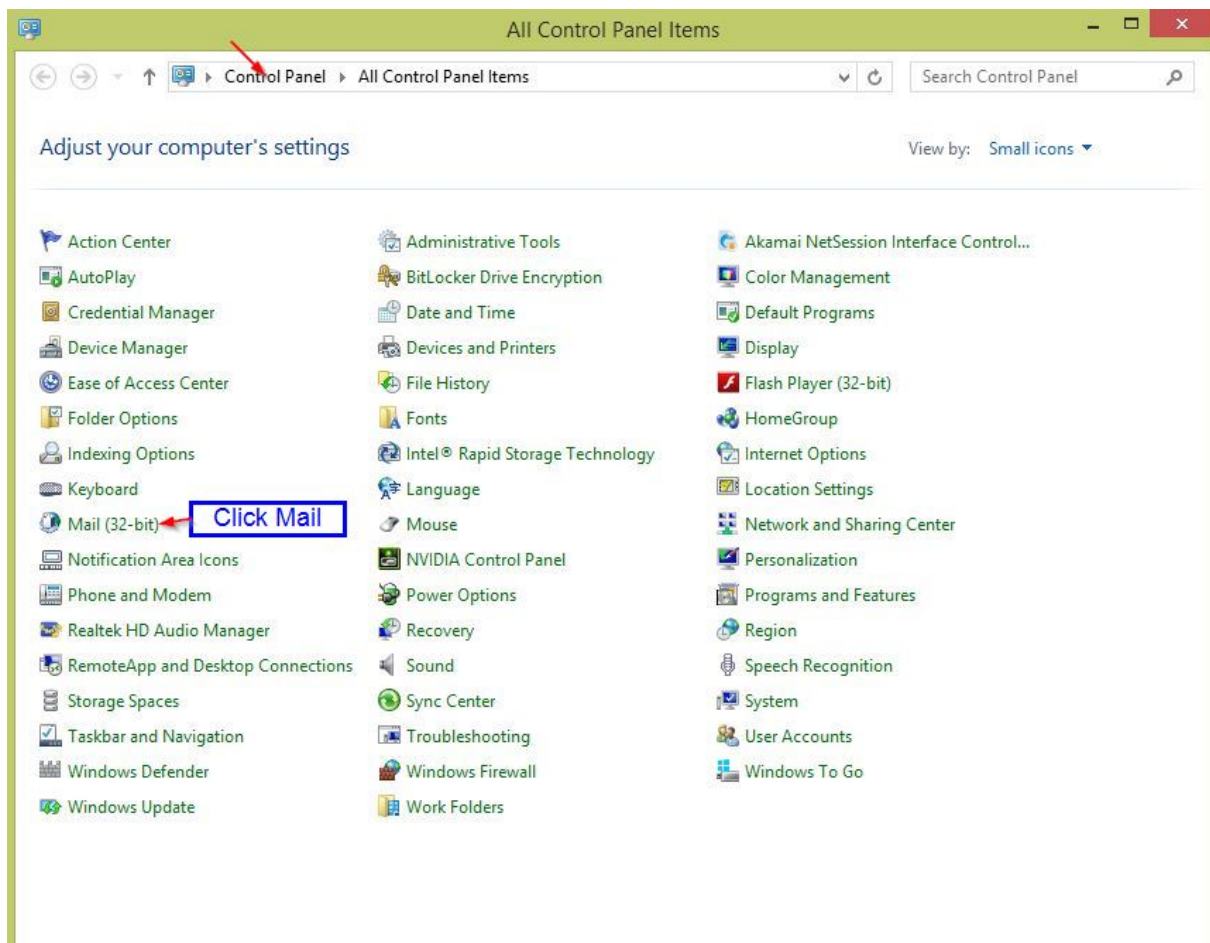
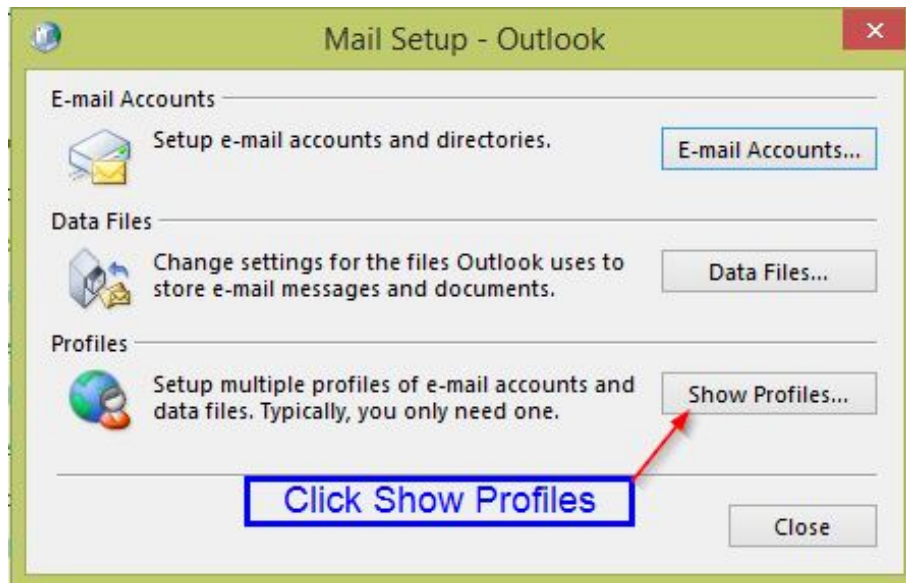

How to remove your Outlook profile and recreate account

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.

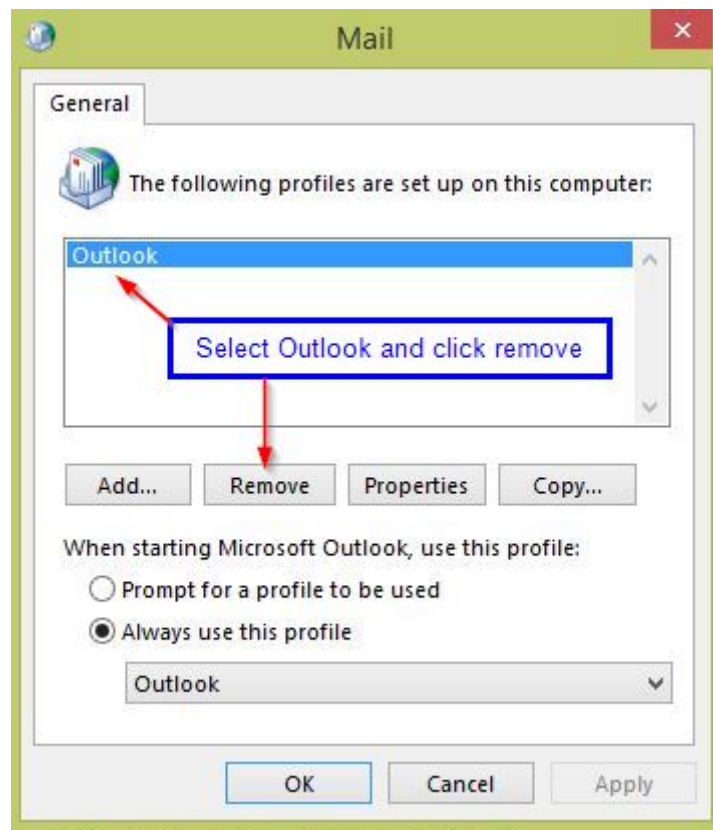
1. Open the “Control Panel” on your PC. For windows 8 and 10 users you can right click in the lower left corner of your screen and choose Control Panel from the menu.
2. Click on “Mail (32 bit)”. If you are using category view you will find Mail under “User Accounts”.



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



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



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”.

Add Account

Auto Account Setup
Outlook can automatically configure many email accounts.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:

Retype Password:
Type the password your Internet service provider has given you.

Manual setup or additional server types

< Back **Next >** Cancel

Add Account

Searching for your mail server settings...

Configuring

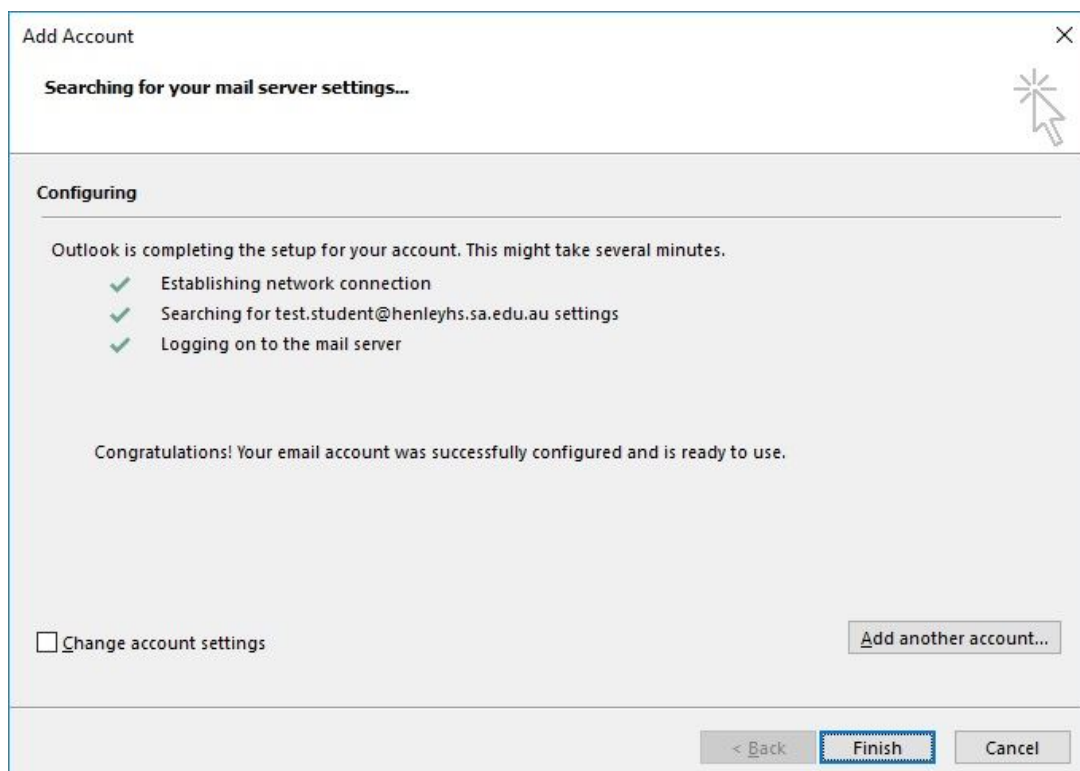
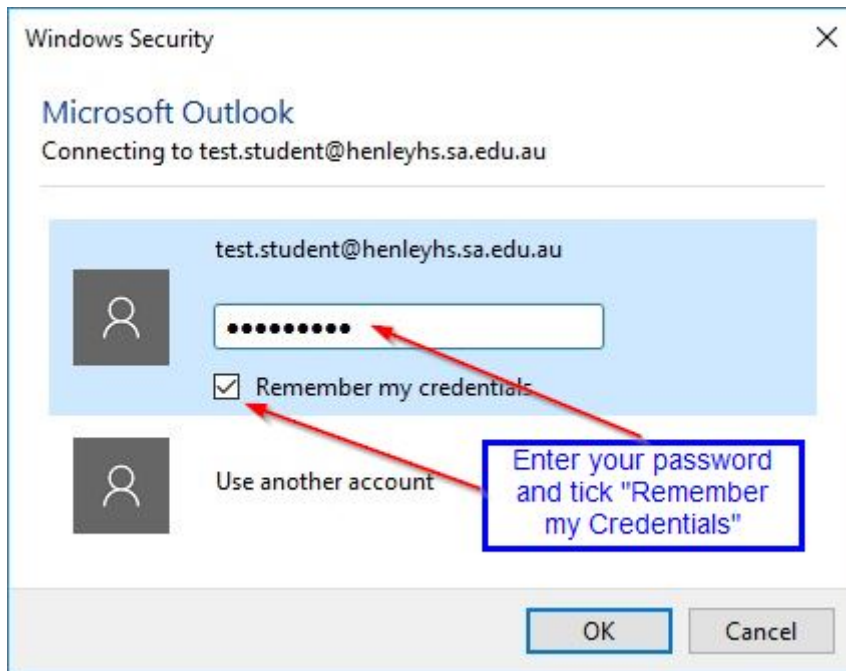
Outlook is completing the setup for your account. This might take several minutes.

- ✓ Establishing network connection
- ➔ Searching for test.student@henleyhs.sa.edu.au settings
Logging on to the mail server

< Back **Next >** Cancel

*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.



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

The process is now complete.