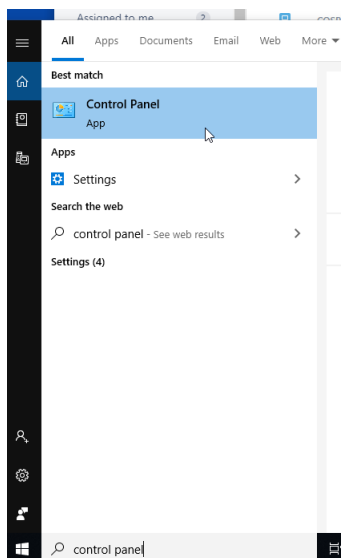


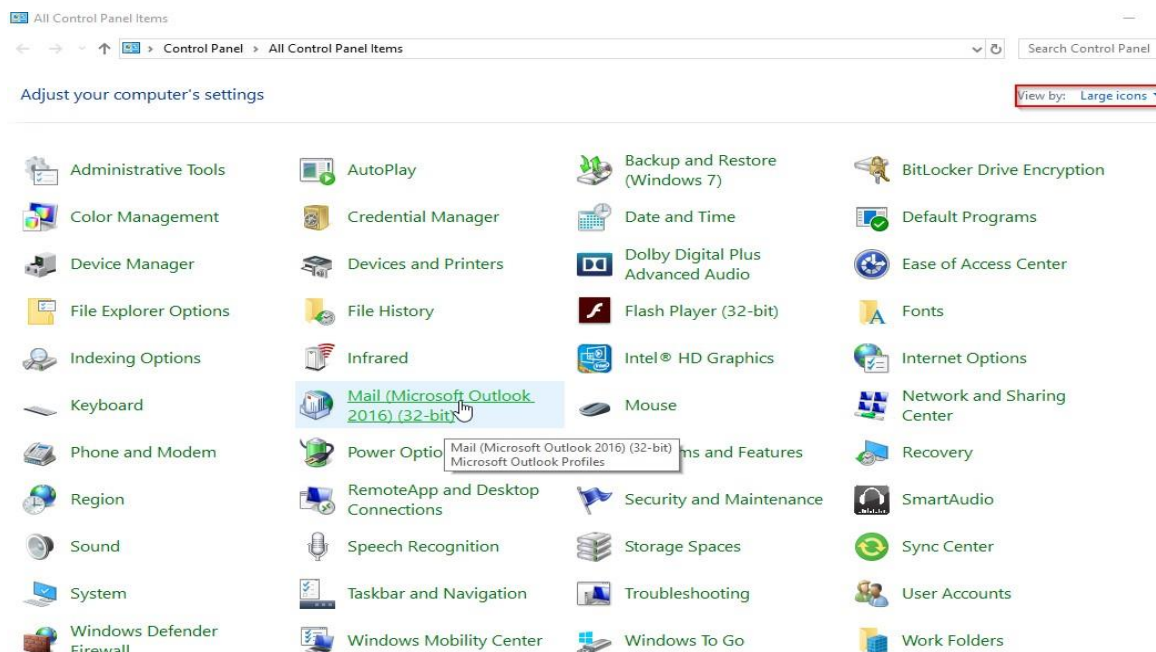
<b>Subject:</b> How to Recreate Mail Profile	<b>Product:</b> Customer Loyalty Group	<b>Approved on:</b>
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## How To: Recreate Mail Profile

1. Go to the bottom left search bar, type then open “Control Panel”



2. Find and double click “Mail” (If your view is not the same change it to large or small icons at the top right to make it easier to see)



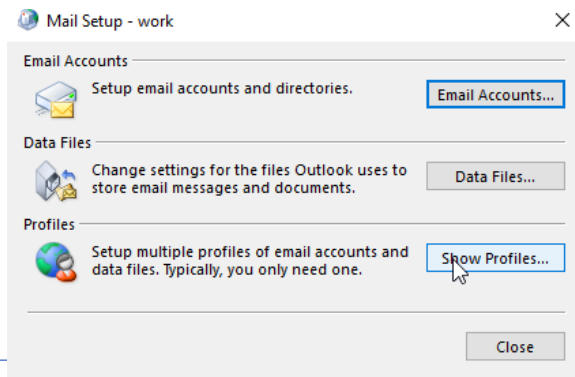
<b>Revision Date:</b> 11/12/2021	<b>Page 1 of 5</b>	<b>Author of Latest Revision:</b> Christina Borrello
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<b>Subject:</b> <b>How to Recreate Mail Profile</b>	<b>Product:</b> <b>Customer Loyalty Group</b>	<b>Approved on:</b>
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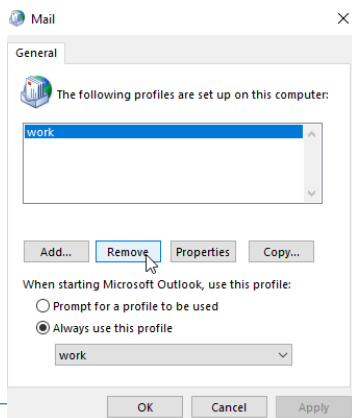
3. Click “Show Profiles” under the Profiles area.

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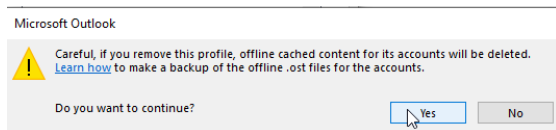
<b>Subject:</b> How to Recreate Mail Profile	<b>Product:</b> Customer Loyalty Group	<b>Approved on:</b>
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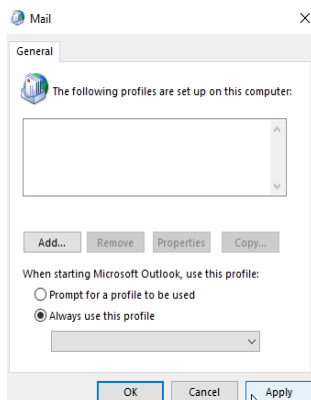
4. Select and click “remove” on all profiles showing.



5. Select “Yes” on the warning pop up



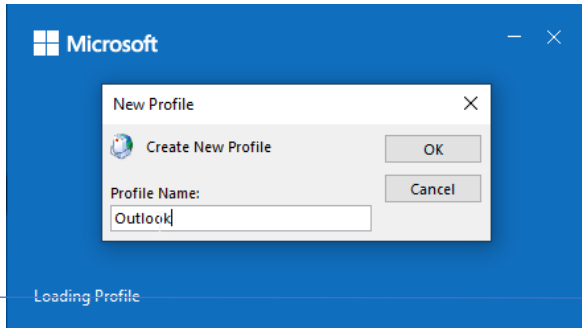
6. Click “Apply” then “OK”



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- Go back to your desktop and reopen Outlook, a box will pop up to name your new profile (If you get an error please restart PC). Type in "Outlook" then click "OK"



- Type in your O365 email. This email will have your department added. If you're in negotiations for example, your email would look like:  
username@negotiations.clearoneadvantage.com



Advanced options ▾

Connect

- Once you click connect you should see the screen below. Uncheck the setup outlook mobile box. **If you are prompted to sign in, the password you use is the same as your network/AWS password**



Account successfully added



Add another email address

Next

Advanced options ▾

Done

<b>Subject:</b> <b>How to Recreate Mail Profile</b>	<b>Product:</b> <b>Customer Loyalty Group</b>	<b>Approved on:</b>
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As always, if you get stuck or need help with any of these steps please submit a ticket with as much detail as possible by using the IT Service Desk shortcut on your desktop.



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