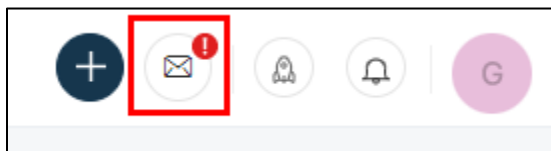| Freshsales	**Version:** 1.17.22	**ID:** FS-003

Abstract

This procedure reconnects your Outlook email to the Freshsales CRM whenever there is an outage or disconnect for some reason on the Outlook Exchange side.
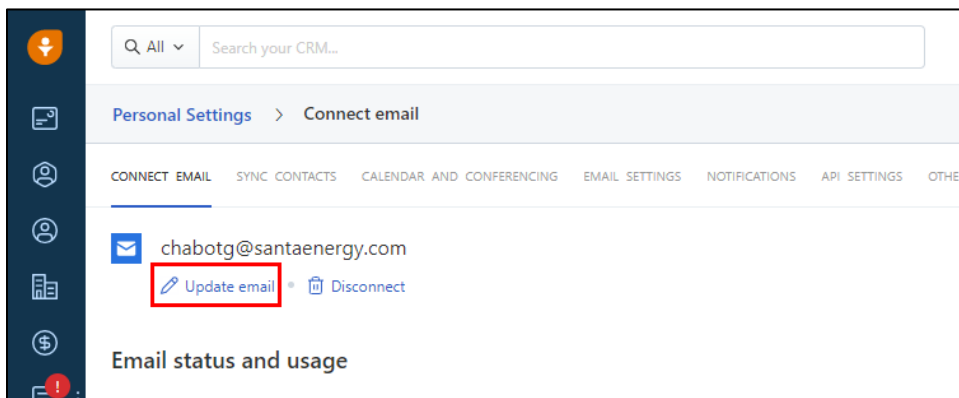
Reconnecting Procedure

In the top right of your screen, you will see an exclamation mark next to your email icon, please click on the email icon:

Then select the link that says, **"Click here to reconnect your mailbox"** in the red notice area:
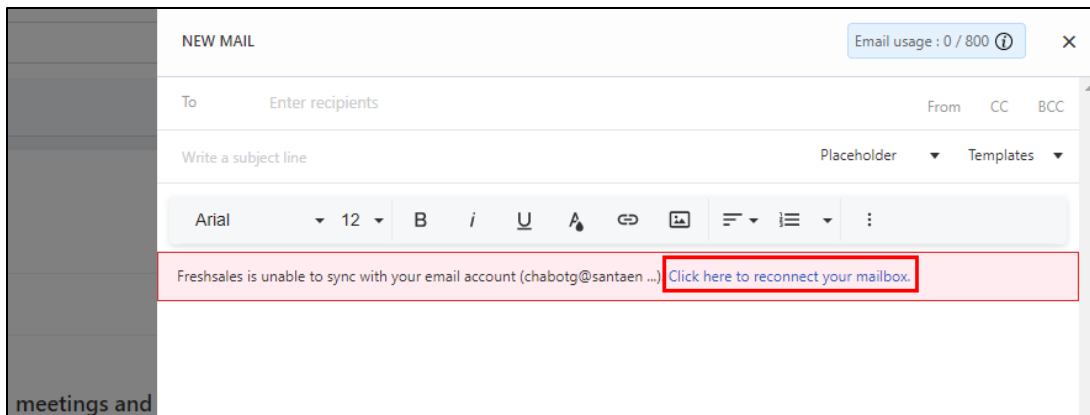
Next select **"Update email"** under your Santa Energy email address:

Make sure **2-way sync** is selected and then hit **Proceed:**

Then retype your email password in the Password section and then hit **Save:**

The information in this standard is subject to change and may be updated frequently. If you are looking at a print copy, make sure you are viewing the latest version of the standard.

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If you were successful, you will see green checks next to the statuses:

If you are still facing any issues, please reach out to Gabe Chabot.

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