GSD. Outlook - Create a Profile in Outlook 2016 - Outlook

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General Information:

Possible symptoms/errors:

User wants to know how to Create a Profile in Outlook 2016

Alternative names of the system:

n/a

IMPORTANT NOTICE:

Make sure that user is connected to the network and has internet connection

Solution:

Agents will need to create users' profile in Outlook 2016 due to following reasons:

Unable to launch OutlookOutlook is not respondingEmails get stuck in OutboxCannot send or receive email getting an error message as shown below.

Most common causes of this issues are that Outlook is not connected to Exchange Service or .ost file is corrupted.

Details:

User can try to rename or delete Outlook Data Files (.ost files).User must close the Outlook application.Inform user to create a new Outlook profile.

NOTE: Do not delete the old profile until the user allows that.

Advise user to open Control Panel. User must click on the Windows Start menu then enter Control Panel in the search bar. Search bar automatically opens as they type. In the search results, guide them to click on Control Panel.

In the All Control Panel Items window, advise user to select Mail (Microsoft Outlook 2016) (32-bit).

NOTE: If the control panel window is in Category view, user must switch to Small icons view.

In the Mail Setup window, inform them to click Show Profiles button.

In the next window, user must click Add.

Guide user to enter the new profile name and click OK.

In the Add account window, user must fill out the needed information in the Email Account section then click Next.

Advise user to wait for the process to complete.

User must click Finish.

Once the profile has been created, user must set it as a default by selecting it in the Always use this profile and click Apply then OK.

Inform user to open Outlook and wait for some time for the mailbox to be updated. They must try sending a test email to check if user can send and receive emails.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A