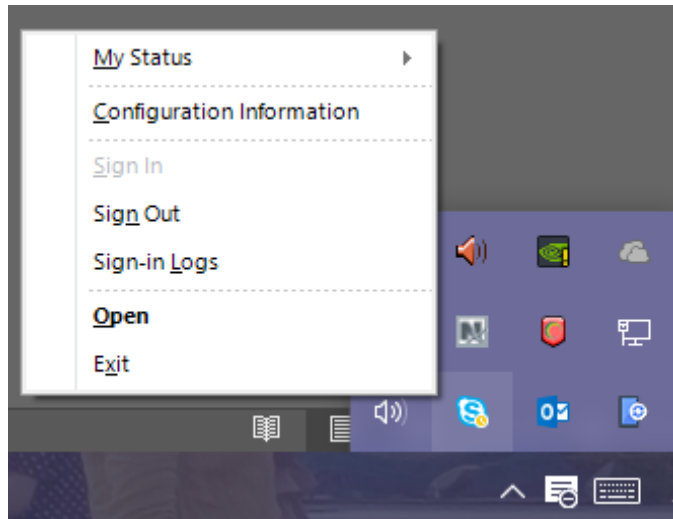
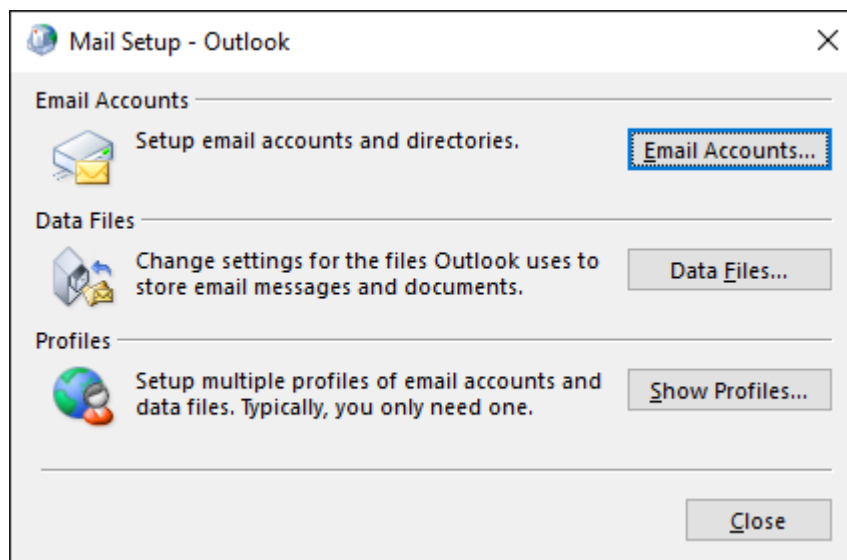


Guide to repair Outlook 1GovUC profile

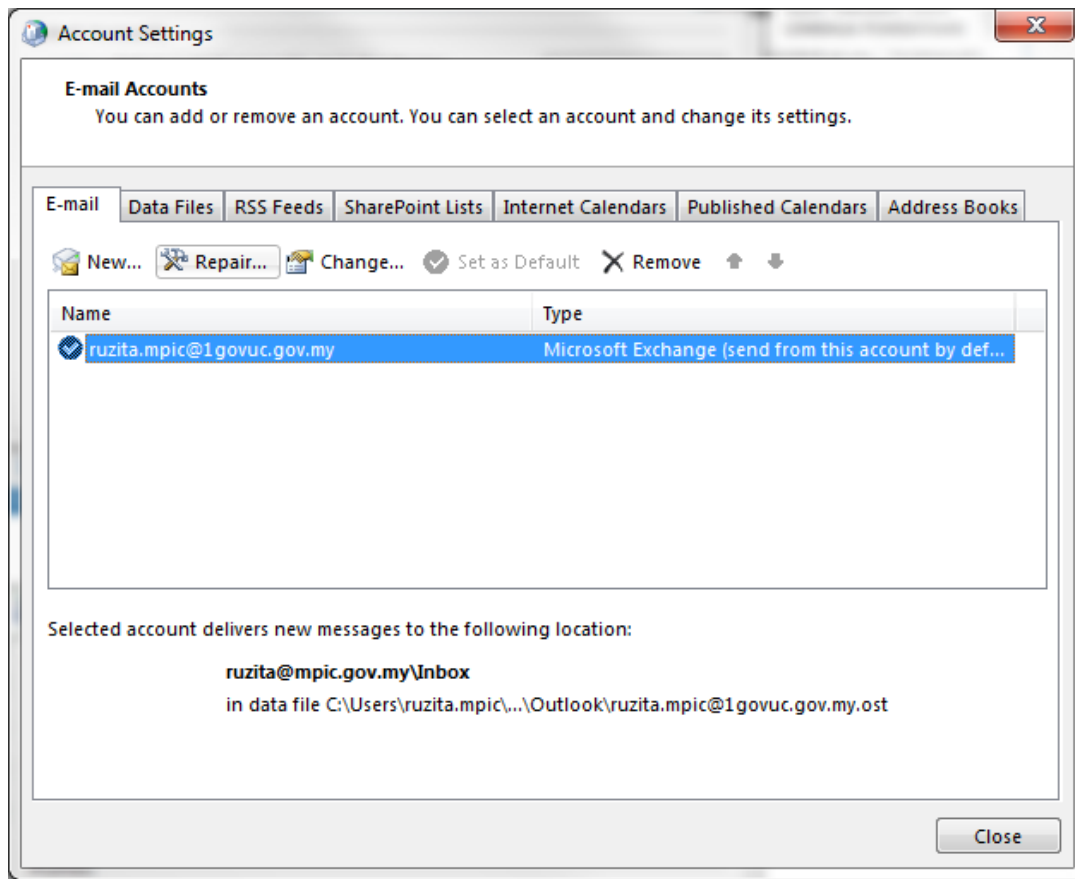
1. Close Outlook and Lync application (if Lync/ Skype For Business is running)
 - To close Lync application, right-click the icon at the bottom-right of desktop, and click Exit



2. Open Control Panel > Mail > Email Accounts



3. Highlight user account profile, and click Repair



4. Change E-mail Address to 1GovUC account (eg. user.agensi@1govuc.gov.my)

Repair Account

Auto Account Setup
Outlook can automatically configure many email accounts.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Manual setup or additional server types

< Back Next > Cancel

Repair Account

Auto Account Setup
Outlook can automatically configure many email accounts.

E-mail Account

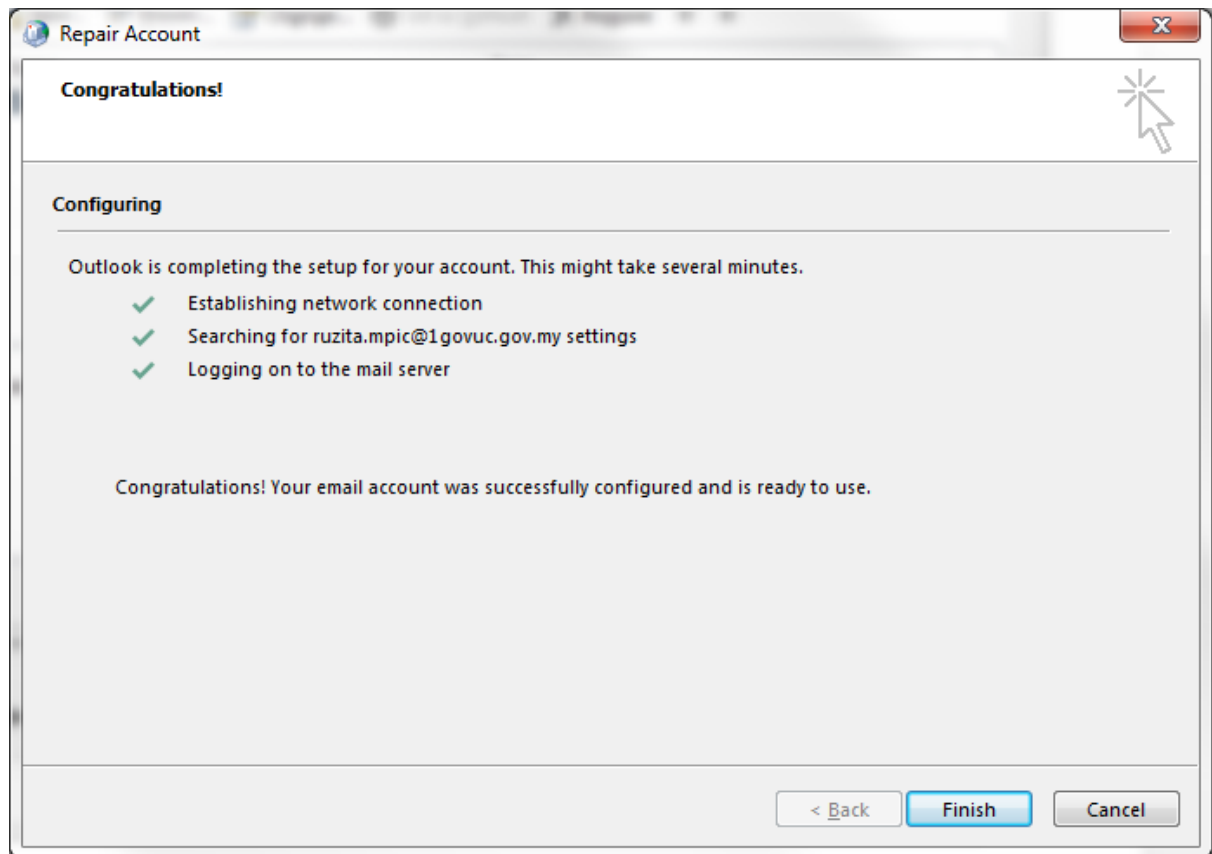
Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Manual setup or additional server types

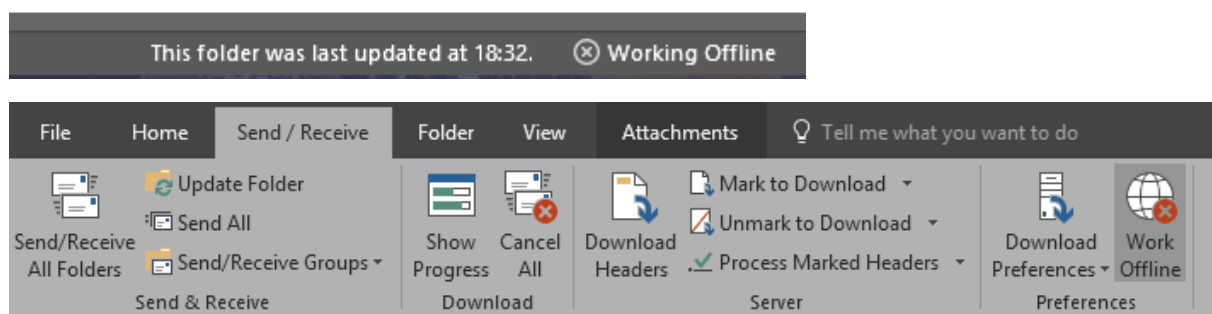
< Back Next > Cancel

5. Click Next and Finish



6. Reopen Outlook, ensure Outlook status is connected

7. If the Outlook status is **Working Offline**, go to **Send / Receive** tab, and click **Work Offline**



8. Outlook will be online and will start updating the mailbox content.

