# 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"

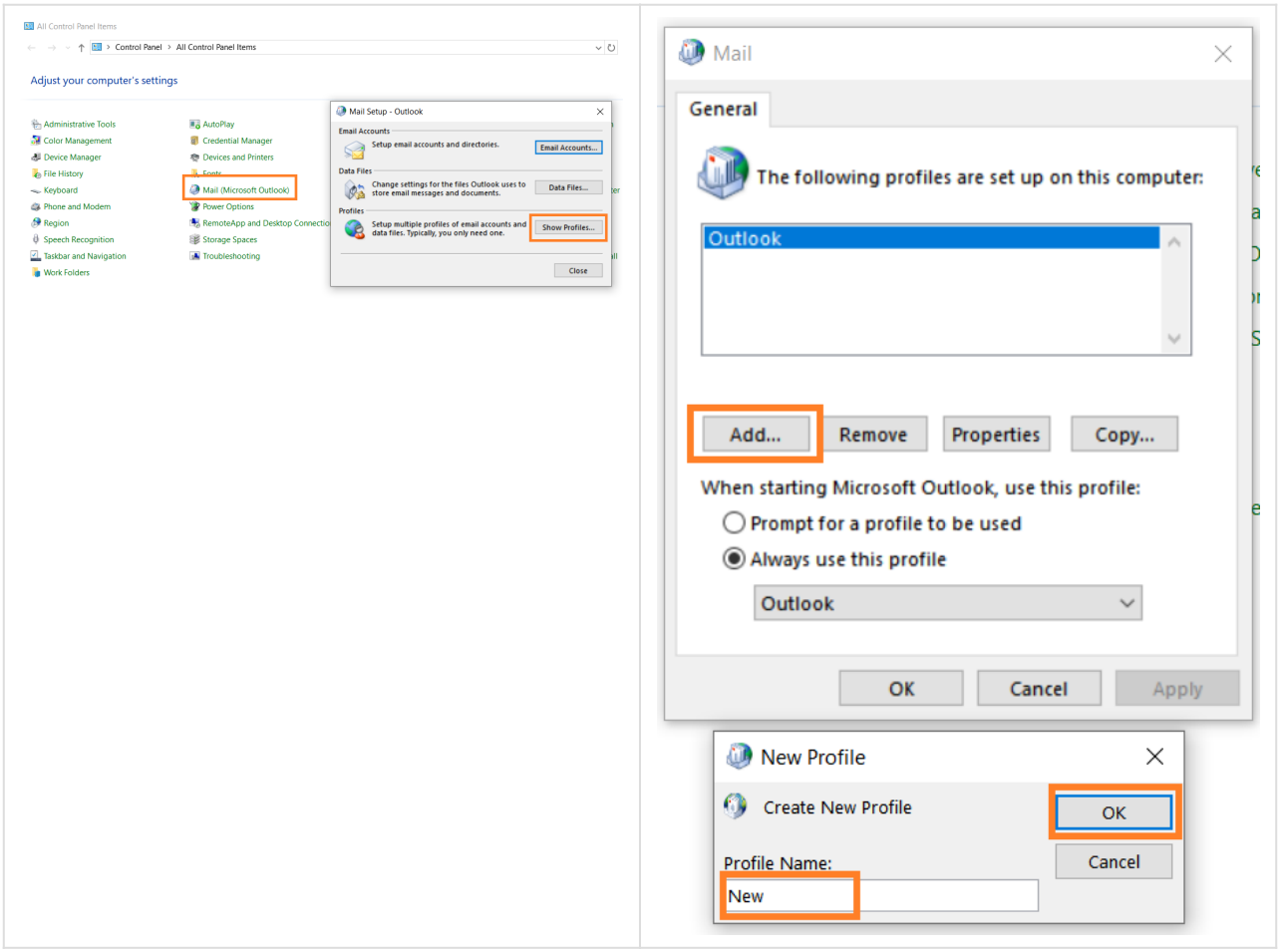
Modifying the server records on an existing account frequently leads to **.PST or .OST file corruption**. Because Outlook is trying to map a new server structure onto an old data file, you might encounter missing emails, broken search functionality, or a complete "Send/Receive" failure.

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**.




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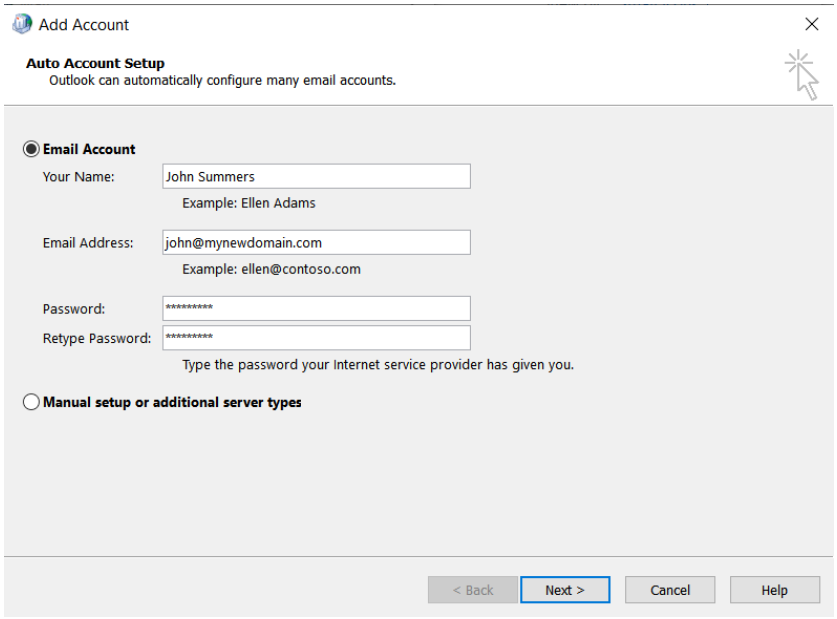
# Step 2: Adding Your Email Account

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.

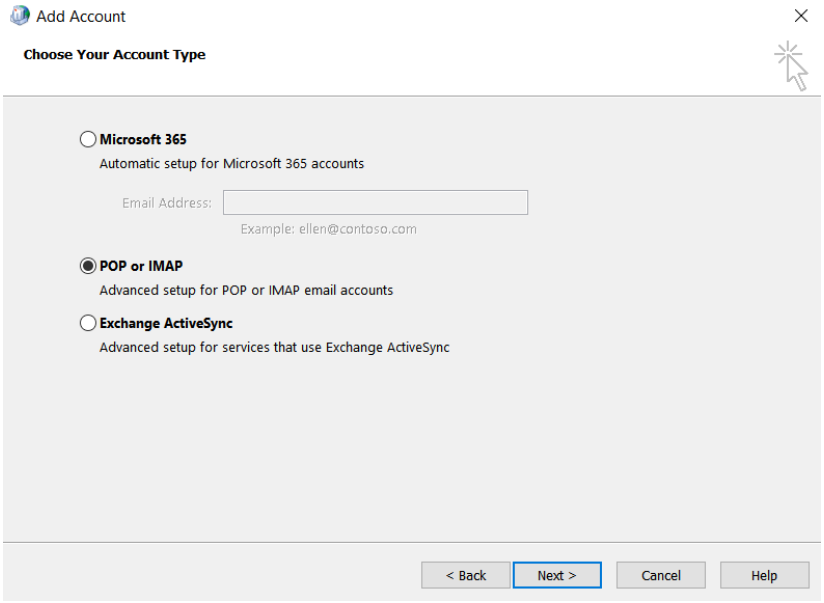
1. Enter your **Name**, **Email Address**, and **Password**.
2. Click **Next**.
3. Outlook will cycle through its configuration steps. Once you see three green checkmarks, you're all set!

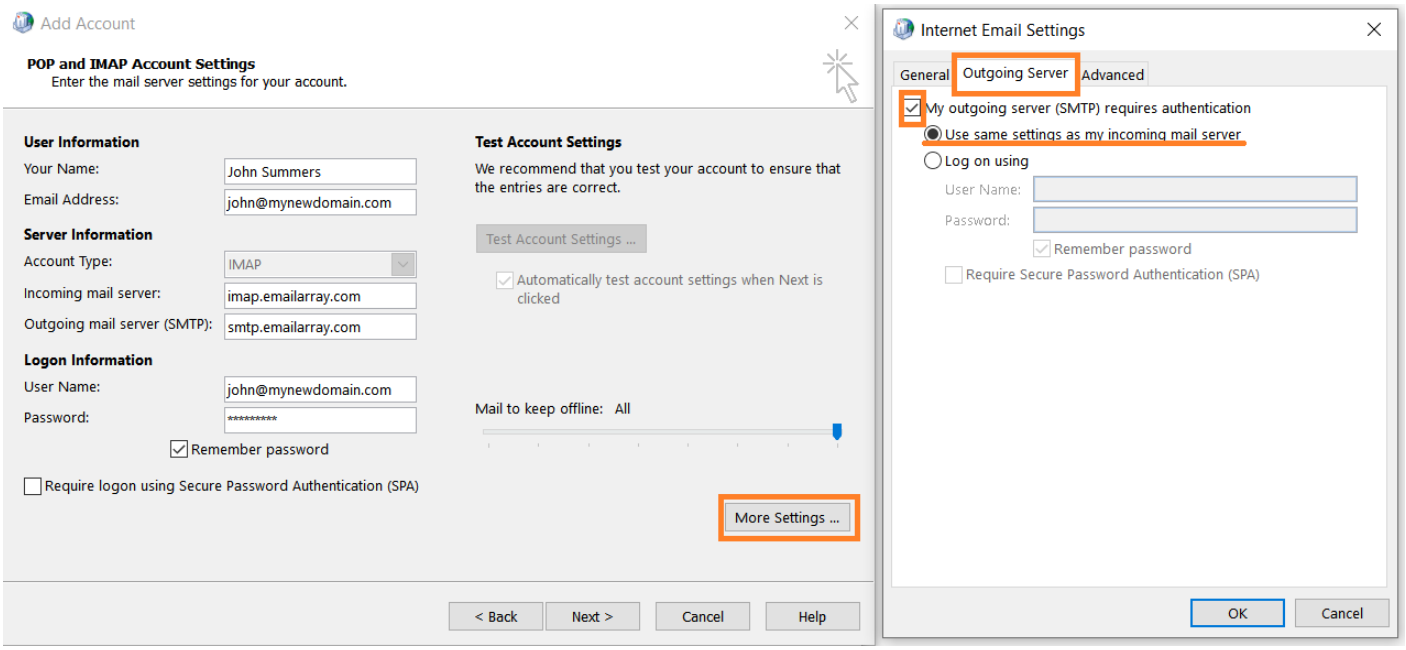


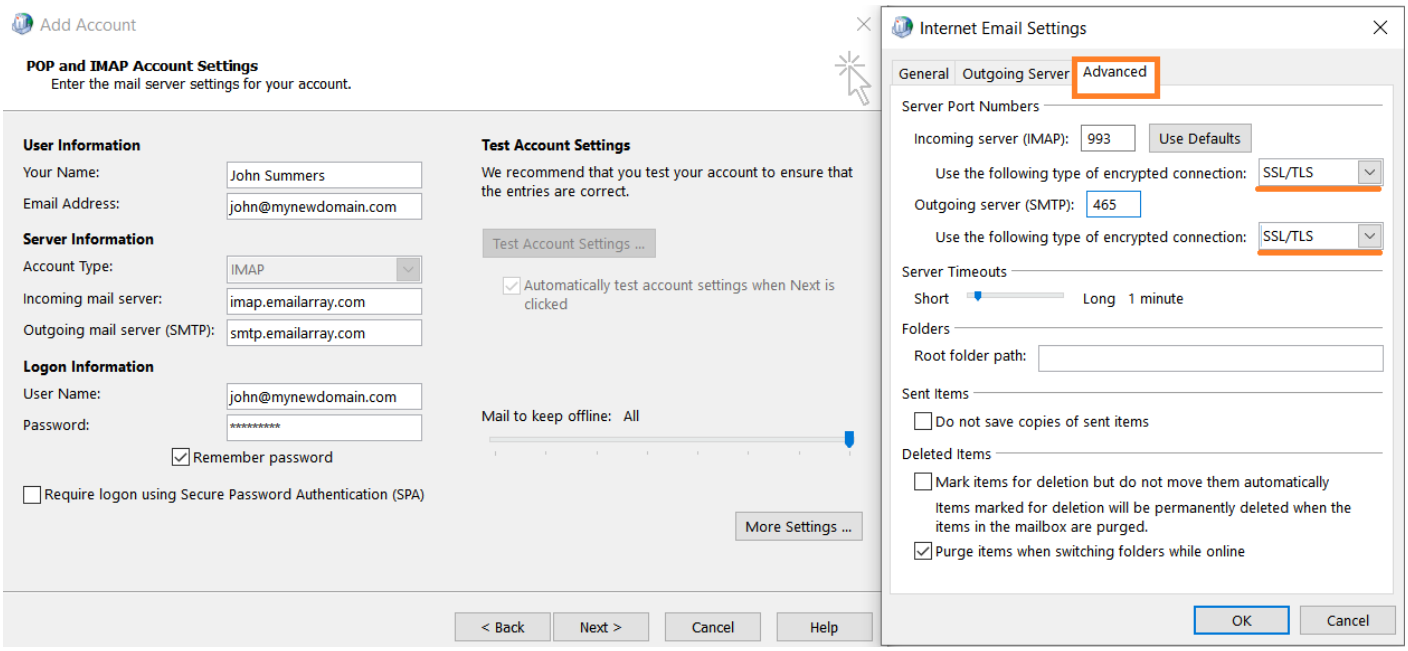

## Option B: Manual Setup (IMAP)

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.


Add Account
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
< Back
Next >
Cancel
Help


Add Account
POP and IMAP Account Settings
Enter the mail server settings for your account.
User Information
Your Name:
John Summers
Email Address:
john@mynewdomain.com
Server Information
Account Type:
IMAP
Incoming mail server:
imap.emailarray.com
Outgoing mail server (SMTP):
smtp.emailarray.com
Logon Information
User Name:
john@mynewdomain.com
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.
Test Account Settings ...
Automatically test account settings when Next is clicked
Mail to keep offline: All
More Settings ...
< Back
Next >
Cancel
Help
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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