

Outlook Client 2010/2013

If you're running Outlook 2010 or 2013, you can reconfigure your profile using a free tool available at <http://config365.com/>. Please note that using this tool requires that users have .NET 3.5 installed on their machines (which typically isn't installed by default). This may also require Local Administrator rights on the user machines. The Config365 tool does **not appear to work for Outlook 2016**. For Outlook 2016 users, you should use the manual process described in the following process.

Outlook Client 2016

To manually reconfigure the profile, you can undertake the following steps:

- Navigate to Control Panel. Select Categories in the top right and switch it to Small Icons.
- Click Mail. Sometimes this shows as Mail (Microsoft Outlook 2016) or Mail (32-bit) or something similar.
- Click Show Profiles. Click your Outlook profile. Click Remove.
- Click Apply and then click OK.
- Then launch the Outlook application from your desktop or start menu. Navigate through the wizard by clicking Next. You should see your account auto-populate based off of the machine credentials you're logged into. You may be prompted for a password during this process.
- To make sure your Outlook client is working properly, make sure that the status in the bottom right shows *Connected to Microsoft Exchange* and you're receiving new mail.

Outlook for Mac

You will need to remove and re-add your profile after migration if you are using Outlook for Mac. For more information, you can look at the account setup steps located [here](#) or follow the below guidance.

- Use the Finder application to navigate to Microsoft Outlook.
- Right click on the Microsoft Outlook icon to bring up the contextual menu. From this menu, select Show Package Contents.
- Open the Contents folder.
- Open the SharedSupport folder.
- Double click Outlook Profile Manager to open the program.
- In the manager window, highlight the profile you would like to delete and select the remove (-) button.

- To create a new profile, in the manager window, select the add (+) button.