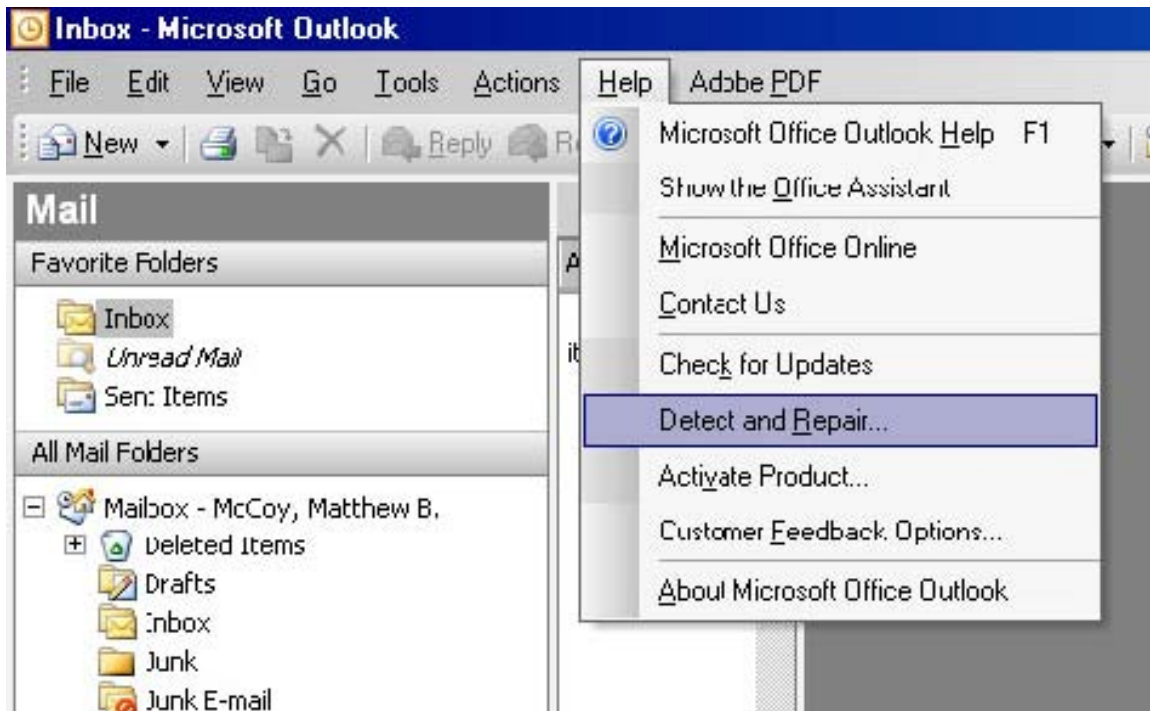
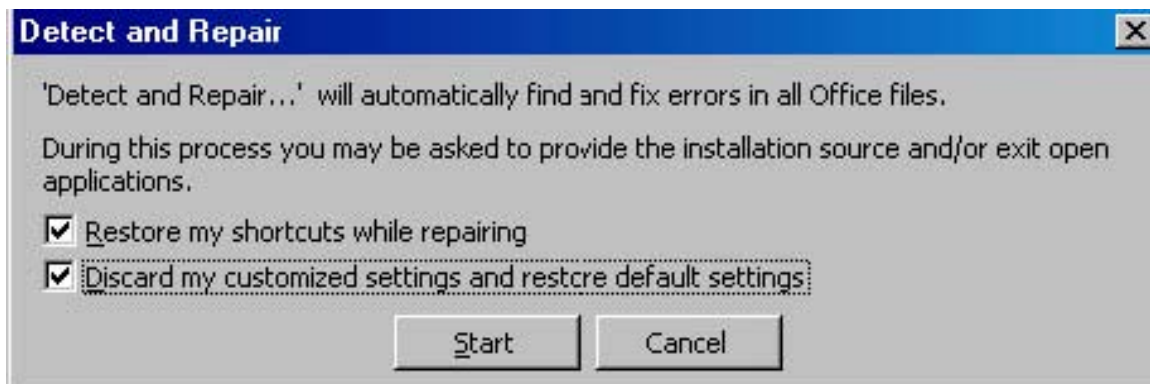


How to Run a 'Detect and Repair' in Outlook

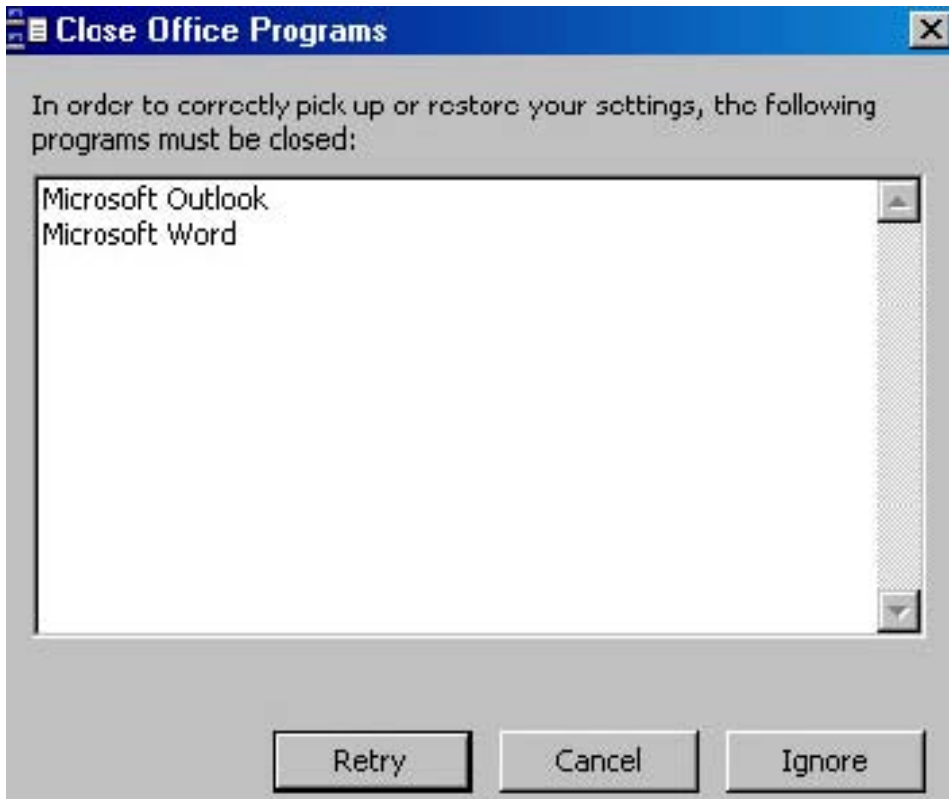
Please follow the instructions in this document if you are receiving errors while you are trying to use Outlook or some other Office Programs.



First thing that you need to do is click on 'Help' on your Outlook toolbar and select the 'Detect and Repair' option. A new dialog box will open like the one that is pictured below. Make sure that both check boxes are CHECKED and click 'Start'.



Next you will be asked to close any MS Office programs that you have open. You will need to close all of these programs and hit the 'Retry' button at the bottom of the window. You may have to click 'Retry' a few times until your computer recognizes that the program has been closed.



Once the program finally accepts that all the Office programs are closed, the repair will begin. After a few seconds a window will pop up that says “Reset of Settings To Default Succeeded.” Click ‘OK’ and let the next process run. This may take up to a few minutes. Once it is done running you will see another window pop up like the one below. Just click ‘OK’ and open up your Outlook again.



Inside your Outlook, you will now be able to open the scanned documents. You may have to re-customize your Outlook settings (i.e. the way it looks with the reading pane) once the process is done.