

Resetting your MS Edge Profile Procedure

FPG M365 Migration Guidance

Purpose

After your migration to the new M365 tenant, Microsoft Edge may still reference your old account. This can cause issues such as:

- Being signed into the wrong account
- Sync errors (favorites, passwords, settings)
- Repeated login prompts

Resetting your Edge profile ensures it connects correctly to your new account.

Before You Begin (Important)

- Make sure you know your new M365 password
- Export your bookmarks/favorites if you want to keep them (recommended)

Procedure

Step 1: Close Microsoft Edge Completely

1. Close all Edge browser windows
2. Open Task Manager (Ctrl + Shift + Esc)
3. Ensure Microsoft Edge is not running
 - a. If it is → select it and click End Task

Step 2: Open Edge Profile Settings

1. Open Microsoft Edge
2. Click your profile icon (top right corner)
3. Select **Profile Settings**

Step 3: Sign Out of Old Account

1. If you see your old (Middleby) account:
 - a. Click Sign out
2. Confirm sign-out when prompted

Step 4: Remove Old Profile

1. In Edge, go to:
Settings → Profiles
2. Click the three dots (...) next to your old profile
3. Select Remove
4. Confirm removal

Note: This removes local browser data only (favorites, cache, etc. on this device)

Step 5: Create a New Profile

1. Click Add profile
2. Select Add
3. Choose Sign in to sync data
4. Enter your new M365 (FPG) email and password
5. Complete Multi-Factor Authentication (MFA) if prompted

Step 6: Enable Sync

1. After signing in, ensure Sync is turned ON
2. Confirm syncing for:
 - a. Favorites
 - b. Passwords
 - c. Settings

Step 7: Restart Edge

1. Close all Edge windows
2. Reopen Edge
3. Confirm:
 - a. You are signed in with your new account
 - b. No prompts for old credentials appear

Step 8 (If Issues Persist): Clear Cached Data

1. In Edge, press Ctrl + Shift + Delete
2. Select:
 - a. Browsing history
 - b. Cookies and site data
 - c. Cached images and files
3. Click Clear now
4. Restart Edge again

Step 9 (Optional): Re-import Bookmarks

If you exported bookmarks earlier:

1. Go to Settings → Profiles → Import browser data
2. Select your saved file
3. Import your favorites

Expected Result

After completing these steps:

- Edge will be connected to your new M365 tenant
- Sync will function normally
- You will no longer be redirected to your old account

NOTE: If you have issues following this procedure, please see the “**Migrating a user’s desktop to new Tenant without Evergreen**” if you did not run the Evergreen tool prior to attempting to reset your Edge profile.