

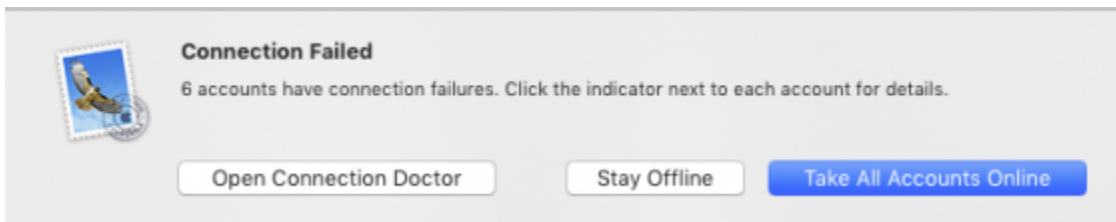
Account Offline in Mail App

Symptom: Accounts are shown as offline, indicated by this icon in Mail:

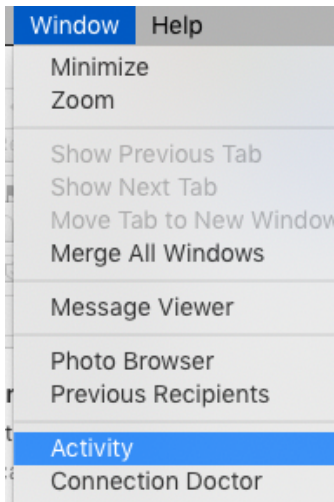


There is no surefire way of resolving the issue, but one of the 3 following methods usually fixes the problem. <https://support.apple.com/en-us/HT204075>

1) Select **Take All Account Online** after making sure I'm on the network follow by clicking on **Get All New Mail**.



2) Quit and relaunch Mail.app. Usually if this resolves the issue you will see some status in **Activity**



3) If the above 2 don't work you should try rebooting the computer or re-adding the account.

If you would like assistance please contact [the IGPP Helpdesk](#)