Managing Outlook Profiles on Windows 10

How to create a new Outlook Profile

1. Quit Outlook.

2. Open Control Panel and open the Mail settings.

3. Click the Show Profiles... button
4. Click the **Add** button

5. Type a profile name in the text box (it can be anything as long as it’s not the same as an existing profile name) and click **OK**

6. Type in your Email Account information and password and click **Next** (if the Email address field is already populated and the password field are missing, just click next)
7. Outlook will find your information based on Auto Discover settings. If everything is checked off, you can click Finish to complete the profile setup.
8. Back on Mail settings window, change the setting for “When starting Microsoft Outlook, use this profile:” to “Always use this profile”, select your new profile name and click OK.

9. You should now be able to start Outlook using the new profile.
10. Send a test email to ensure that you are now able to send and receive.

How to Remove a profile

1. Go to Control Panel > User Accounts > Mail
2. Exit Outlook.
3. Press Windows + R > type Control Panel > OK
5. Click Show Profiles.
6. Select a profile. (Outlook)
7. Click Remove.

How to Remove cached credentials From Credentials Manager

1. To open Credential Manager, type credential manager in the search box on the taskbar and select Credential Manager Control panel.
2. Select Windows Credentials to access the credentials you want to manage.

Remove all Outlook or Connect entries

Related articles

- Install the VPN client on Windows OS - applies to IE, Edge, Firefox, and Chrome
- Adding OneDrive accounts to Windows 10
- Adding a shared mailbox to Outlook for Mac
- Adding a shared mailbox to Outlook for Windows
- Managing Outlook Profiles on Windows 10

Need Help?

Contact the IST Service Desk at helpdesk@uwaterloo.ca or 519-888-4567 ext. 44357.