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:

Show All		Accounts
Default • rb;	Microsoft Exchange	Server Delegates Security
rba	Microsoft Exchange	
	Server:	outlook.office365.com/EWS/Exchange.asmx : 443
		Override default port
		Use SSL to connect (recommended)
		Svnc shared mailbox (Restart Outlook for the change to take effect)
	Directory service	
	Server:	: 3268
		Override default port
		Use SSL to connect (recommended)
		Log in with my Exchange account credentials
		Maximum number of results to return: 1000
		Search base:
		Cancel
+		

- 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.