



KVC[®] Health Systems

We all need connection.

Outlook Desktop App Issues

Issue:

- Outlook did not transition successfully to your KVC account.
- There are synchronization errors or delays
- Outlook desktop app fails to launch with or without an error message.

Resolution:

Workaround:

To gain access to your KVC email account,

- Please open a browser and navigate to <HTTPS://office.com>
- Login with your KVC email address and password (same as password used to log on to your computer)
- Click on the Outlook icon on the left side of the page
- Outlook web version will launch and display your KVC email.
- Reminder: mail sent to your Great Circle email account is being forwarded to your KVC email account. Both KVC and GC email will be presented in the inbox
- When you reply to an email, it will be sent from your KVC email address

Fix

- Please open a support ticket to address the Outlook desktop app issue
- Open a web browser and navigate to: <Https://mysupport.great-circle.org>.
- Log in with your KVC credentials
- Note: enter your username only. DO NOT include the @kvc.org portion.

EXAMPLE:

Login (Username): JSmith

Password: (Password used to log into your computer)