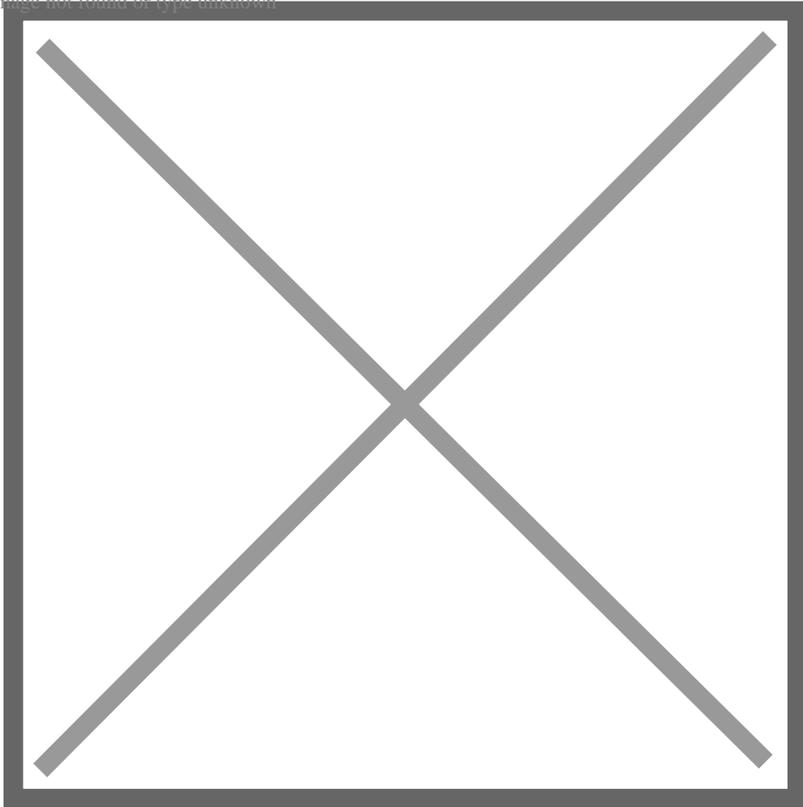


# Fix the "Use Temporary Mailbox" Issue

“ If you are being prompted with a message indicating "Your mailbox has been temporarily moved", with an option of "Use Temporary Mailbox", complete the following steps.

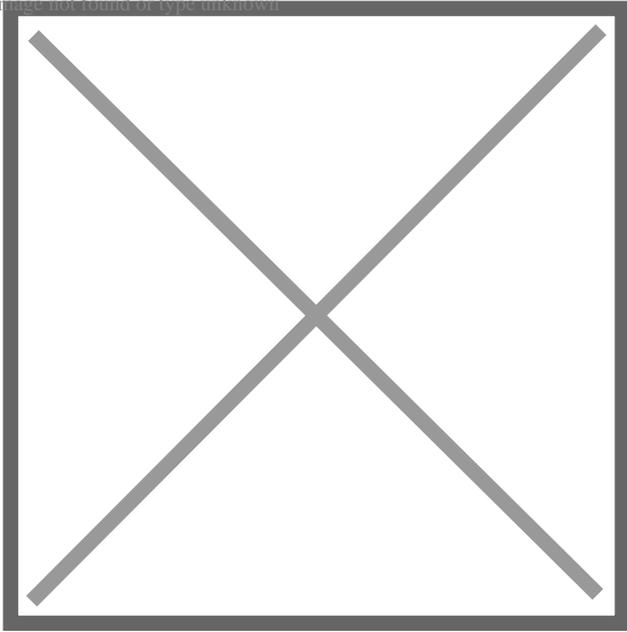
1. Click **Cancel** each time you receive the prompt, and close **Outlook**.

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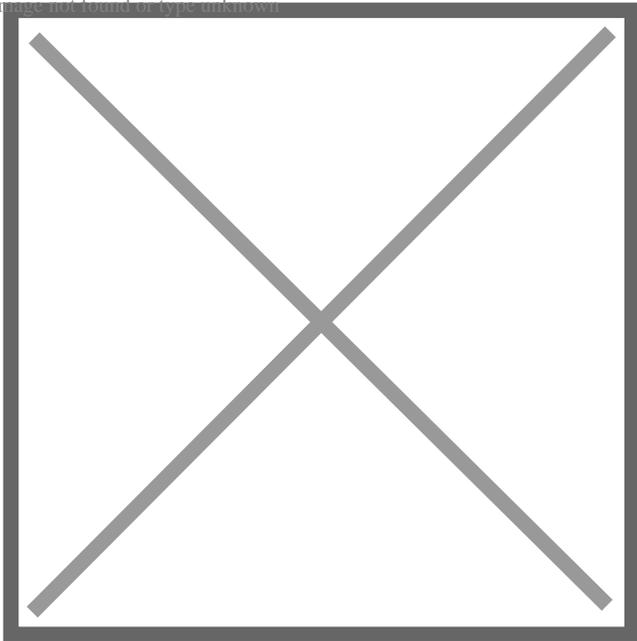
2. **Restart** your computer. If there is an option to "**Update and restart**", choose it to install your pending updates.

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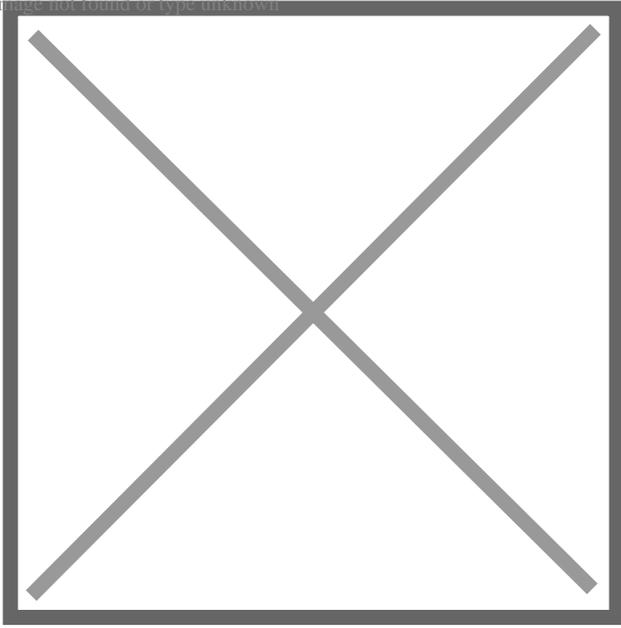
Or

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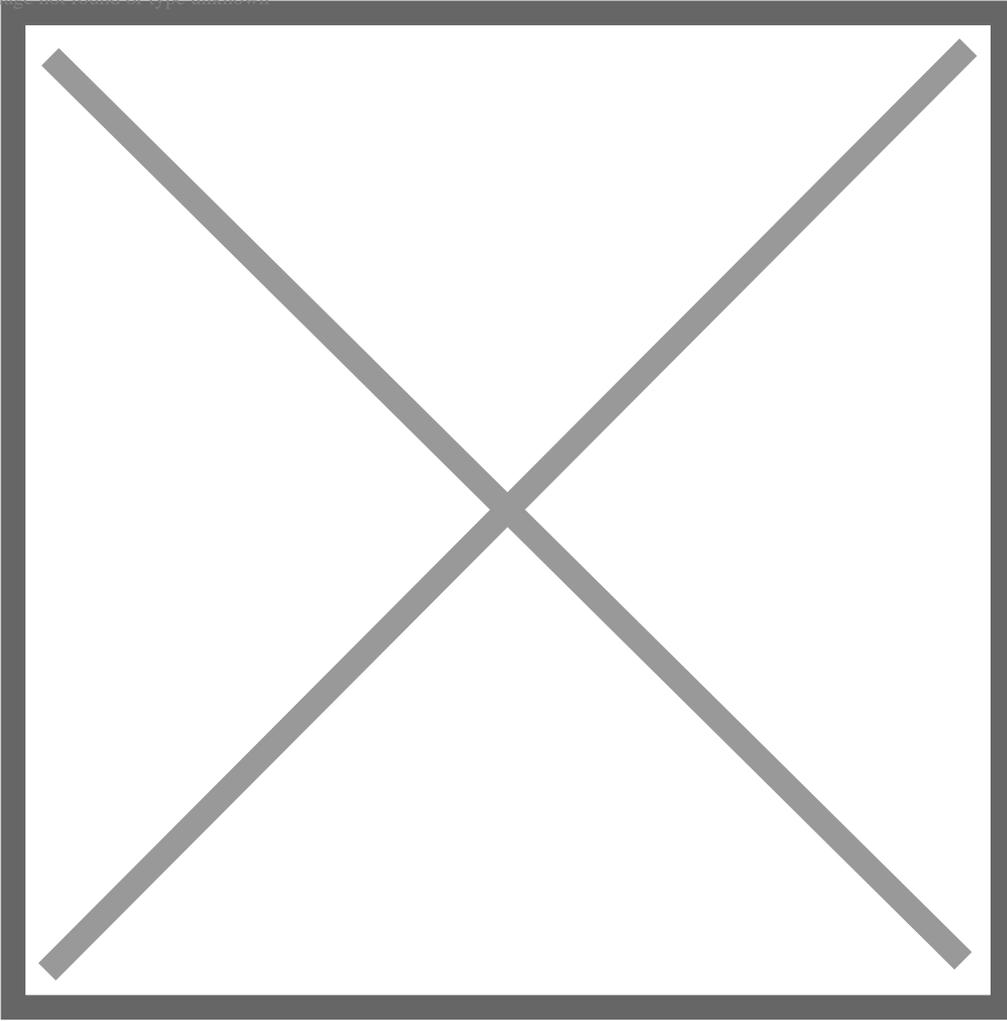
3. When your computer has restarted and you are logged back in, open the Control Panel. The **Control Panel** can be found by searching for it by clicking the magnifying glass in the taskbar and then typing "**Control Panel**".

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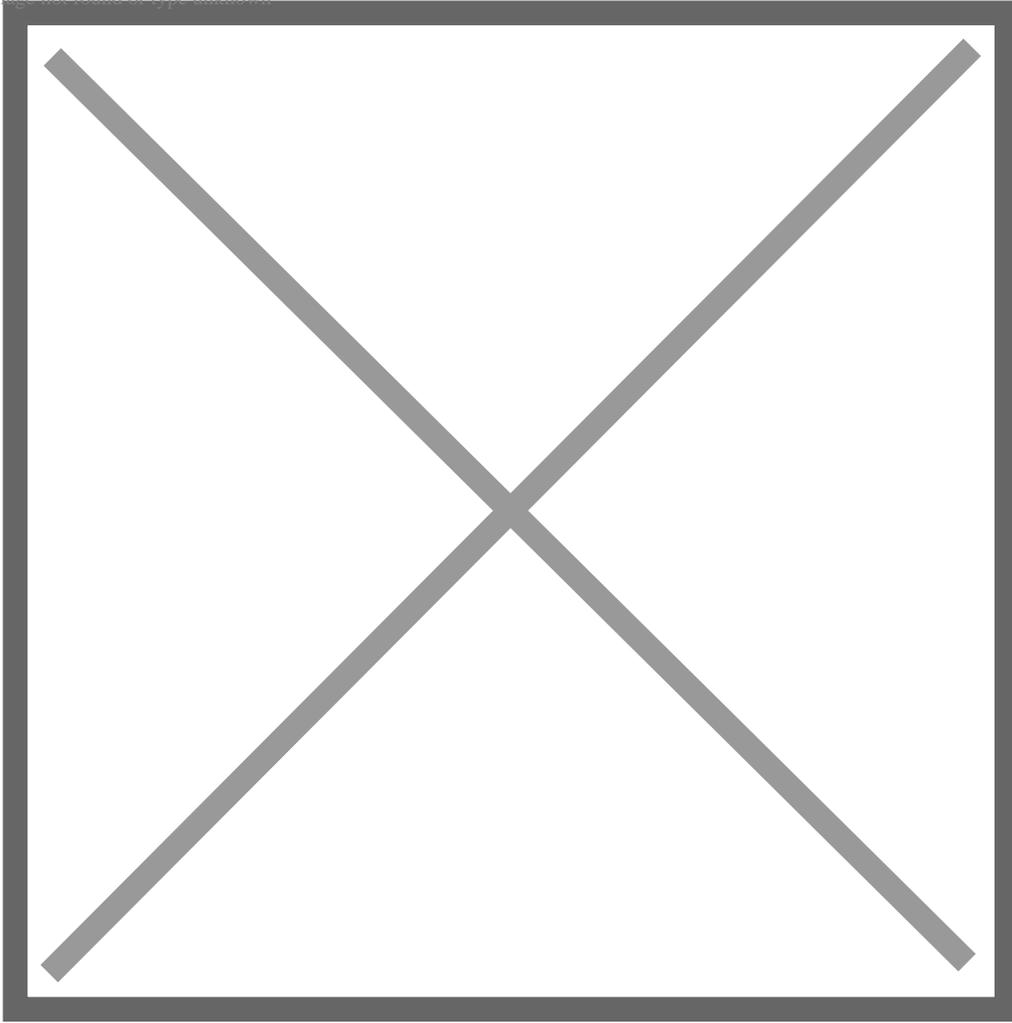
The Control Panel will open.

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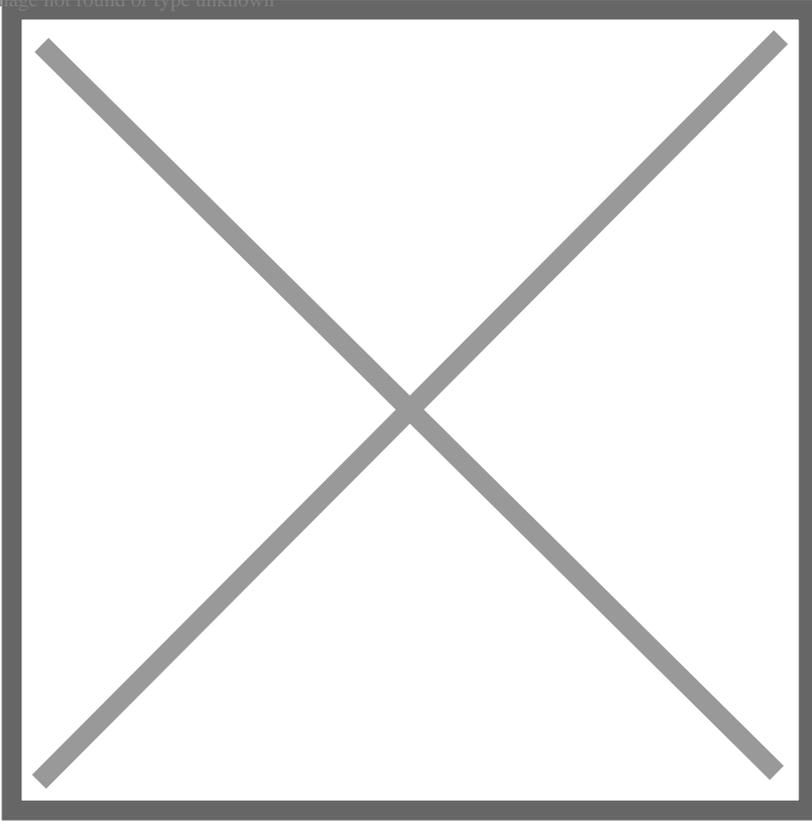
4. When the Control Panel is open, use the Control Panel search box to search for "**mail**", then click on **Mail (32-bit)**.

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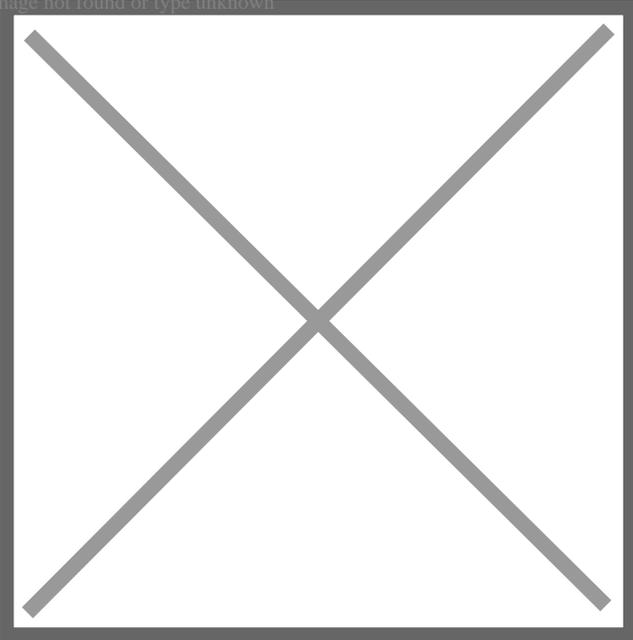
5. Click on the **Show Profiles** button.

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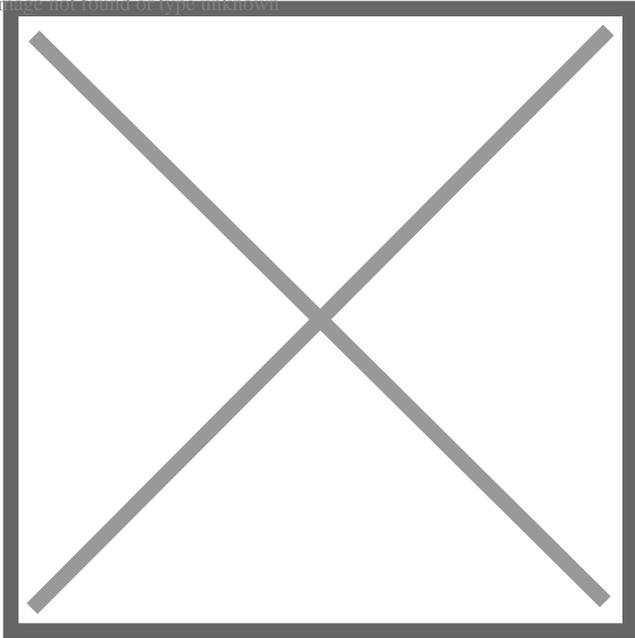
6. Click the **Remove** button until all listed profiles are removed.

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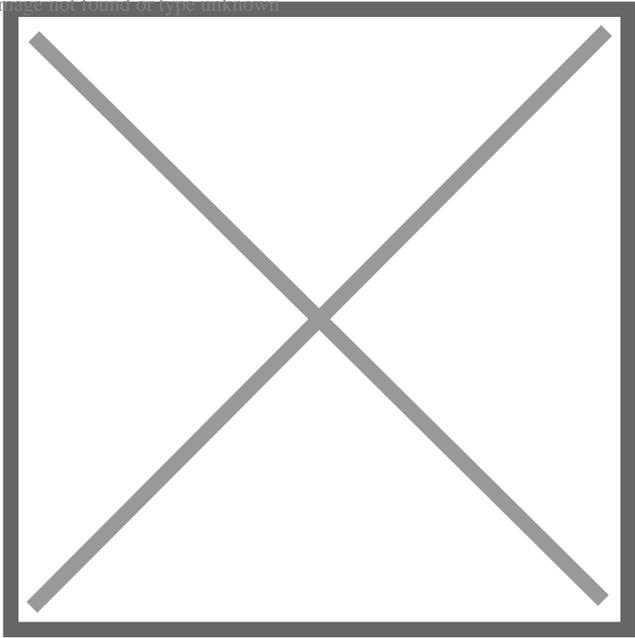
7. When prompted with "**Careful, if you remove this profile...**", click on **Yes**.

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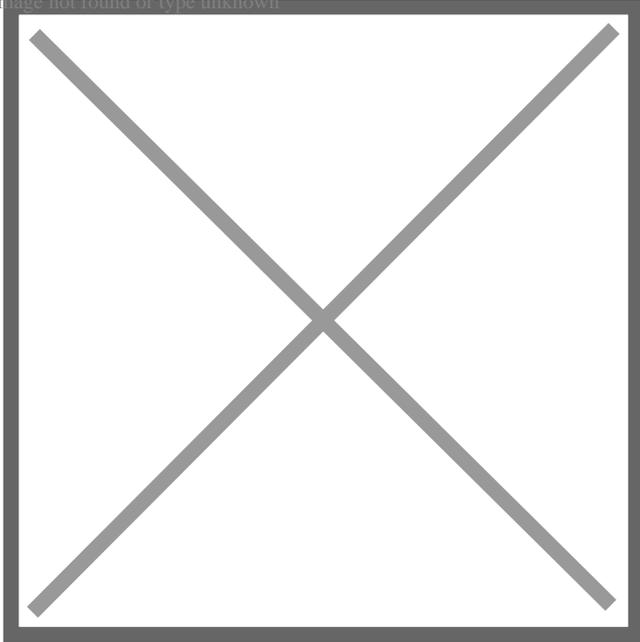
8. Repeat this process until all profiles are removed, then click **OK**.

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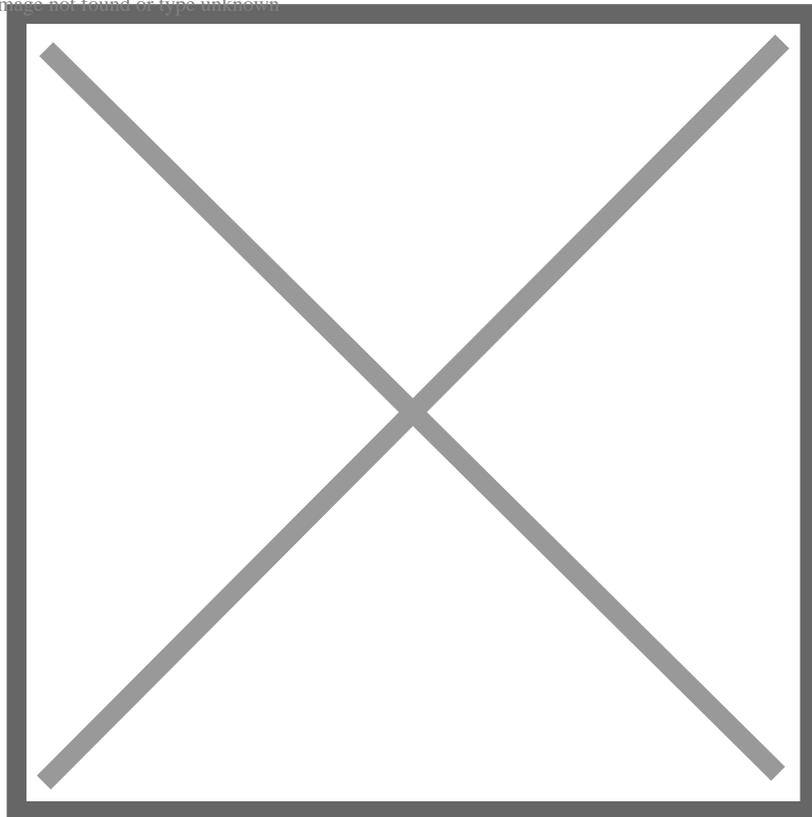
9. Open **Outlook**.

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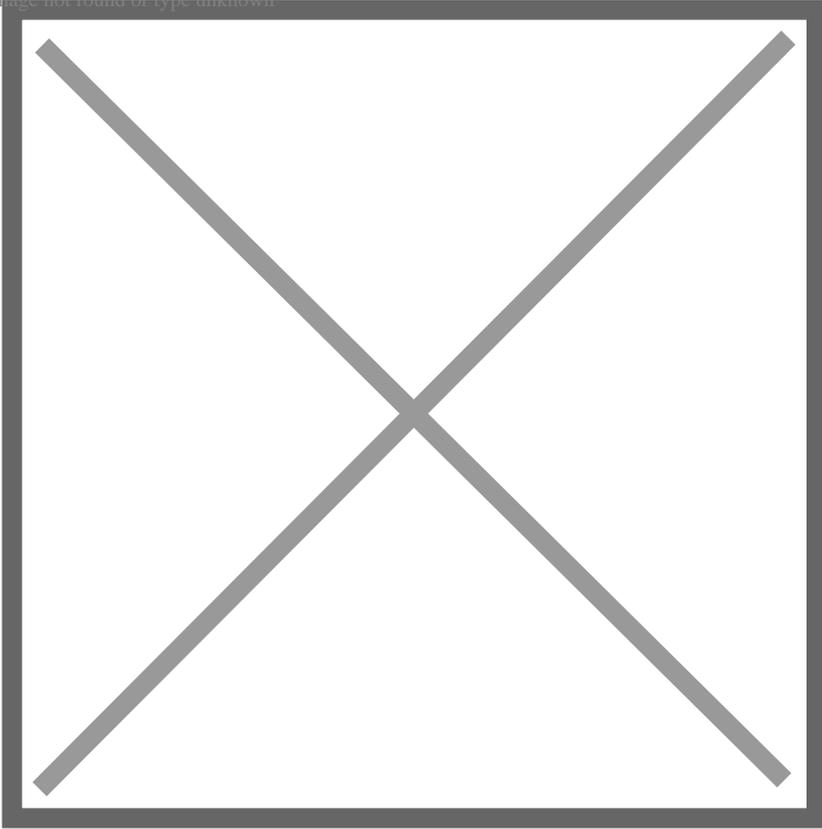
10. On the "**Welcome to Outlook 2016**" screen, click **Next**.

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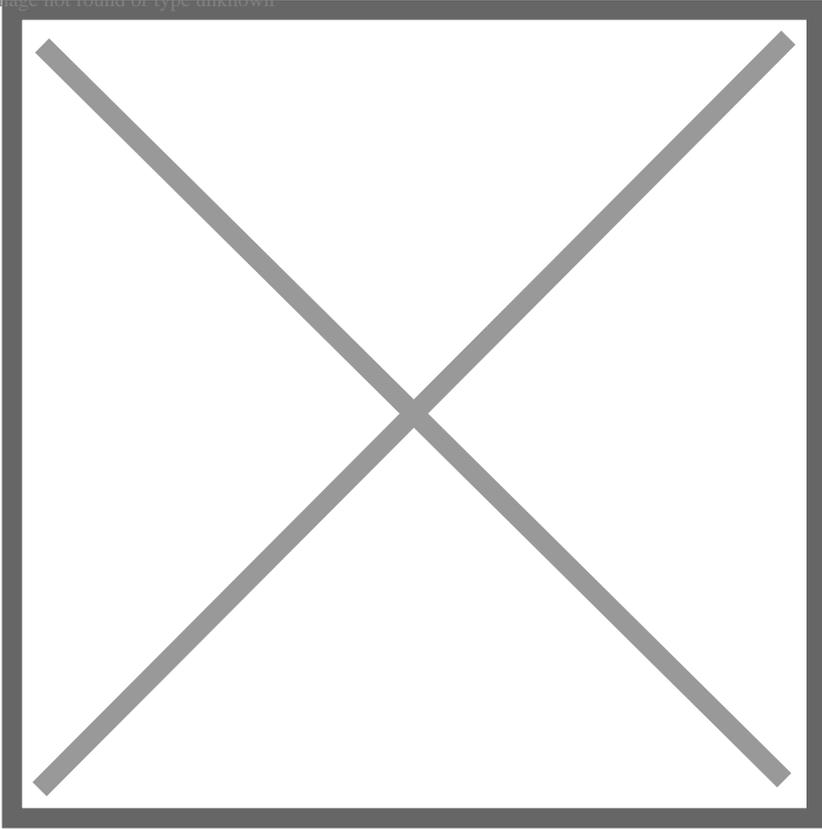
11. On the **Microsoft Outlook Account Setup** screen, select **Yes** when asked "***Do you want to set up Outlook to connect to an email account.***"

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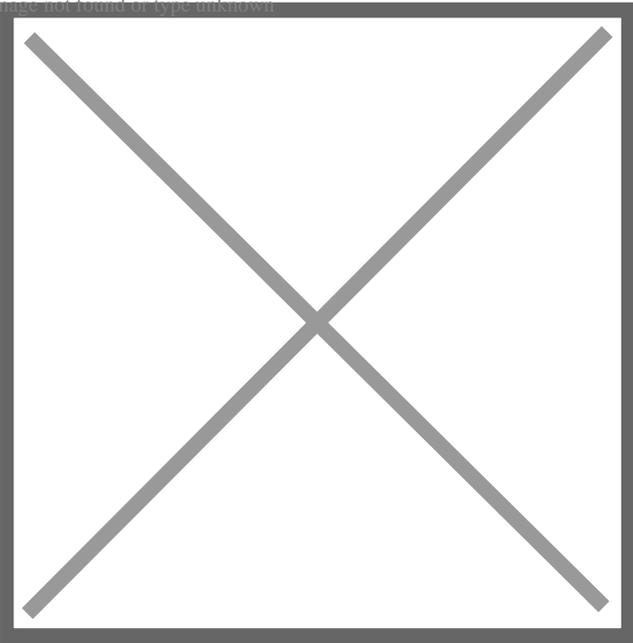
12. On the **Add Account** screen, click **Next**.

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13. You may be prompted to enter your password for your previous @campus.mnsu.edu account. Click on "**Sign in with another account**".

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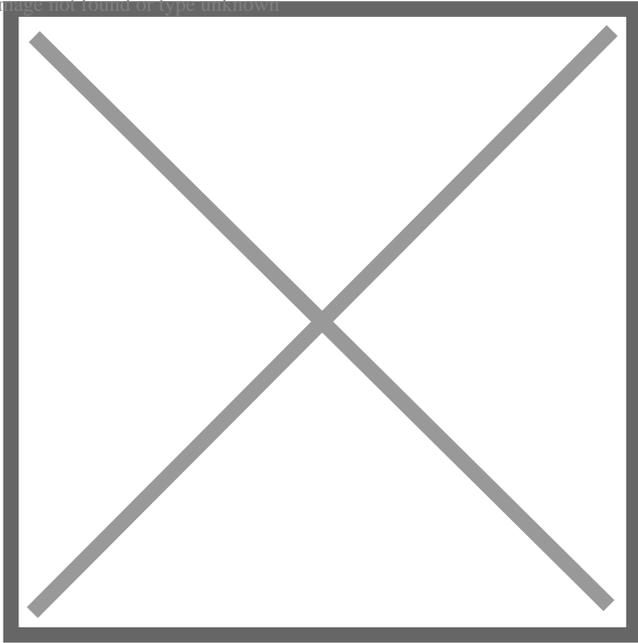


14. When prompted for an email address, enter your new **username**, then click **Next**.

Students: **<Your StarID>@go.minnstate.edu**

Faculty and Staff: **<Your StarID>@minnstate.edu**

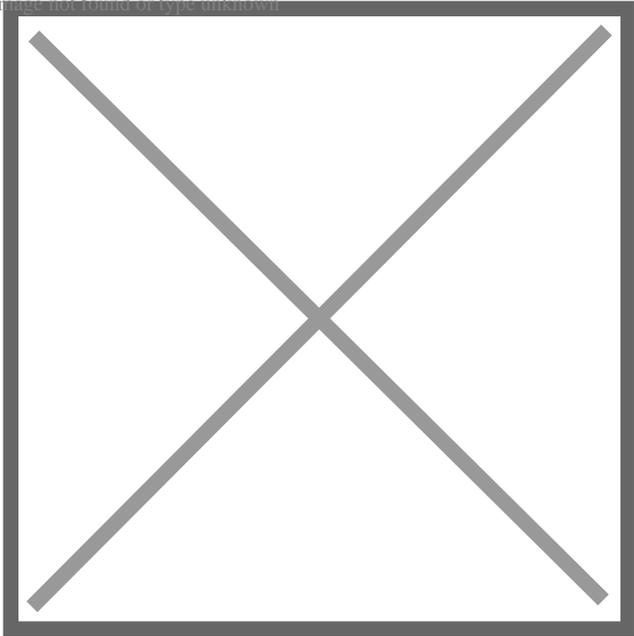
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***\*If you are both an employee and a student, set up your primary email account first. You can then add the other email account later.***

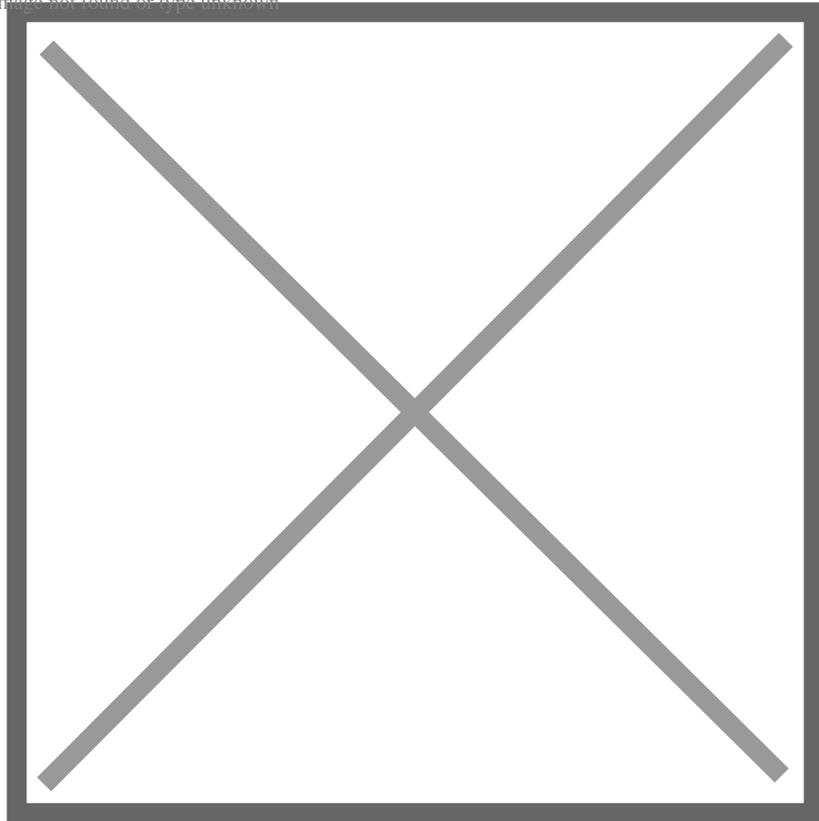
15. Enter your **password**, then click **Sign in**.

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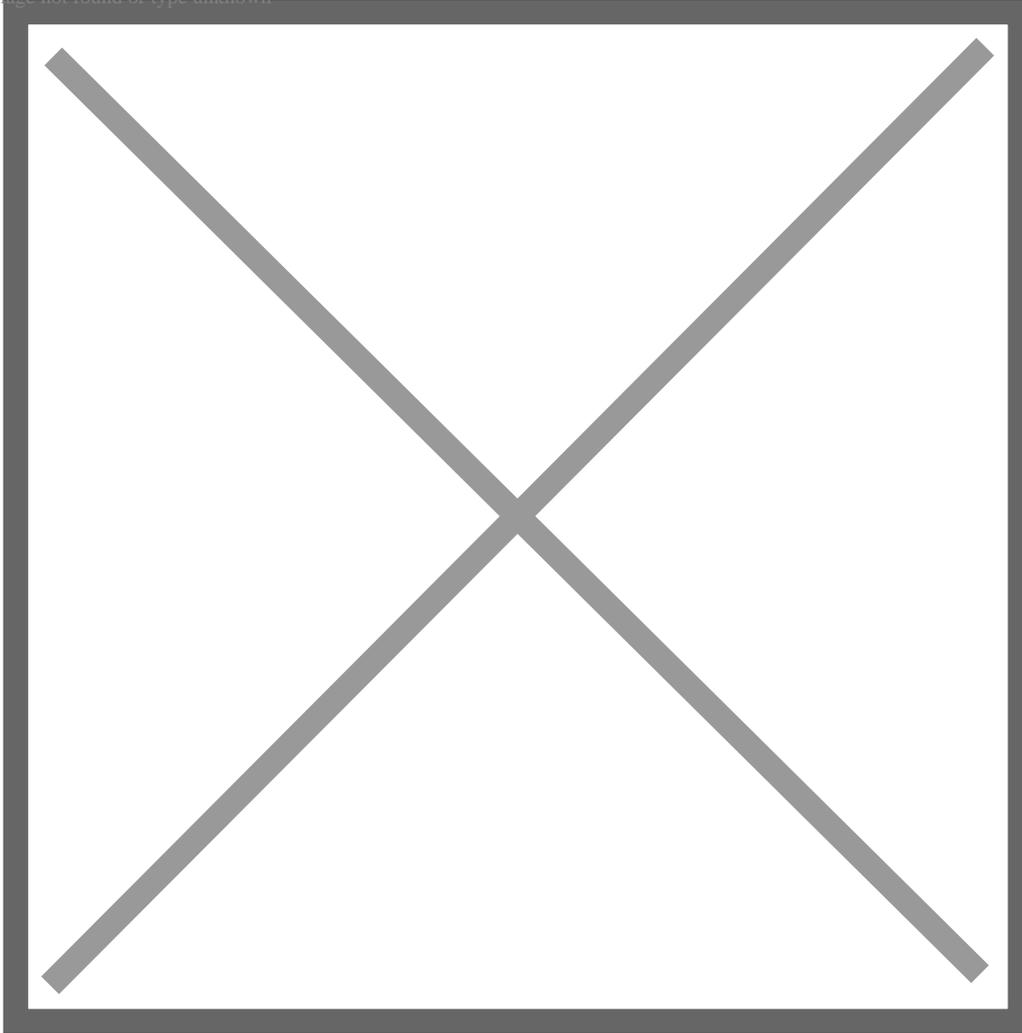
16. When Outlook completes setup for your account click **Finish**.

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Outlook will open and begin downloading your mail and folders. This process can take a while if you have a significant amount of email. You can see your synchronization status in the bottom bar of Outlook.

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We suggest letting Outlook finish its initial download of mail before exiting. (You can minimize the window and continue using your machine while you wait.)

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Revision #1

Created Wed, May 6, 2020 6:52 AM by [Luke Du](#)

Updated Wed, May 6, 2020 7:01 AM by [Luke Du](#)