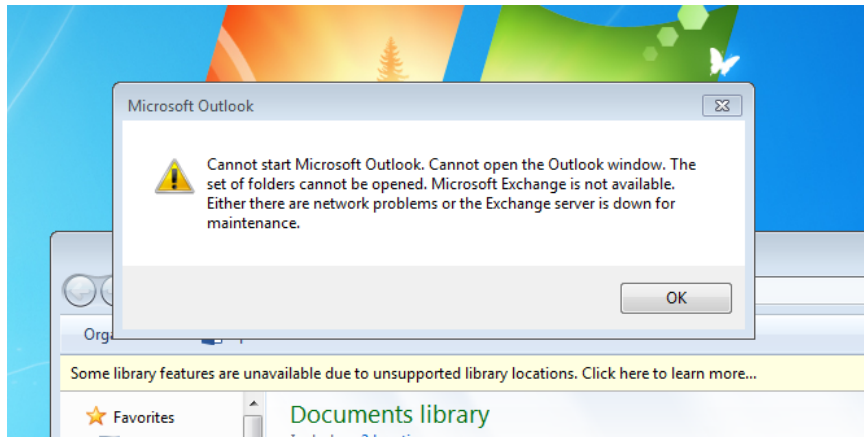


Recreating your email profile

There are a few situations where re-creating your e-mail profile may be necessary:

- Outlook does not start properly
- Emails won't sync from the server



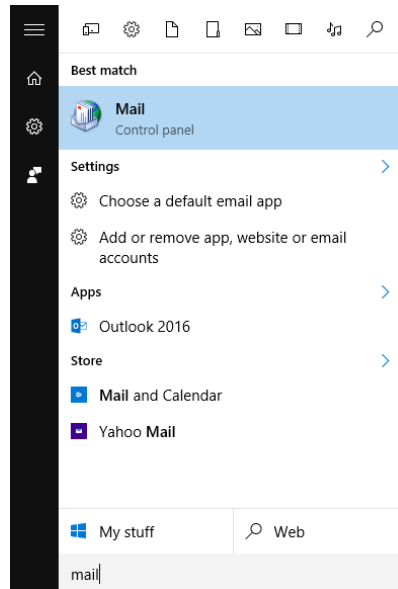
Example error message where re-creating email profile helps

Please note this process may delete your existing email signatures.

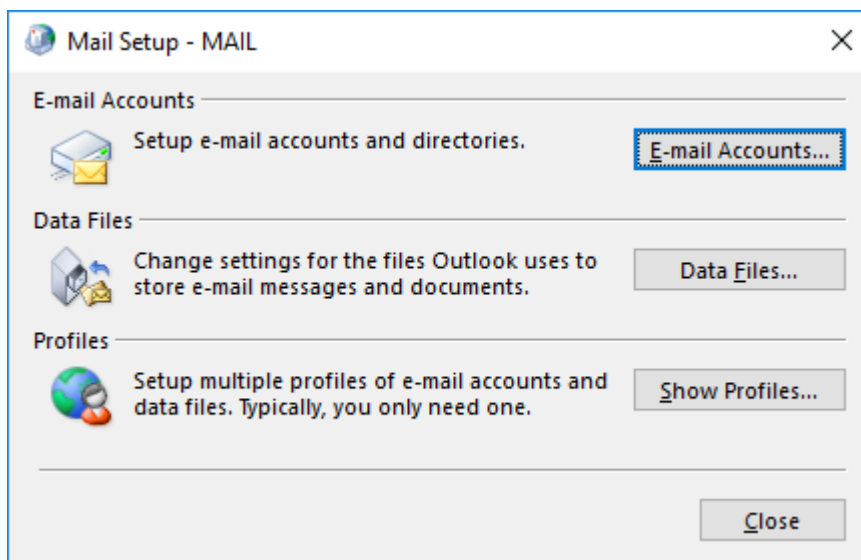
- [Windows 10 Instructions](#)
- [Windows 7 Instructions](#)

To re-create your e-mail profile, follow the steps outlined below:

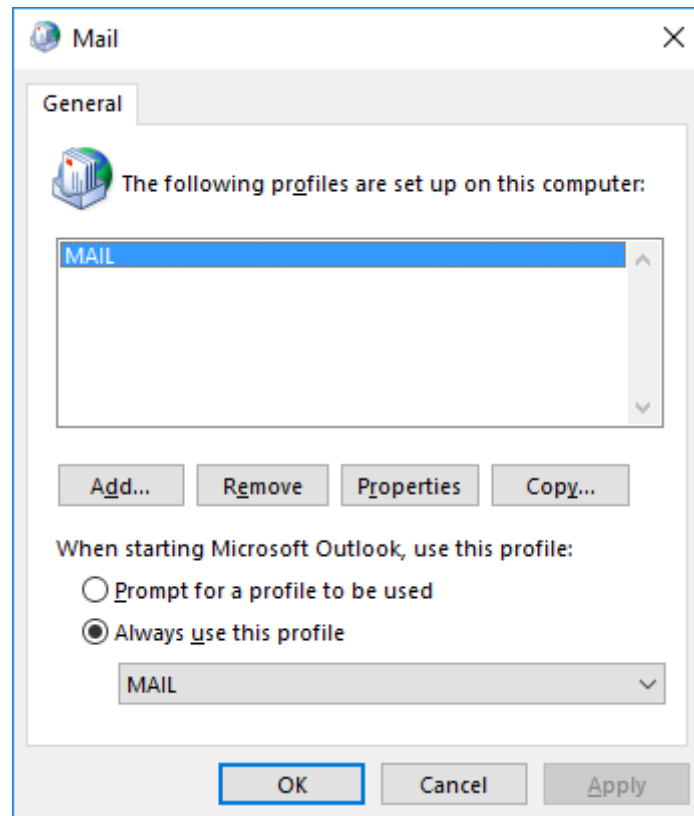
1. Open the start menu and type “Mail” – the following application should appear.



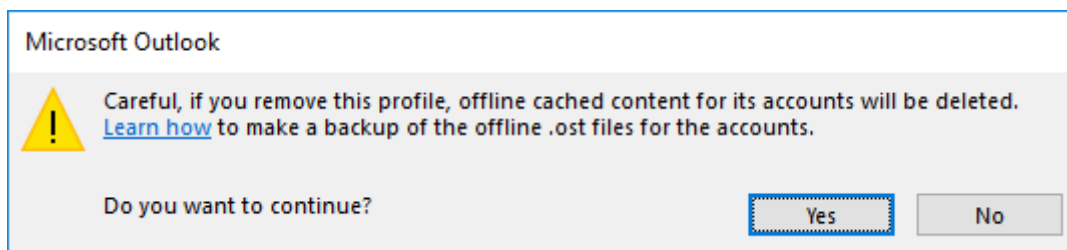
2. Opening Mail you will see the following options. Click on “Show Profiles”



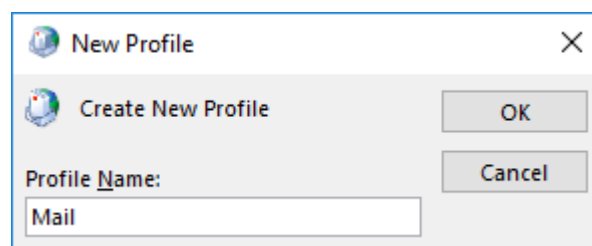
3. You will see the following screen. Here you click “Remove” to delete the existing e-mail profile.



4. You will be prompted to confirm the action.



5. You will now see the previous window. Click Add to create a new profile, where you will be prompted to give an appropriate name. For example: "Mail"



6. The set up wizard will automatically fill in details of your account. Click next to confirm.

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

7. If successful, you will see the following message. Click finish to complete.

Add Account ✕

Congratulations!

Configuring

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

- ✓ Establishing network connection
- ✓ Searching for @tees.ac.uk settings
- ✓ Logging on to the mail server

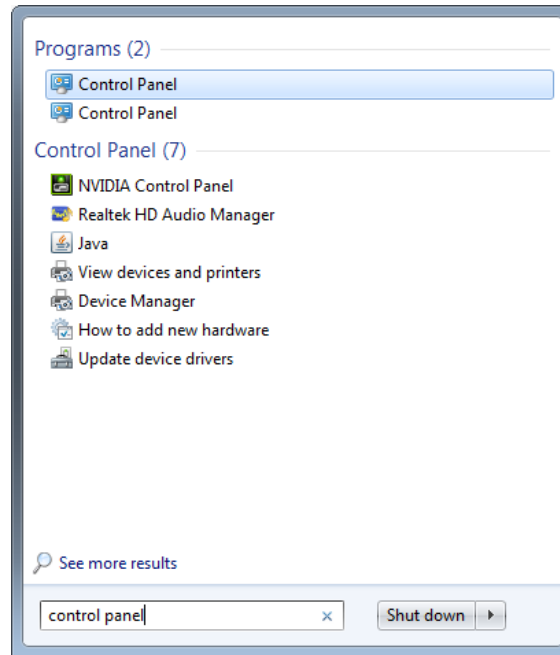
Congratulations! Your email account was successfully configured and is ready to use.

Change account settings Add another account...

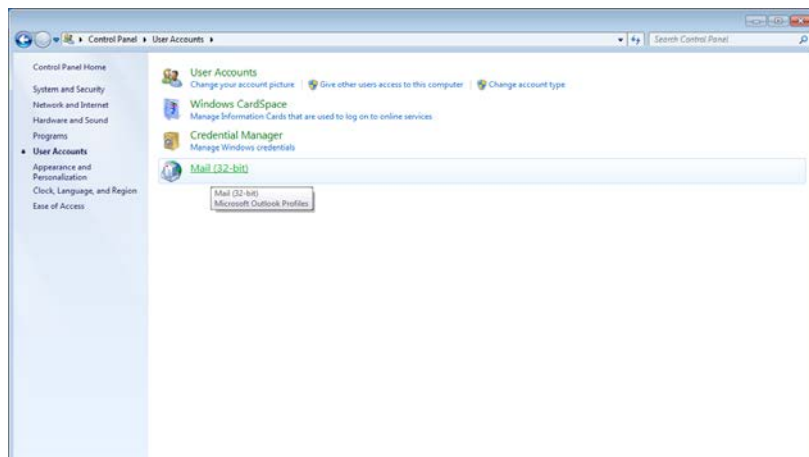
< Back **Finish** Cancel

To re-create your e-mail profile, follow the steps outlined below:

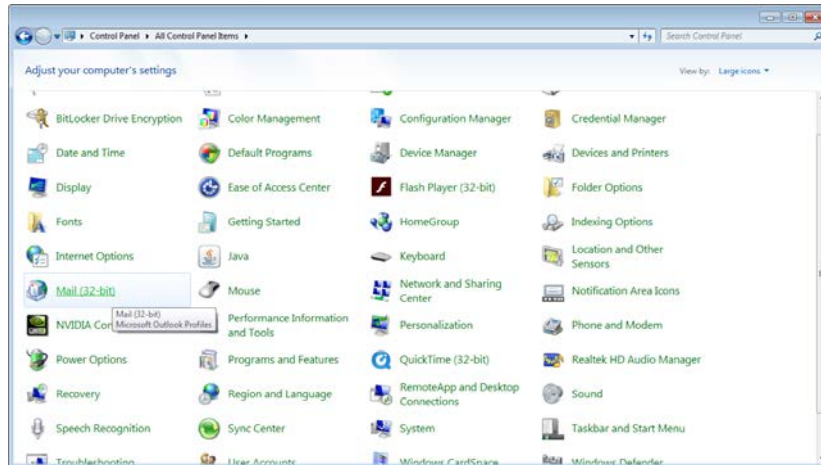
8. Open the start menu and type “Control Panel” – the following application should appear.



9. Your Control Panel will have one of two views. The default view – organised by type and the classic view – organised in alphabetical order.

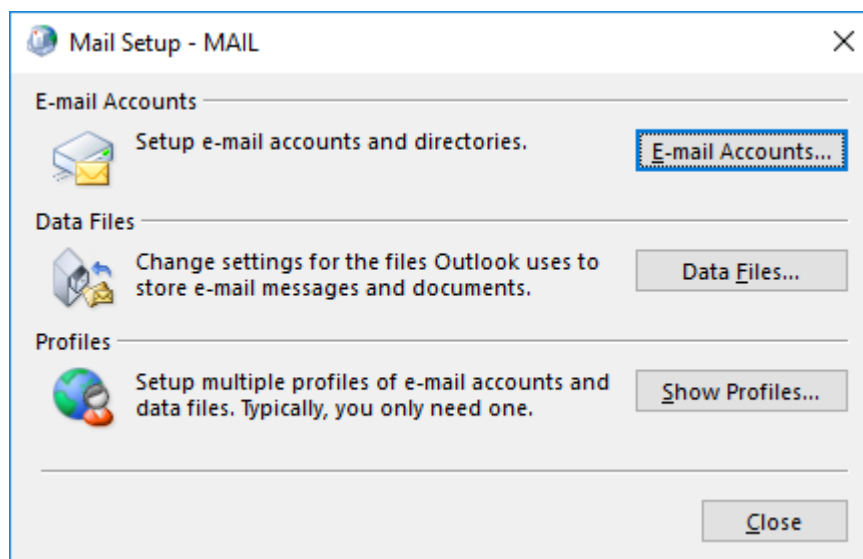


When organised by type – open Users Accounts and click on Mail (32-bit)

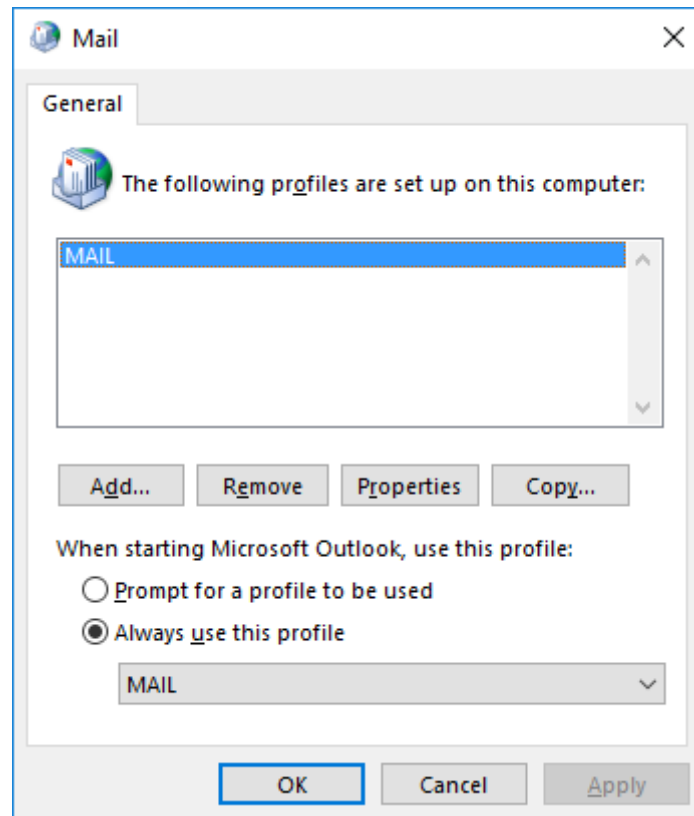


When organised in alphabetical order – simply click on Mail (32-bit)

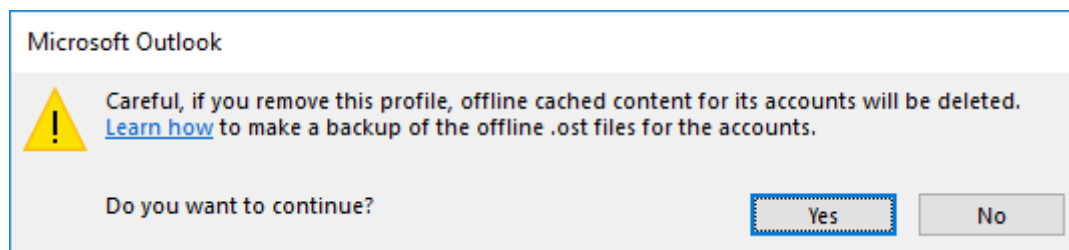
10. Opening Mail you will see the following options. Click on “Show Profiles”



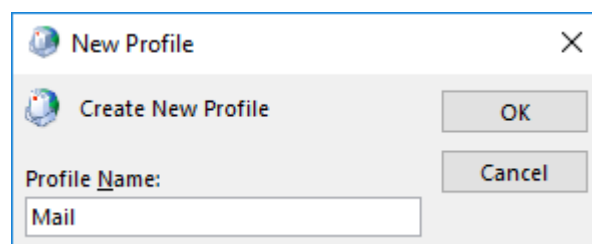
11. You will see the following screen. Here you click “Remove” to delete the existing e-mail profile.



12. You will be prompted to confirm the action.



13. You will now see the previous window. Click Add to create a new profile, where you will be prompted to give an appropriate name. For example: "Mail"



14. The set up wizard will automatically fill in details of your account. Click next to confirm.

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

15. If successful, you will see the following message. Click finish to complete.

Add Account ✕

Congratulations!

Configuring

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

- ✓ Establishing network connection
- ✓ Searching for @tees.ac.uk settings
- ✓ Logging on to the mail server

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

Change account settings [Add another account...](#)

< Back **Finish** Cancel

itservices



Further support

Should you require further support do not hesitate to contact IT Support on:

- 2220 from internal phones on campus
- 01642 342220 from external phones
- Email to ithelp@tees.ac.uk