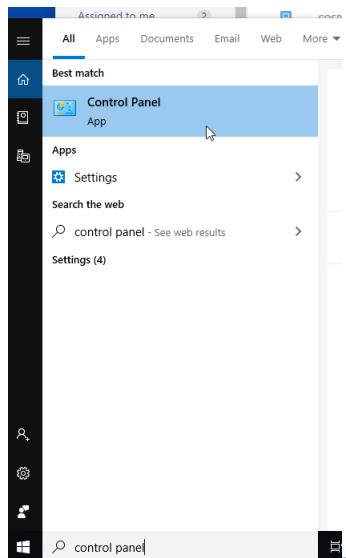


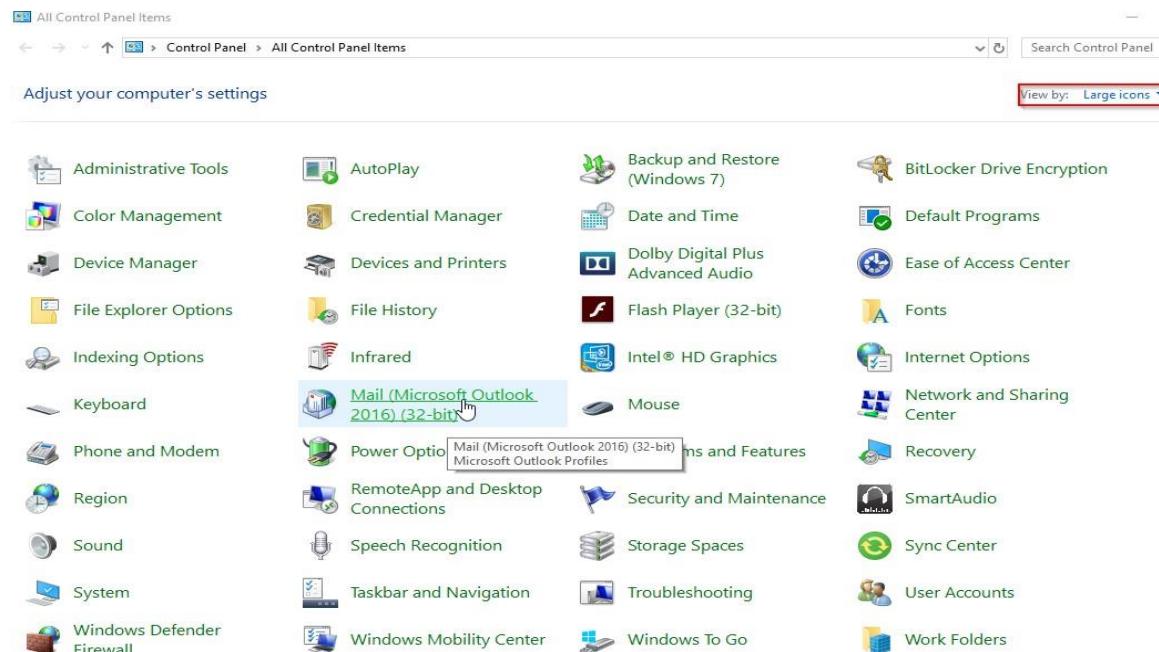
Subject: How to Recreate Mail Profile	Product: Customer Loyalty Group	Approved on:
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How To: Recreate Mail Profile

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)



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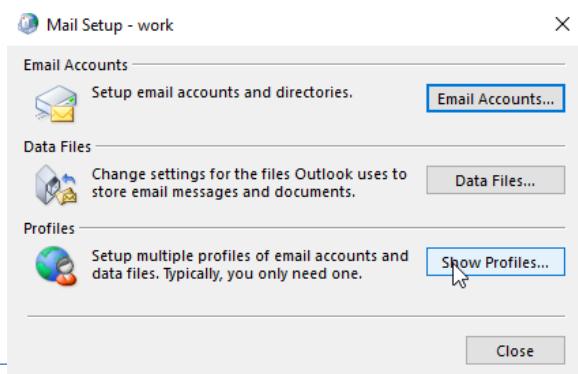
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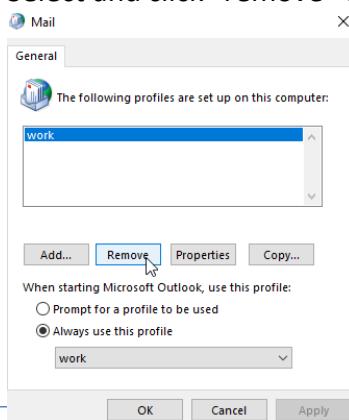
3. Click “Show Profiles” under the Profiles area.

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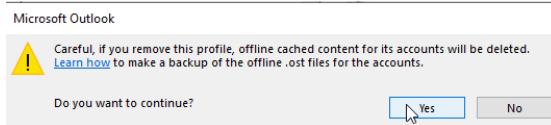
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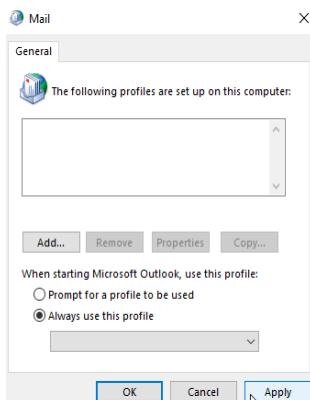
4. Select and click “remove” on all profiles showing.



5. Select “Yes” on the warning pop up



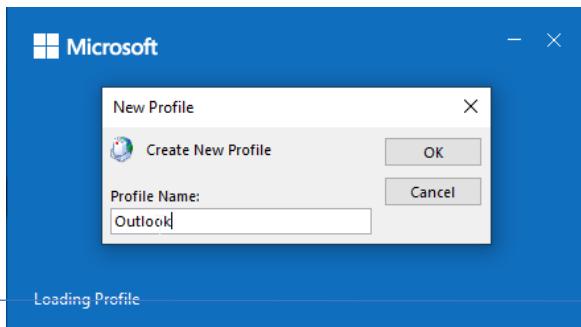
6. Click “Apply” then “OK”



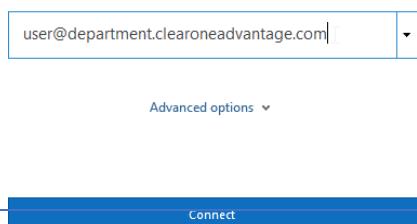
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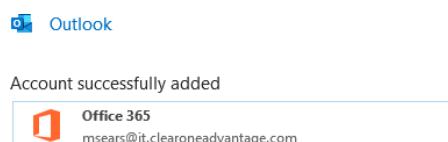
7. Go back to your desktop and reopen Outlook, a box will pop up to name your new profile (If you get an error please restart PC). Type in “Outlook” then click “OK”



8. 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



9. 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**



<input checked="" type="checkbox"/> Set up Outlook Mobile on my phone, too 11/12/2021	Page 4 of 5	Author of Latest Revision: Christina Borrello
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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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