Managing Outlook Profiles on Windows 10

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.
3. Remove all Outlook or Connect entries.

How to create an 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.

**Related articles**

- CAA50024 Error when Opening Office 365 Apps
- How to remove a network profile (Windows)
- How to remove a network profile (Mac OS)
• How to connect to the eduroam wireless network (Windows 10)
• Adding a shared mailbox to Outlook for Windows

Need Help?
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