

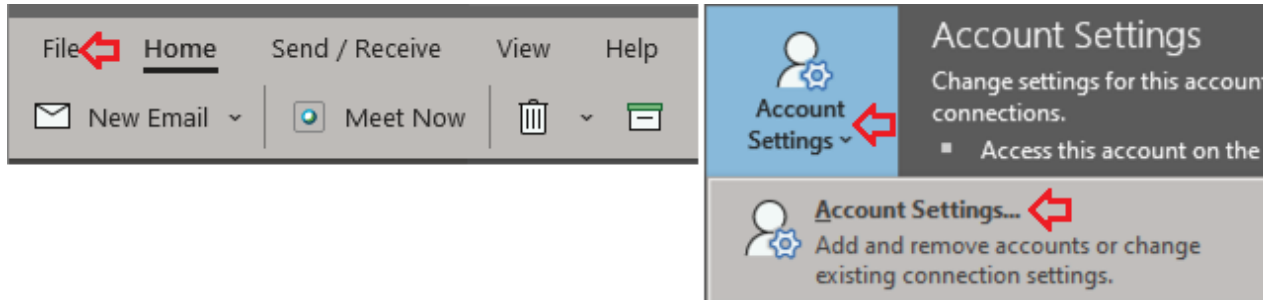
# Outlook Desktop (Windows) - Disable Downloading Folders

This page was moved to [kb.wisc.edu/134138](http://kb.wisc.edu/134138)  
Click in the link above if you are not automatically redirected in 10 seconds.

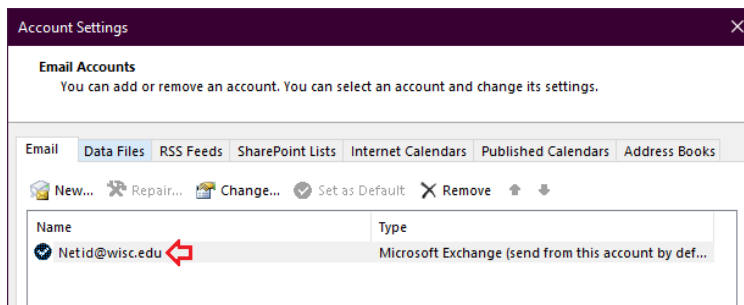
This setting often fixes Email Service Account issues such as, folders, or sub-folders not showing (*missing*) in Outlook Desktop, but showing (*not missing*) in Outlook on the Web.

## Step-by-step guide

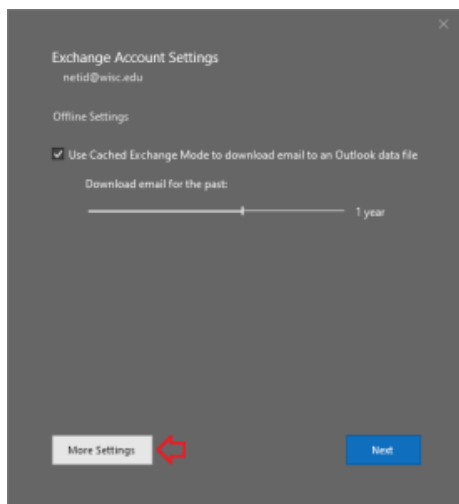
- Open Outlook Desktop version, click **File - Account Settings - Account Settings...** (again).



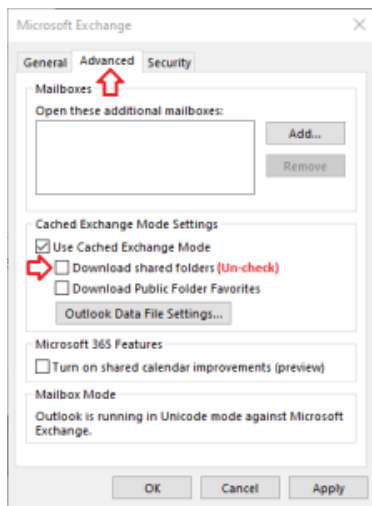
- In the E-mail tab, double click on your email address listing.



- In the **Exchange Account Settings** window, click the **More Settings...** button.



- In the **Microsoft Exchange** window, select the **Advanced** tab.
- In the **Advanced** tab, uncheck the box next to **Download shared folders**, then click **OK**.



- Click **OK** again, then **Next**, and **Finish**.
- Close out of all Outlook windows, then re-open Outlook desktop.
- The setting should be enabled now.
- Confirm that desired folders are showing properly, in Outlook Desktop.



This setting is highly recommended, for users with Service Accounts enabled. Especially, if the user has more than one Service Account, and or the Service Account contains numerous folders, and content.

## Related articles

- [Use Temporary Administrator on your Mac](#)
- [TEM Offer - Install Zoom Meetings and Zoom Outlook Plugin](#)
- [SSO \(Single Sign On\) Conversion for Macs](#)
- [SMPH VPN - Viewing users logged into globalprotect](#)
- [Outlook Desktop \(Windows\) - Disable Downloading Folders](#)