

Recreate Outlook Classic Profile Procedure

Important: Outlook must be completely closed before starting.

Step 1: Close Outlook Completely

1. Exit Outlook.
2. Open **Task Manager**
3. Ensure **OUTLOOK.EXE** is not running.
 - If it is → End Task.

Step 2: Open Mail Settings

1. Open **Control Panel**
 - Press Windows + R
 - Type: control
2. Set View to **Small icons**
3. Click **Mail (Microsoft Outlook)**
(Sometimes shown as **Mail (Microsoft Outlook) (32-bit)**)

Step 3: Remove the Old Profile

1. Click **Show Profiles**
2. Select the existing Outlook profile
3. Click **Remove**
4. Confirm removal

Note: This removes the local configuration only — it does NOT delete mailbox data in Microsoft 365.

Step 4: Create a New Profile

1. Click **Add**
2. Name the profile (example: M365-New)
3. Click **OK**

Step 5: Let Autodiscover Configure the Account

1. Enter:
 - User's full name (if prompted)
 - Email address
 - Password
2. Click **Next**
3. Allow Outlook to configure automatically

You should see it connect to: outlook.office365.com **OR** autodiscover.outlook.com

If prompted:

- Complete Modern Authentication sign-in
- Complete MFA if required

Step 6: Set the New Profile as Default

After successful setup:

1. In **Mail > Show Profiles**
2. Select:
 - **Always use this profile**

3. Choose the new profile from dropdown
4. Click **Apply**
5. Click **OK**

Step 7: Launch Outlook

Open Outlook again. The mailbox should:

- Connect without repeated credential prompts
- Begin syncing
- Show “Connected to: Microsoft Exchange”

Step 8: Clear Stored Credentials

1. Open **Control Panel**
2. Go to **Credential Manager**
3. Click **Windows Credentials**
4. Remove any entries for:
 - MicrosoftOffice
 - Outlook
 - autodiscover
 - Office16
5. Reboot
6. Try profile creation again

Step 9: Delete Local Autodiscover Cache

1. Delete files in: %LOCALAPPDATA%\Microsoft\Outlook\
2. Remove: *.xml files and the Autodiscover folder (if present)