Outlook Cannot Connect to Server - Windows

Issue
Outlook client displays a message in the lower right corner that it is "Unable to connect to Exchange Server"

Troubleshooting

1. Close Outlook and restart the computer. Did that help?
   a. Yes - Issue is resolved
   b. No - Proceed to next step
2. Is network connectivity available on the computer?
   a. Yes - Proceed to next step
   b. No - Troubleshoot Network Connectivity
3. Did a password reset take place prior to Outlook losing connection?
   a. Yes - Clear Cached Credentials in Outlook
   b. No - Proceed to next step
4. Launch Outlook in Safe Mode; Close Outlook and go to Start > Run > type outlook /safe and press Enter.
   a. If Outlook connects in Safe Mode, close it and relaunch it normally to see if it maintains connection
   b. If Outlook still does not connect move on to next step
5. Repair Office - How to Repair an Office Application. This can take 10-15 minutes. Did it resolve the issue?
   a. Yes - Issue is resolved
   b. No - Contact ITS for further troubleshooting
6. Re-Create Outlook Profile - UAlbany Mail - Create a new Outlook profile
   a. If Outlook now connects issue is resolved
   b. If Outlook still will not connect move on to next step
7. Install the Support and Recovery Tool for Office 365 and run that. Did it resolve the issue?
   a. Yes - Issue is resolved
   b. No - Proceed to next step

Need more help? Contact the ITS Service Desk.