Procedure
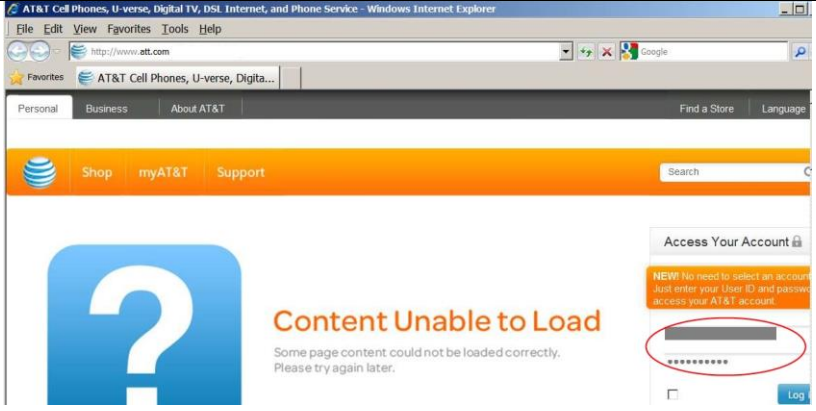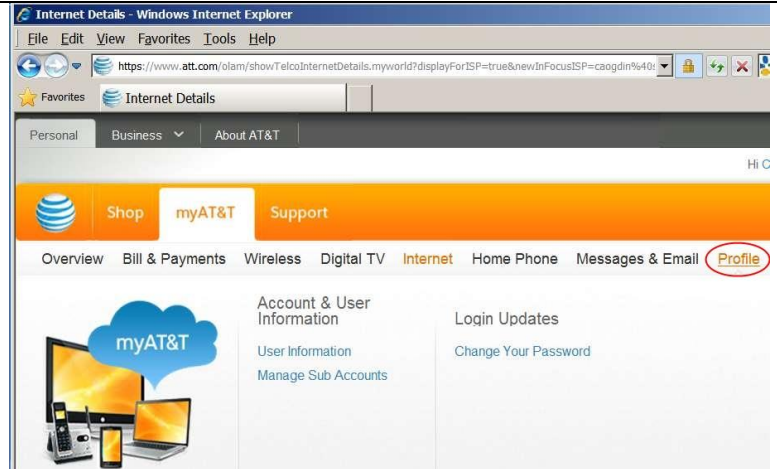# **Fixing AT&T's Failure with MS Outlook**

AT&T has broken the ability to reliably use Outlook to send/receive mail via AT&T accounts (such as my own, at sbcglobal.net. Outlook consistently reports it can't connect and demands a password. But, the password isn't the problem. **AT&T IS THE PROBLEM.**

Fixing a Disabled Account

Go to **http://www.att.com**, and login on the right side of the screen	
Click on **myAT&T**, and find the **Internet** link, and click on it.	

Now, using the menu bar, click on **Profile**	
Scroll down in **User Information** to the bottom, where you'll see **Status.** As shown here, it *should* read **Active**. However, if it reads **Disabled**, that's the source of the problem. I know of no way to get AT&T to change that from Disabled to Active, but apparently my two hours of phone calling got *somebody* to change it, because with this now set to "Active," Outlook works again!	