How to remove your Outlook profile and recreate account

If Outlook has stopped working it may be necessary to remove your Outlook profile and recreate it. The following steps will show you how to do this.

- 1. Open the "Control Panel" on your PC. For windows 8 and 10 users you can right click in the lower left corner of your screen and choose Control Panel from the menu.
- 2. Click on "Mail (32 bit)". If you are using category view you will find Mail under "User Accounts".

All Control Panel Items – 🗖			
⊖ → ↑ I → Control Panel → A	All Control Panel Items	5 V	Search Control Panel
Adjust your computer's settings			View by: Small icons 🔻
🏲 Action Center	administrative Tools	😋 Akamai NetSession I	nterface Control
AutoPlay	RitLocker Drive Encryption	💶 Color Management	
🧧 Credential Manager	Pate and Time	👿 Default Programs	
🚔 Device Manager	B Devices and Printers	📮 Display	
Ease of Access Center	Eile History	📕 Flash Player (32-bit)	
📔 Folder Options	🔒 Fonts	🜏 HomeGroup	
🔏 Indexing Options	👰 Intel® Rapid Storage Technology	🔁 Internet Options	
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Mail (32-bit) Click Mail	I Mouse	Network and Sharing	g Center
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Phone and Modem	Power Options	🕅 Programs and Features	
📚 Realtek HD Audio Manager	P Recovery	🔗 Region	
💀 RemoteApp and Desktop Connections	Sound Sound	Speech Recognition	
Storage Spaces	Sync Center	System	
🖳 Taskbar and Navigation	Troubleshooting	& User Accounts	
Windows Defender	Pindows Firewall	🏭 Windows To Go	
🐼 Windows Update	Work Folders		

3. This should bring up the Mail setup box. Click on "Show Profiles"

٢	Mail Setup - Outlook	×
E-mail A	ccounts	
	Setup e-mail accounts and directories.	E-mail Accounts
Data File	•\$	
63	Change settings for the files Outlook uses to store e-mail messages and documents.	Data Files
Profiles		
	Setup multiple profiles of e-mail accounts and data files. Typically, you only need one.	Show Profiles
	Click Show Profiles	
		Close

4. Remove the profile "Outlook" and then click "OK"

eneral			
The fo	llowing profil	es are set up on	this computer:
Outlook			
	Salact Outle	ook and click	remove
1995 - 1995 - 1995 - 1995 - 1995 - 1995 - 1995 - 1995 - 1995 - 1995 - 1995 - 1995 - 1995 - 1995 - 1995 - 1995 -	Gelect Outi	Jok and click i	
Add	Remove	Properties	Сору
Vhen startin O Promp O Always	ng Microsoft C t for a profile f : use this profi	Dutlook, use this to be used le	profile:
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5. Now you have removed the profile you will need to start Outlook and run through the initial setup again. If you are asked for a profile name the next time you start Outlook, just call it "Outlook" again.

6. Start Outlook and click "Next" for the first two windows. Fill out the required details and click "Next".

) E-mail <u>A</u> ccount			
Your Name:	Your Name		
	Example: Ellen Adams	Fill in the details like	1
E-mail Address:	Your.Name@henleyhs.sa.edu.au	shown using your own	L
	Example: ellen@contoso.com	name and email address	L
Password:	*****	1000000	1
Retype Password:	****		
	Type the password your Internet service provide	er has given you.	

	Add Account	
Searching f	or your mail server settings	术
Configuring		
Outlook is	completing the setup for your account. This might take several minutes.	
1	Establishing network connection	
+	Searching for test.student@henleyhs.sa.edu.au settings	
	Logging on to the mail server	
	< Back	Next > Cancel
	- Dock	Current

*You may have to wait a few minutes or so while the wizard searches for your account on the server.

7. You will be prompted for your account credentials.

Windows Sec	urity	×
Microsoft Connecting	t Outlook to test.student@henleyhs.sa.edu.au	
8	test.student@henleyhs.sa.edu.au	
8	Use another account Use another account my Credentials"	
	OK Can	cel

Add Account		×
Searching	or your mail server settings	1 Alexandre
Configuring		
Outlook is	completing the setup for your account. This might take several minutes.	
~	Establishing network connection	
~	Searching for test.student@henleyhs.sa.edu.au settings	
~	Logging on to the mail server	
Congr	atulations! Your email account was successfully configured and is ready to use.	
Change ad	count settings	<u>A</u> dd another account
	< <u>B</u> ack	Finish Cancel

Click "Finish". Outlook should now open and start syncing your emails.

The process is now complete.