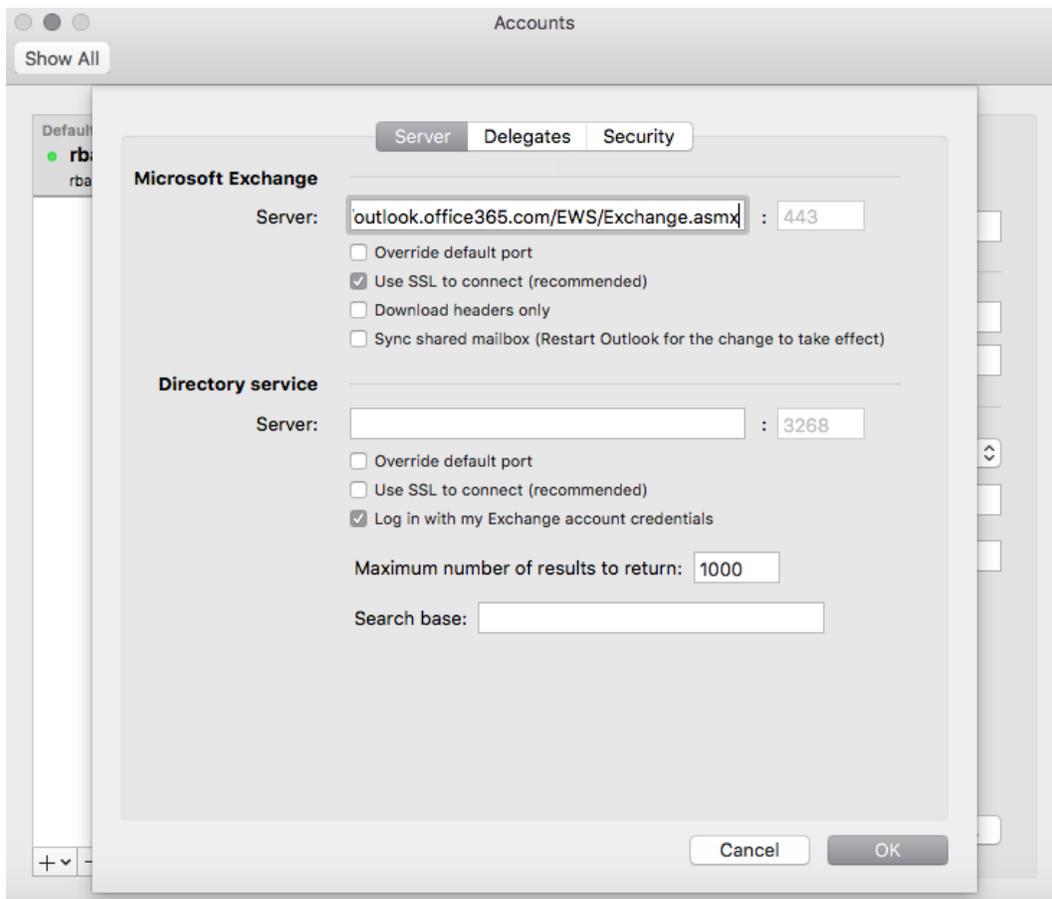
   - After this, click **OK** then close the window for the **Accounts**. Go back to **Home** then click on the **Send/Receive** button

2. **Make sure you have enough space in your drive**
   - Click on the Apple logo on the upper left part of your screen and open **About this Mac**
   - Click on **Storage** then check the available memory of your **MacintoshHD** drive. If it is less than 5 GB, consider deleting some of your files
   - After making more of your storage available, re-try solution no. 1.