

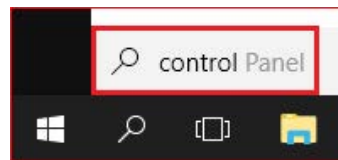
## Removing your Outlook Profile

Sometimes problems occur with the connection between your AUAS-mailbox and Microsoft Outlook. A simple solution in these situations can be to re-synchronise your mailbox with Outlook. You can do so by creating a new Outlook Profile. This manual shows you how you can remove your current Outlook profile and how to create a new profile in Outlook.

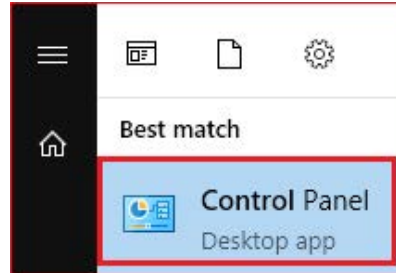
1. Click on the *search icon* on the taskbar.



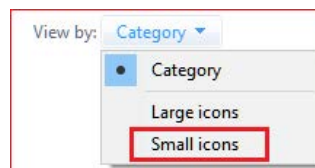
2. In the search bar that appears, enter *Control Panel*.



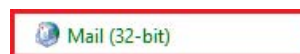
3. Click on *Control Panel* in the search results.



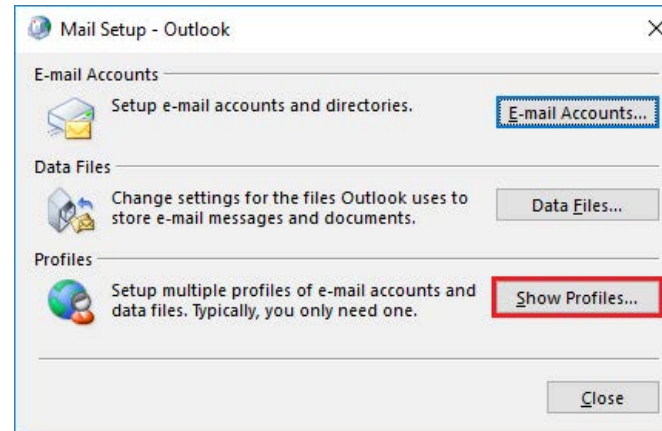
4. In the top-right corner of the window, click on *View by: Category* and select *Small Icons*.



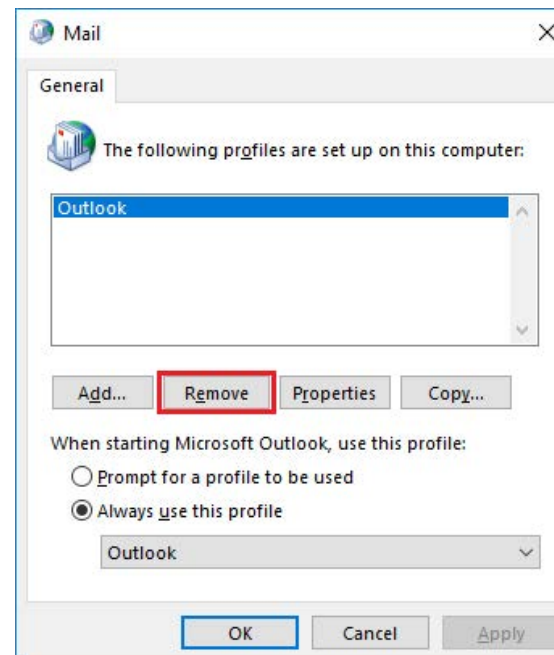
5. In the overview of icons on the control panel, click on *Mail (32-bit)*.



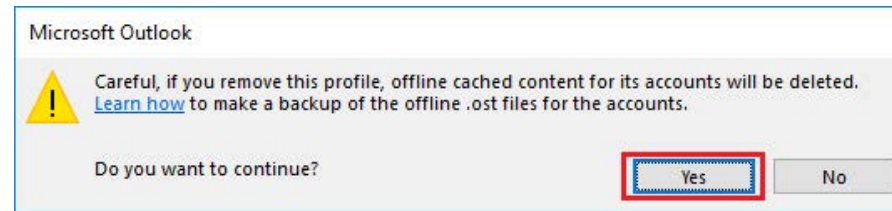
6. Click on *Show Profiles...* to display the current profile.



7. Click on *Remove...* to remove the current profile.

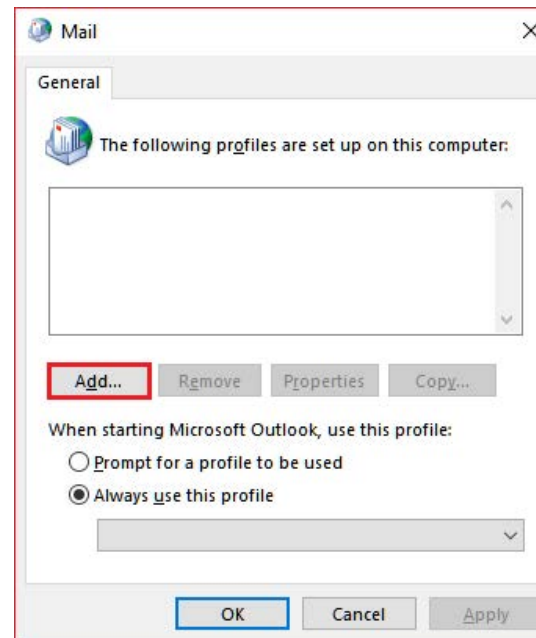


8. Click on Yes to confirm that you wish to remove the current profile.



9. If you only wanted to remove the current Outlook profile without creating a new profile you are done and you can click on OK.

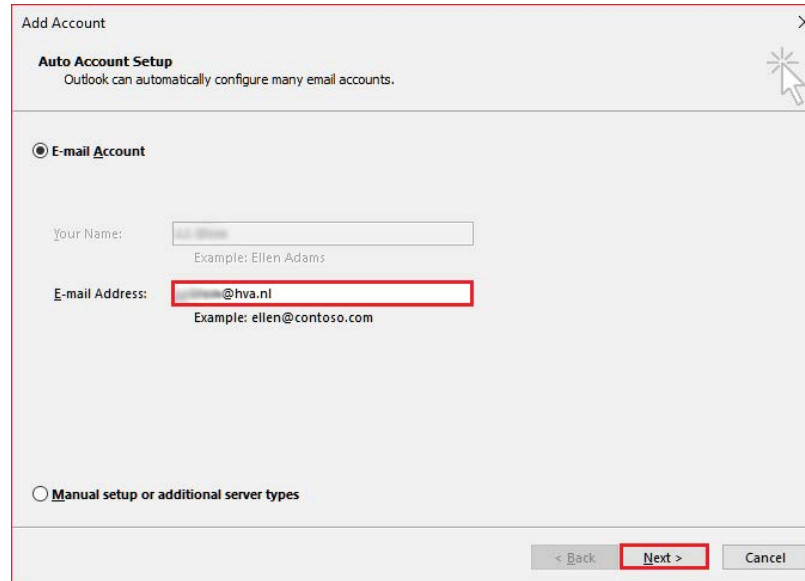
If after removing your Outlook profile you wish to create a new profile, please click on *Add...*



10. Enter a name for the profile (for example: *\*AUAS\_currentdate\**) and click on OK.



11. Check if your e-mail address is correct and click on *Next*.



Add Account

**Auto Account Setup**  
Outlook can automatically configure many email accounts.

**E-mail Account**

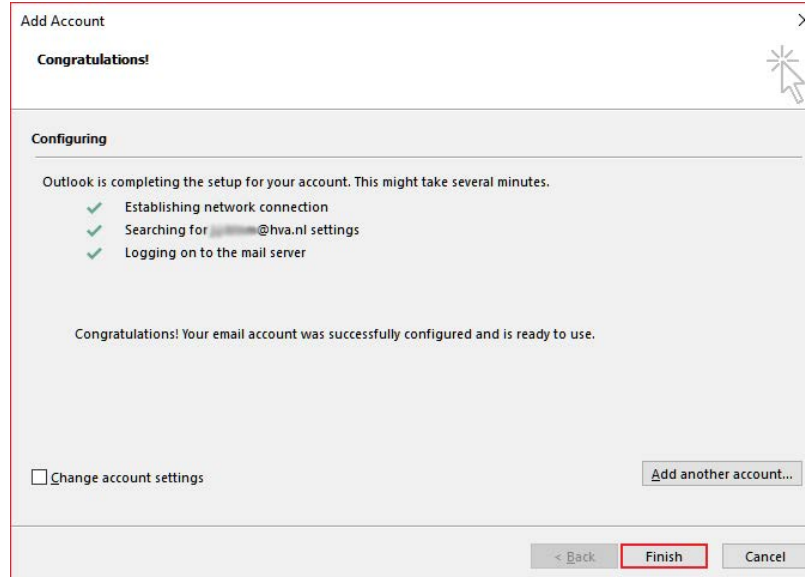
Your Name:   
Example: Ellen Adams

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

Manual setup or additional server types

< Back **Next >** Cancel

12. Outlook will now connect to your e-mail address. Once this process is complete, please click on *Finish*.



Add Account

**Congratulations!**

**Configuring**

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

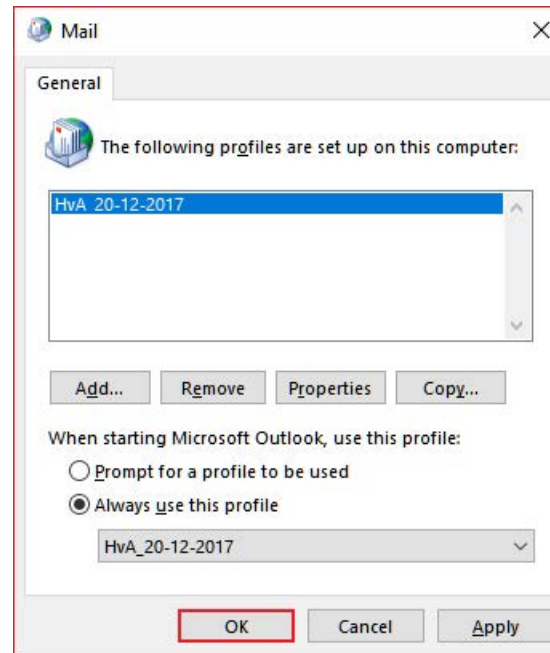
- ✓ Establishing network connection
- ✓ Searching for ellen@hva.nl settings
- ✓ Logging on to the mail server

Congratulations! Your email account was successfully configured and is ready to use.

Change account settings

< Back **Finish** Cancel

13. Make sure that the profile you have just created is displayed under *Always use this profile* and click on OK.



14. When you start Outlook you will see that the following text is (briefly) displayed:  
*Preparing Outlook for first use.*

This means that your Outlook profile was created successfully and it is currently synchronising with your AUAS-mailbox.

**NB.** Depending on the size of your mailbox, the full synchronisation of your mailbox can take several minutes to complete. During the synchronisation folders in your mailbox may appear empty. Once the mailbox has finished synchronising with your AUAS-mailbox the e-mails will reappear as soon as possible.

