

# Troubleshooting Common Office 365 Education Desktop Email Issues

## Problem

My desktop email does not receive emails.

I can't access my emails.

### Solution

If you are getting a problem like this, it is most likely a setup or account issue.

1. Shut down your computer and turn it back on again.
2. Change your Office365 Education password at [cams.missouristate.edu](https://cams.missouristate.edu) as it may have expired.
3. Try removing and re-adding your account onto your email application by following our [Experts Guide](#).

#### Related articles:

[Page:How to Log into Office 365 Education](#)

[Page:How to forward Microsoft Outlook to a Personal Email](#)

[Page:Office 365 Education FAQs for Faculty and Staff](#)

[Page:Skype for Business](#)

[Page:How to Set Your Out of Office Reply in Office 365 Education](#)

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For questions or comments, contact the Computer Services Help Desk  
[HelpDesk@MissouriState.edu](mailto:HelpDesk@MissouriState.edu)  
417-836-5891