

# Creating a New Outlook Profile

When you switch email providers, it's tempting to take the shortcut: simply going into your existing account settings and swapping out the IMAP server addresses. While this is technically faster, it's a strategy that often leads to significant technical headaches.

## The Risk of the "Quick Change"

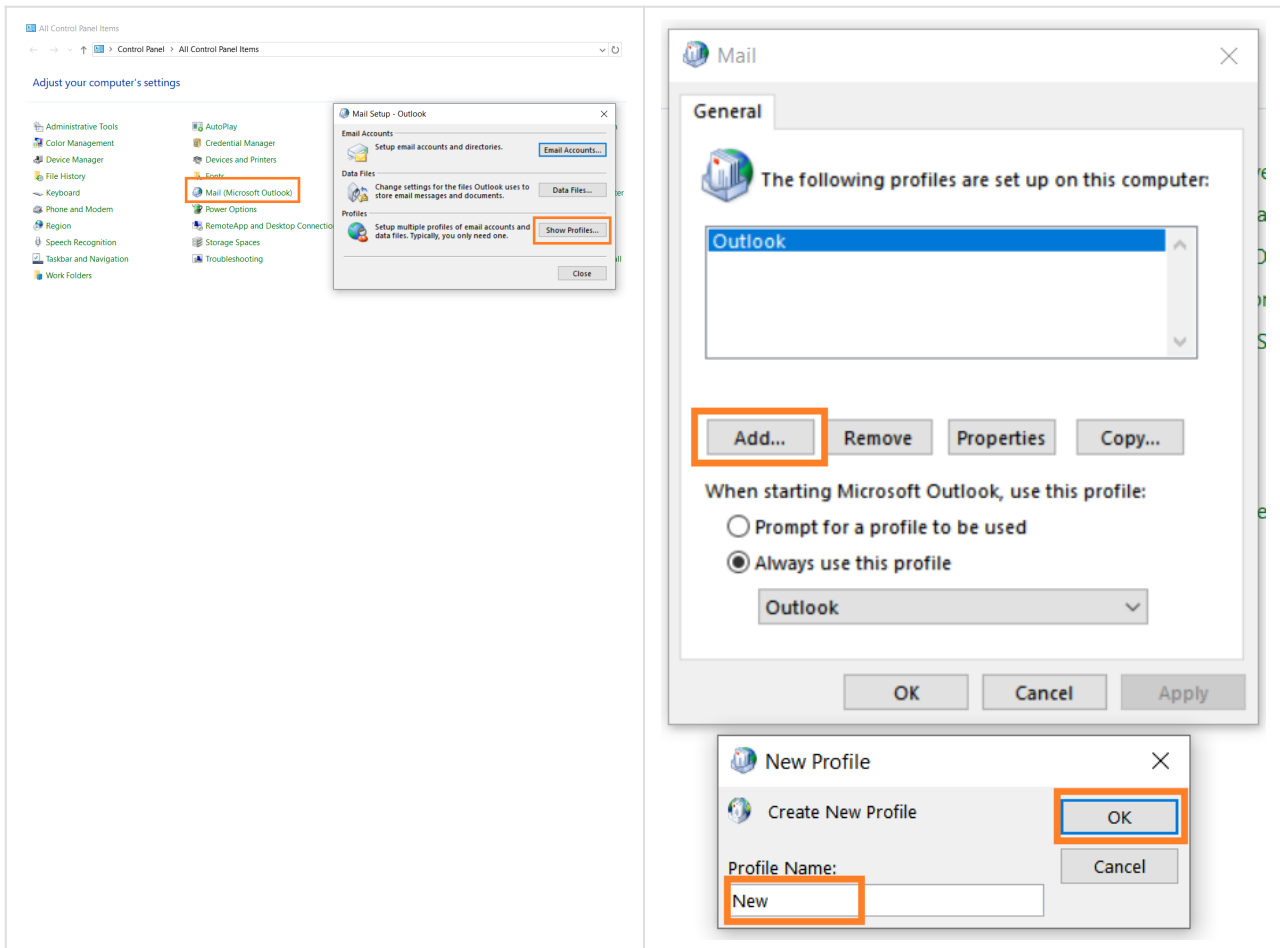
Modifying the server records on an existing account frequently leads to **.PST or .OST file corruption**. Because Outlook is trying to map a new server structure onto an old data file, you might encounter missing emails, broken search functionality, or a complete "Send/Receive" failure.

In fact, **Microsoft officially recommends against modifying existing account settings** when moving to a new service. To ensure your data stays intact and your software remains stable, the best practice is to create a **New Outlook Profile**.

## Step 1: Accessing the Mail Setup

Before opening Outlook, we need to go through the Windows Control Panel to manage your profiles.

1. Open the **Control Panel** on your Windows machine.
2. Search for and click on **Mail (Microsoft Outlook)**.
3. In the window that appears, click the **Show Profiles...** button.
4. Click **Add...**, give your new profile a name (e.g., "Work Fresh"), and click **OK**.



## Step 2: Adding Your Email Account

Once you've named your profile, Outlook will ask you how you want to connect your email. You have two main paths: **Automatic** and **Manual**.

### Option A: Automatic Setup (Recommended)

This is the fastest method if you have set the [Autodiscover DNS record](#). Outlook will try to "autodiscover" your server settings for you.

1. Enter your **Name**, **Email Address**, and **Password**.
2. Click **Next**.
3. Outlook will cycle through its configuration steps. Once you see three green checkmarks, you're all set!

Add Account

**Auto Account Setup**  
Outlook can automatically configure many email accounts.

**Email Account**

Your Name:   
Example: Ellen Adams

Email Address:   
Example: ellen@contoso.com

Password:   
Retype Password:   
Type the password your Internet service provider has given you.

**Manual setup or additional server types**

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## Option B: Manual Setup (IMAP)

If the automatic setup fails, or if you have specific server requirements from your provider, use the Manual path.

1. Select **Manual setup or additional server types** and click **Next**.
2. Choose **POP or IMAP**.
3. **Enter your Server Information:**
  - **Account Type:** IMAP
  - **Incoming mail server:** (Provided by your host)
  - **Outgoing mail server (SMTP):** (Provided by your host)
4. **More Settings (Crucial Step):** \* Click the **More Settings** button.
  - Under the **Outgoing Server** tab, check the box: *"My outgoing server (SMTP) requires authentication."*
  - Under the **Advanced** tab, ensure you are using the correct port numbers (usually 993 for IMAP and 465 or 587 for SMTP) and select **SSL/TLS** for the encrypted connection.
5. Click **OK**, then **Next** to test the settings.



### Choose Your Account Type

- Microsoft 365**  
Automatic setup for Microsoft 365 accounts  
Email Address:   
Example: ellen@contoso.com
- POP or IMAP**  
Advanced setup for POP or IMAP email accounts
- Exchange ActiveSync**  
Advanced setup for services that use Exchange ActiveSync

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### POP and IMAP Account Settings

Enter the mail server settings for your account.

**User Information**  
Your Name:   
Email Address:

**Server Information**  
Account Type:   
Incoming mail server:   
Outgoing mail server (SMTP):

**Logon Information**  
User Name:   
Password:   
 Remember password  
 Require logon using Secure Password Authentication (SPA)

**Test Account Settings**  
We recommend that you test your account to ensure that the entries are correct.  
  
 Automatically test account settings when Next is clicked

Mail to keep offline: All

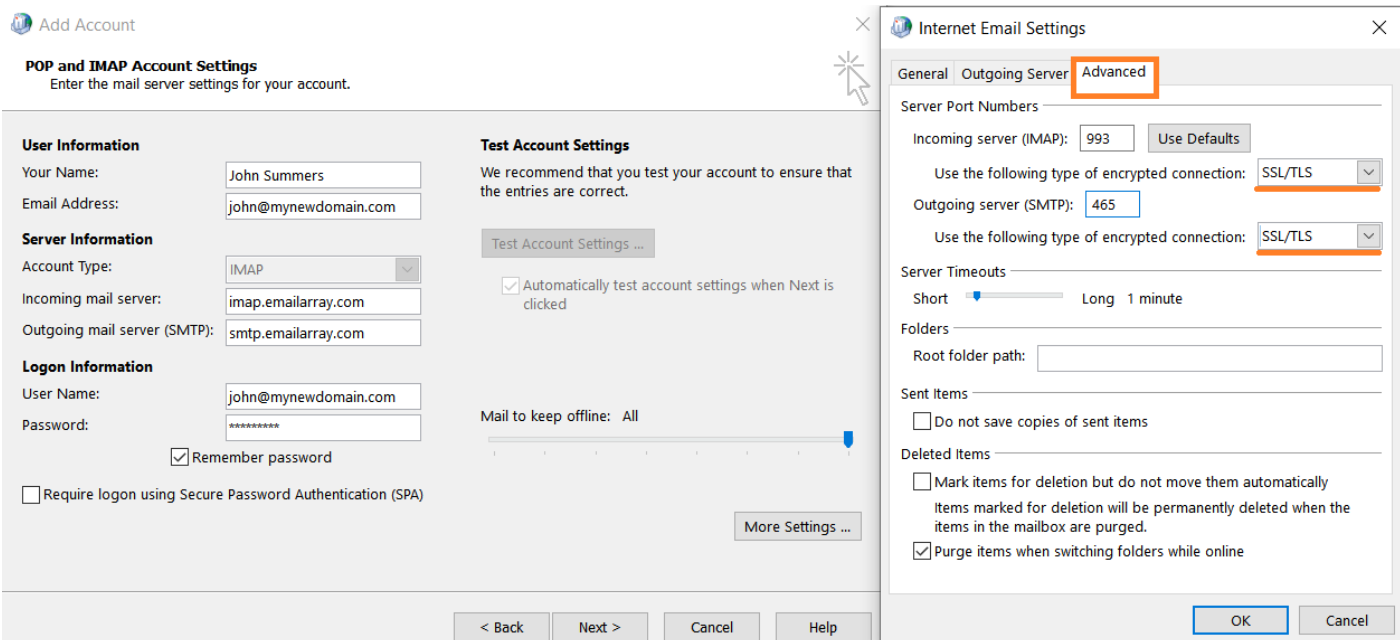
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**Internet Email Settings**

General   **Outgoing Server**   Advanced

My outgoing server (SMTP) requires authentication  
 Use same settings as my incoming mail server  
 Log on using  
User Name:   
Password:   
 Remember password  
 Require Secure Password Authentication (SPA)

OK   Cancel



## Step 3: Launching Your New Profile

Now that the profile is created, you need to tell Outlook to use it.

1. Back in the **Mail** window (where you clicked "Show Profiles"), look at the bottom section.
2. Select **"Prompt for a profile to be used"** if you want to choose between your old and new profile every time you open Outlook.
3. Alternatively, select **"Always use this profile"** and choose your new one from the dropdown to make it the default.
4. Click **Apply** and open Outlook.

**Enjoy your clean, fresh inbox!**

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