



## RECREATE OUTLOOK PROFILE

**INTRODUCTION:** This guide will show you how you can recreate your Outlook profile. Sometimes this can be the best thing to do when you are having issues with Outlook behaving/performing poorly.

**SYSTEM REQUIREMENTS:** Outlook (any version)

### WHAT YOU MAY NEED & OTHER CONSIDERATIONS:

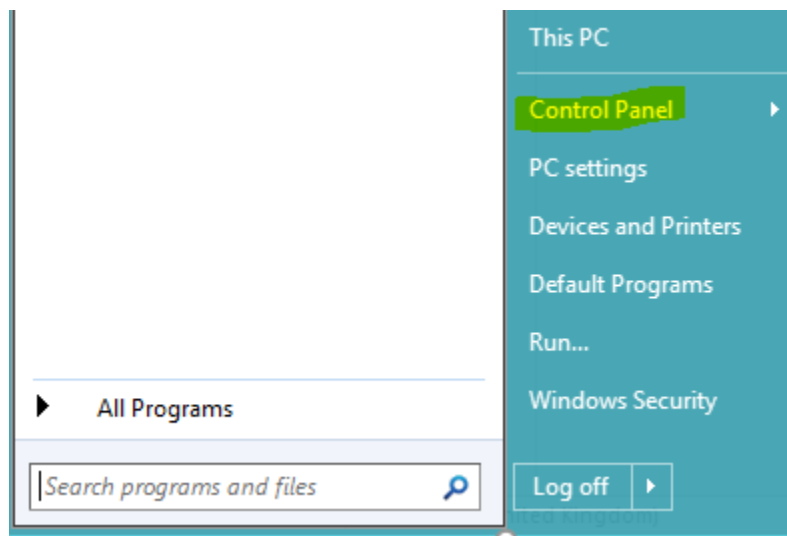
- Your Outlook password

## STEP ONE

Close down Outlook as the profile cannot be recreated when this is open.

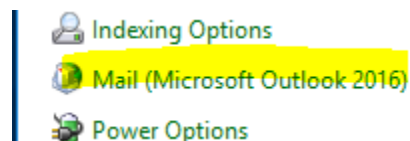
## STEP TWO

Open "Control Panel".



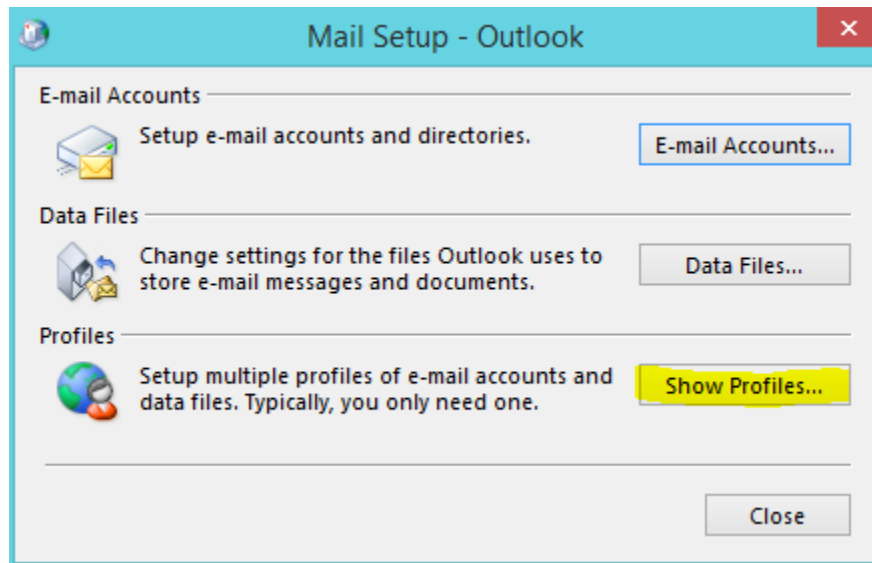
## STEP THREE

Select "Mail" (it may say something different to the below based on your Outlook version).



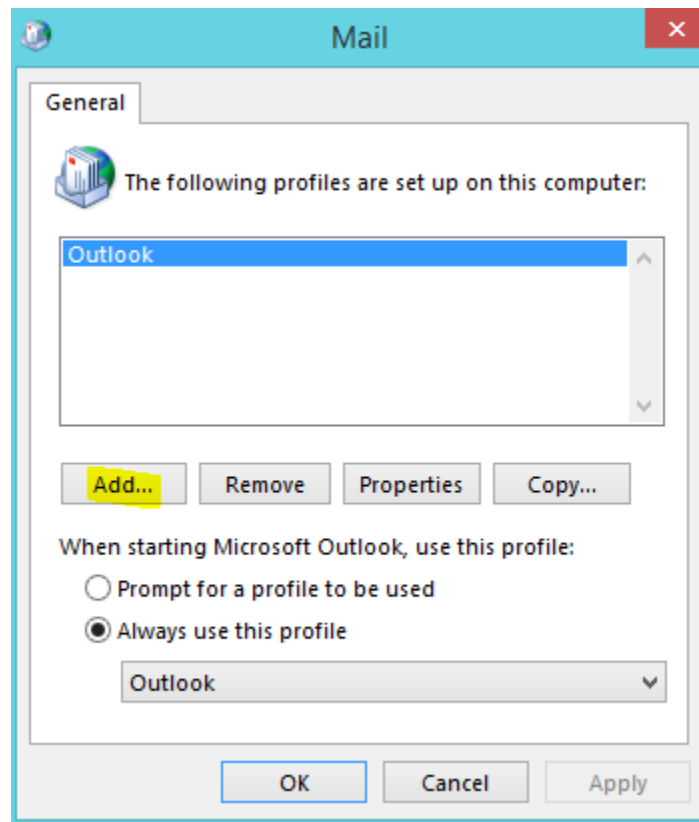
## STEP FOUR

You will get a popup like the below. Please select "Show Profiles".



**STEP FIVE**

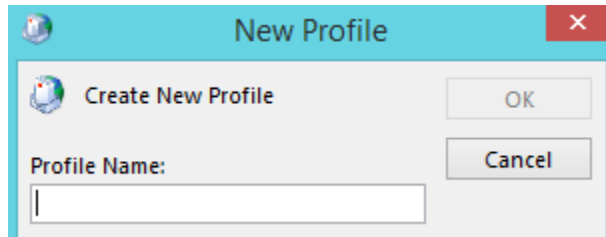
Here you can make changes to your profile. Normally, we would remove old profiles first as any cached data can recreate issues (if you are trying to fix a problem).



If you do remove the profile, ensure to “Apply” and “OK” first and then go back into the prompt to create a new profile.

## STEP SIX

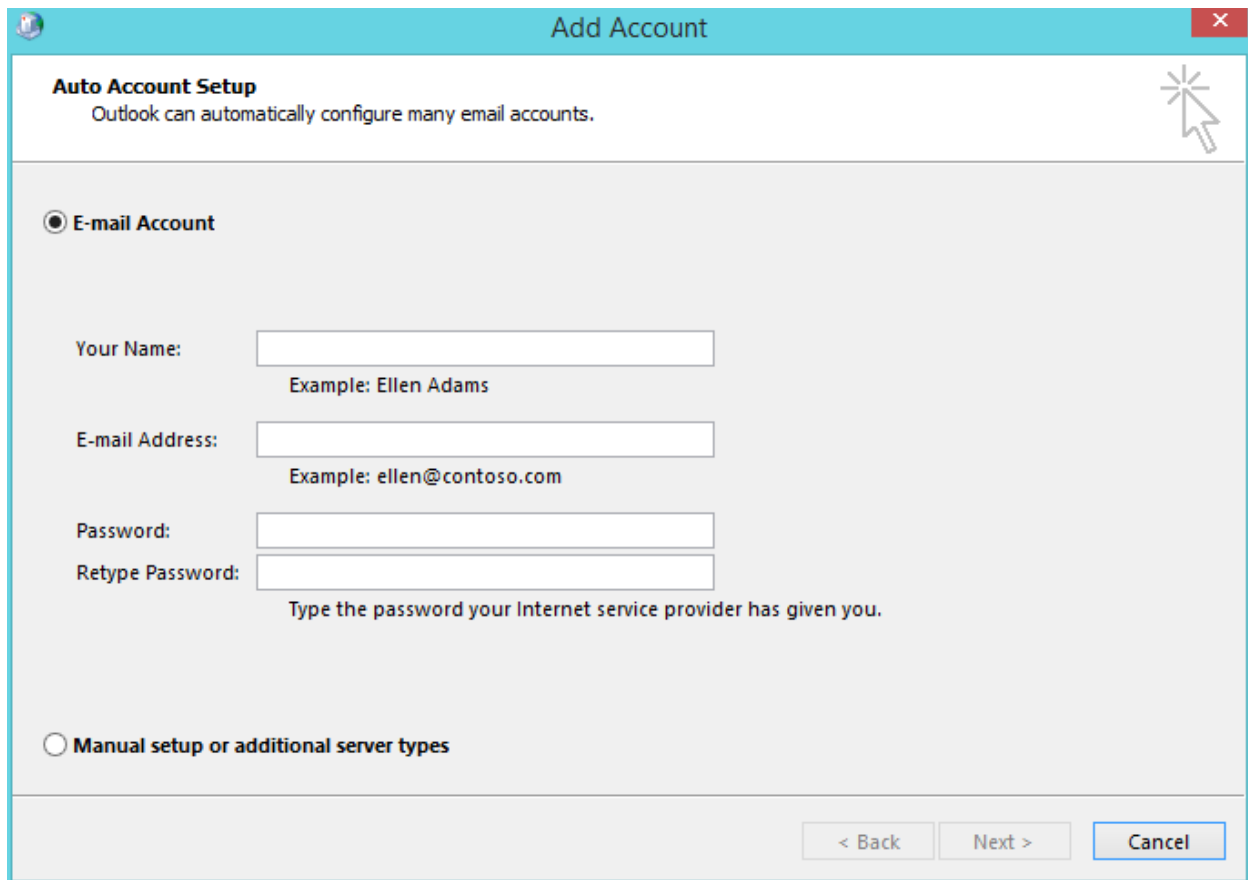
Name the profile (just for your reference).



The screenshot shows a 'New Profile' dialog box. It contains a 'Create New Profile' button, an 'OK' button, and a 'Cancel' button. Below the buttons is a 'Profile Name:' label and an empty text input field.

## STEP SEVEN

Now just enter your mailbox details to get the mailbox set up once more.

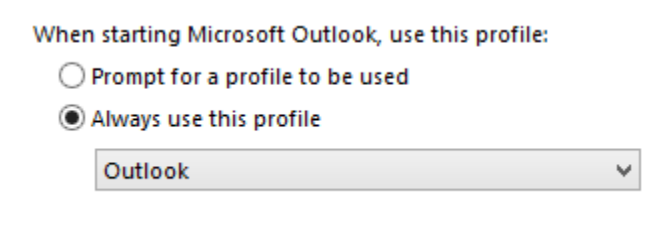


The screenshot shows the 'Add Account' dialog box. It features a title bar with a close button. The main content area is titled 'Auto Account Setup' and includes the text 'Outlook can automatically configure many email accounts.' Below this, there are two radio button options: 'E-mail Account' (selected) and 'Manual setup or additional server types'. The 'E-mail Account' section has four text input fields: 'Your Name:' (with example 'Ellen Adams'), 'E-mail Address:' (with example 'ellen@contoso.com'), 'Password:', and 'Retype Password:' (with instruction 'Type the password your Internet service provider has given you.'). At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

## STEP EIGHT

For support please call +44 (0) 20 3740 1060, or email [support@it-logik.com](mailto:support@it-logik.com)

One thing to take note of is the managing of the profiles. If you have more than one, it's important to double check the below setting:



When starting Microsoft Outlook, use this profile:

Prompt for a profile to be used

Always use this profile

Outlook

The image shows a screenshot of a Windows settings window. At the top, it says "When starting Microsoft Outlook, use this profile:". Below this, there are two radio button options. The first is "Prompt for a profile to be used" with an unselected radio button. The second is "Always use this profile" with a selected radio button. Below the radio buttons is a dropdown menu that currently displays "Outlook" and has a small downward arrow on the right side.

Generally, though, if you only have one, you will select "Always use this profile".