Deleting Profiles

In certain circumstances, another email profile may exist on your computer. This can sometimes cause issues when trying to install your new Office 365 profile. If you have existing profiles on your computer, follow the steps below to delete them before installing your new profile.

### Accessing the Profile Options

1. Click on the Start button
2. In the search box, type “Control Panel”
3. Select Control Panel from the results displayed

From the Control Panel window, choose View by> Small icons. Then Choose the Mail option.

A new window will open with your Mail Setup options. Click on the Show Profiles option.

Any previously existing profiles will show here. Highlight each profile and then choose to Remove. When all profiles have been removed, click OK.

You are now ready to add your new Office365 mail client. Follow the instructions on the Outlook 2013 Setup cheat sheet. It is possible that when you open Outlook for the first time it will prompt you to Create New Profile. In the Profile Name field enter “Office365” and then click OK.