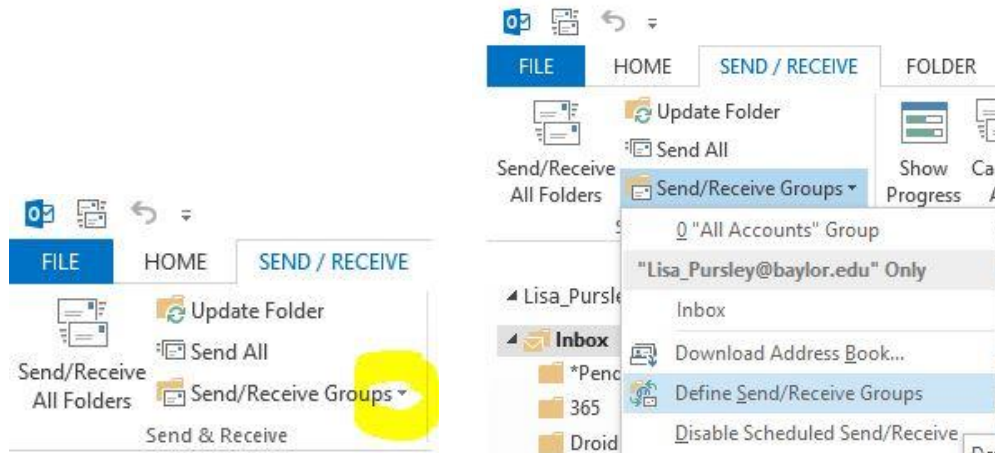
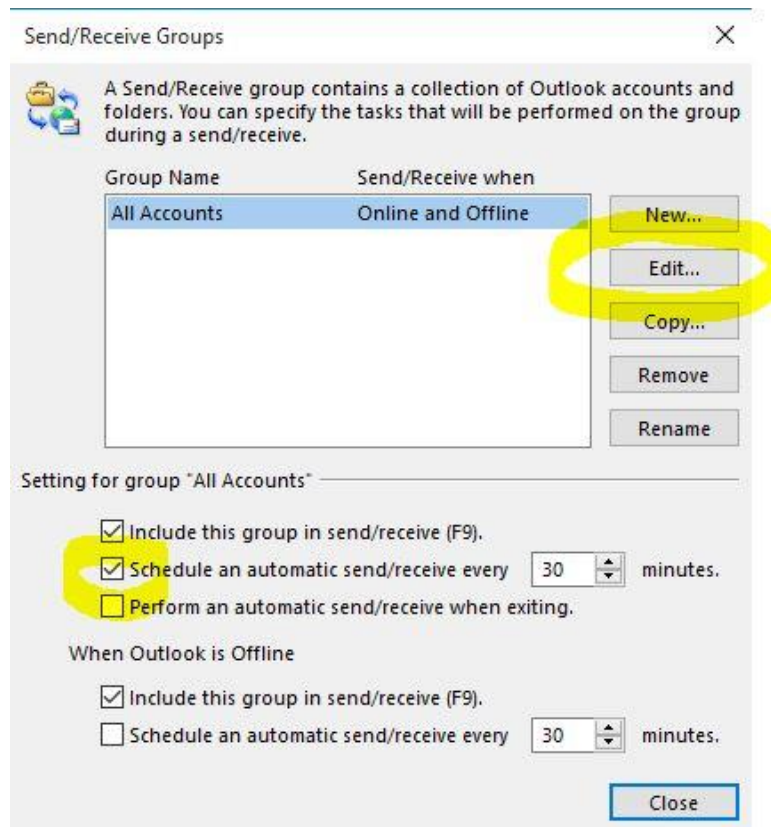


How to set send/receive (sync) settings in Outlook 2013/2016

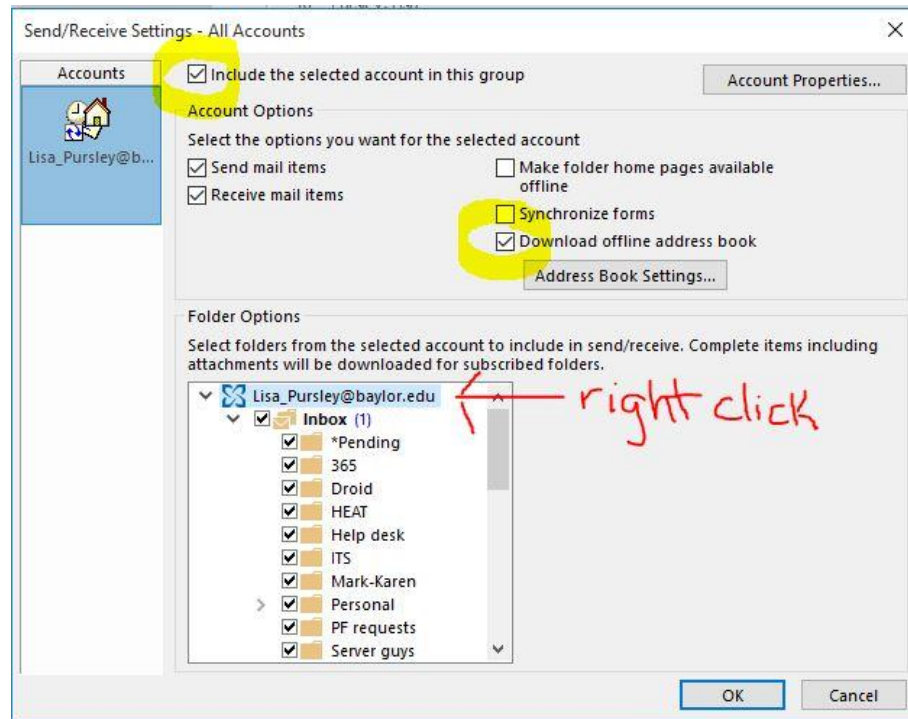
1. Go to the Send/Receive tab. Select the drop down arrow and choose "Define Send/Receive Groups."



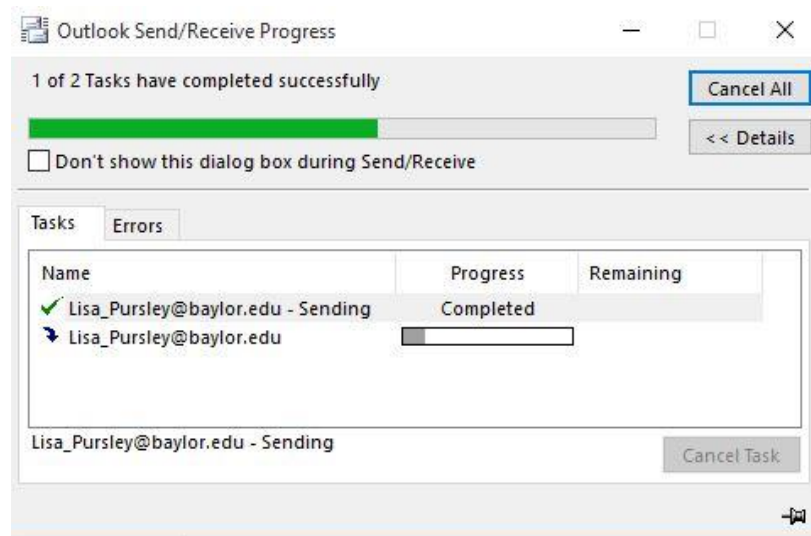
2. Check the second box that says, "Schedule an automatic send/receive every 30 minutes." This is how often Outlook syncs your mailbox, not how often you receive mail. All mail on Exchange is delivered immediately. This is rather a setting of how often Outlook syncs with your .ost file for offline use.



- Once you click the Edit button you will see this next screen. Here you will check the top box that says, "Include the selected account in this group." Also check the "Download the offline address book" box. The last step here is to right click your account name and choose "Check all subfolder." Click OK when done. This step ensures that all folders within your mailbox are sync'd.



NOTE: You may start a manual sync once back to your Inbox view by pressing the F9 key on your keyboard. You will see a screen like this, which you may minimize while you continue to work in Outlook.



Please contact the Help Desk for further assistance at 254.710.4357