

# Outlook Working Offline

Faculty	✓
Staff	✓
Students	✓
Others	✗

## Problem

Outlook displays a message, 'Working Offline' or 'Disconnected', and you cannot send or receive email.



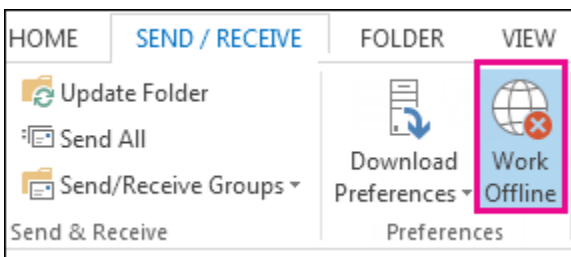
You can't send or receive email until you reconnect.

## Solution

### Status: Working Offline

Working offline usually is a choice. Returning to an online work mode is a simple process.

- In Outlook, on the **Send/Receive** tab, choose **Work Offline** to reconnect.



### Notes:

- If the background of the Work Offline button is shaded (as shown in the image above), you're not connected. But if the background is clear, you are connected.

### Status: Disconnected

There can be different reasons why you're disconnected from Outlook. What follows are just a few examples of some of the possible reasons.

- If your Internet connection is working, there might be a problem with the mail server.
- If you can log onto your email from <https://webmail.baptisthealthsystem.com/owa> to see whether you can receive and send email that way. If email isn't working on the website, call 210-297-8721 and report the issue.
- If you can send and receive mail on the website, then your mail server is fine. But your computer might need updates or there might be a problem with your account settings.

### Tips for reconnecting to Outlook

Here are some suggested ways to reconnect to Outlook.

#### Reset the Work Offline status

- On the **Send/Receive** tab, choose **Work Offline**, and check your status bar. If the status shows Working Offline, repeat the action until the status changes to connected.

## Related articles