

## 1 CREATE NEW MAIL PROFILE

## DETAILS

Create a new Mail Profile

## CHECKS

If using a Mac, it just needs doing on the Server profile as the user won't have Outlook locally.

## **OPERATION**

- Make sure Outlook is closed
- Go to Control Panel (Start > Control Panel)
- In the top-right corner of the control panel screen, type mail into the search box



• Click the Mail result



• Go to Show Profiles

Mail Setup - Outlook				
Email Accounts				
$\leq$	Setup email accounts and directories.	Email Accounts		
Data Files				
<b>1</b>	Change settings for the files Outlook uses to store email messages and documents.	Data Files		
Profiles -				
	Setup multiple profiles of email accounts and data files. Typically, you only need one.	Show Profiles		
		Close		

• Click Add to create a New Profile

Mail	×		
General			
The following profiles are set up on this computer:			
Outlook 🗸	I		
Add Remove Properties Copy When starting Microsoft Outlook, use this profile: O Prompt for a profile to be used			
Always use this profile			
Outlook $\vee$			
OK Cancel Apply	j		

- Give the new profile a name (you can use username, but it can be anything)
- Click OK

🧼 New Profile	×
Create New Profile	ОК
Profile Name:	Cancel
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- The system should automatically go through a Mail setup wizard (details should come through automatically, but you may need to enter your username and password)
- Click Finish
- Change the Always use this profile drop down to point to new profile
- Click Apply
- Click OK

Ø Mail	×		
General			
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louiseo Outlook			
~			
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<ul> <li>Prompt for a profile to be used</li> <li>Always use this profile</li> </ul>			
louiseo 🗸			
OK Cancel Apply	/		

- Then open Outlook (mail items will load gradually, don't panic if inbox is empty at first!)
- Once you have confirmed new profile works, go back into Control Panel> Mail> Show Profiles and delete the old profile by highlighting and clicking Remove