

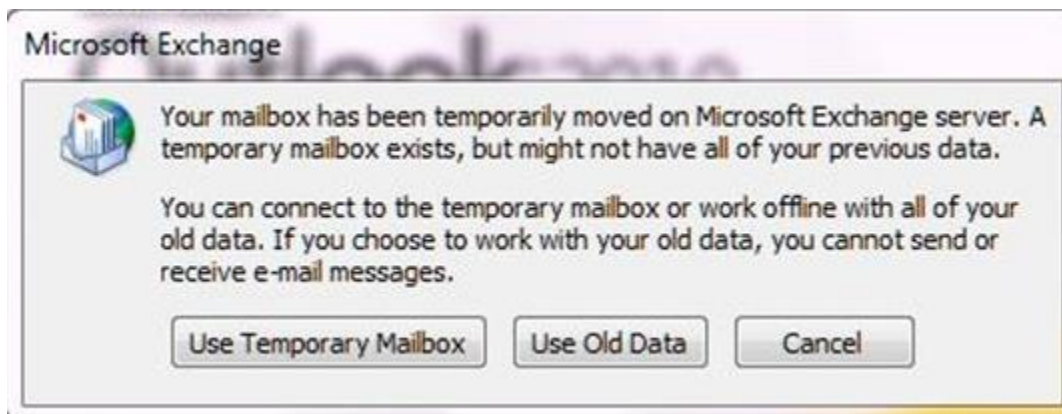
## Symptoms

When opening your email after the move you receive the error below.

-or-

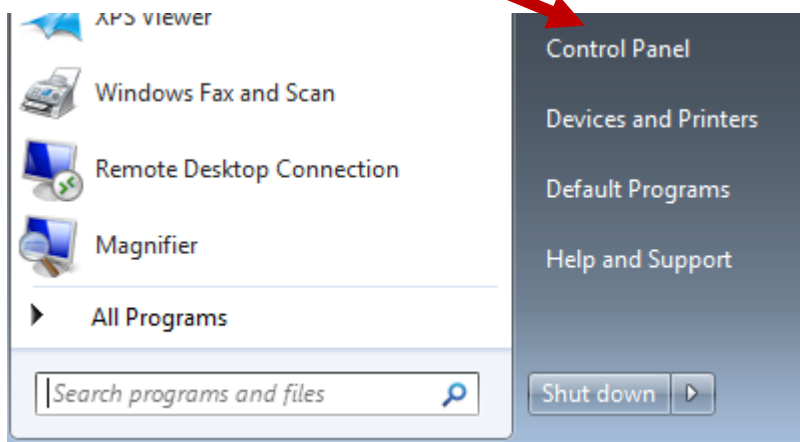
Your email is running slow and/or crashing.

If you are seeing this error click Use Temporary Mailbox. Once Outlook opens close it.

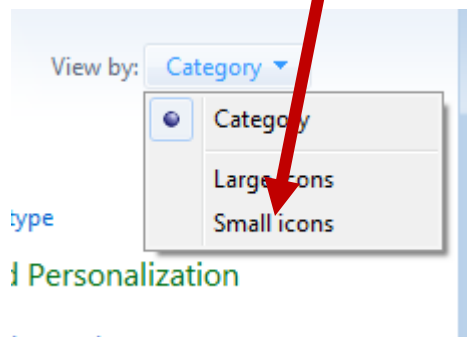
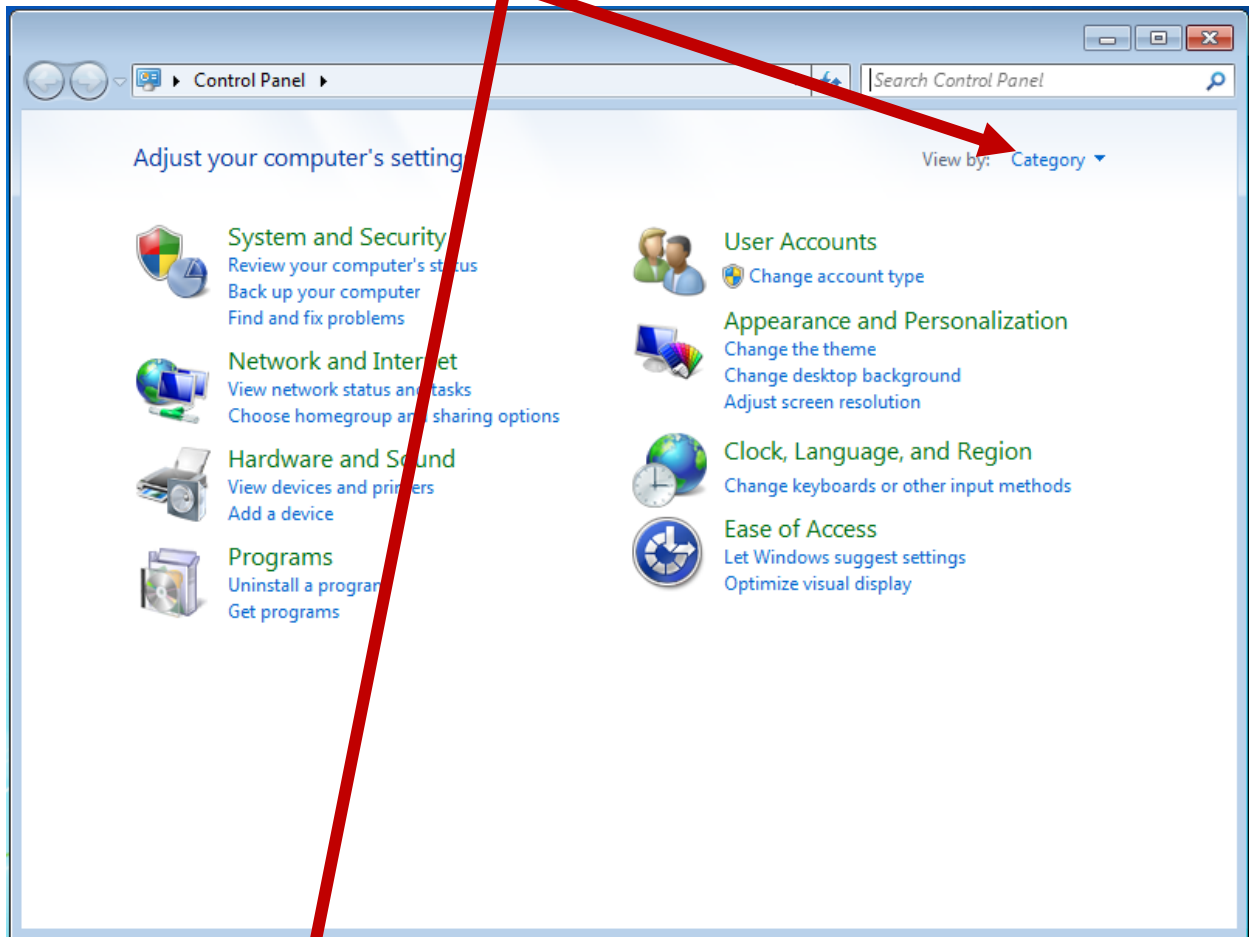


## Delete your email profile.

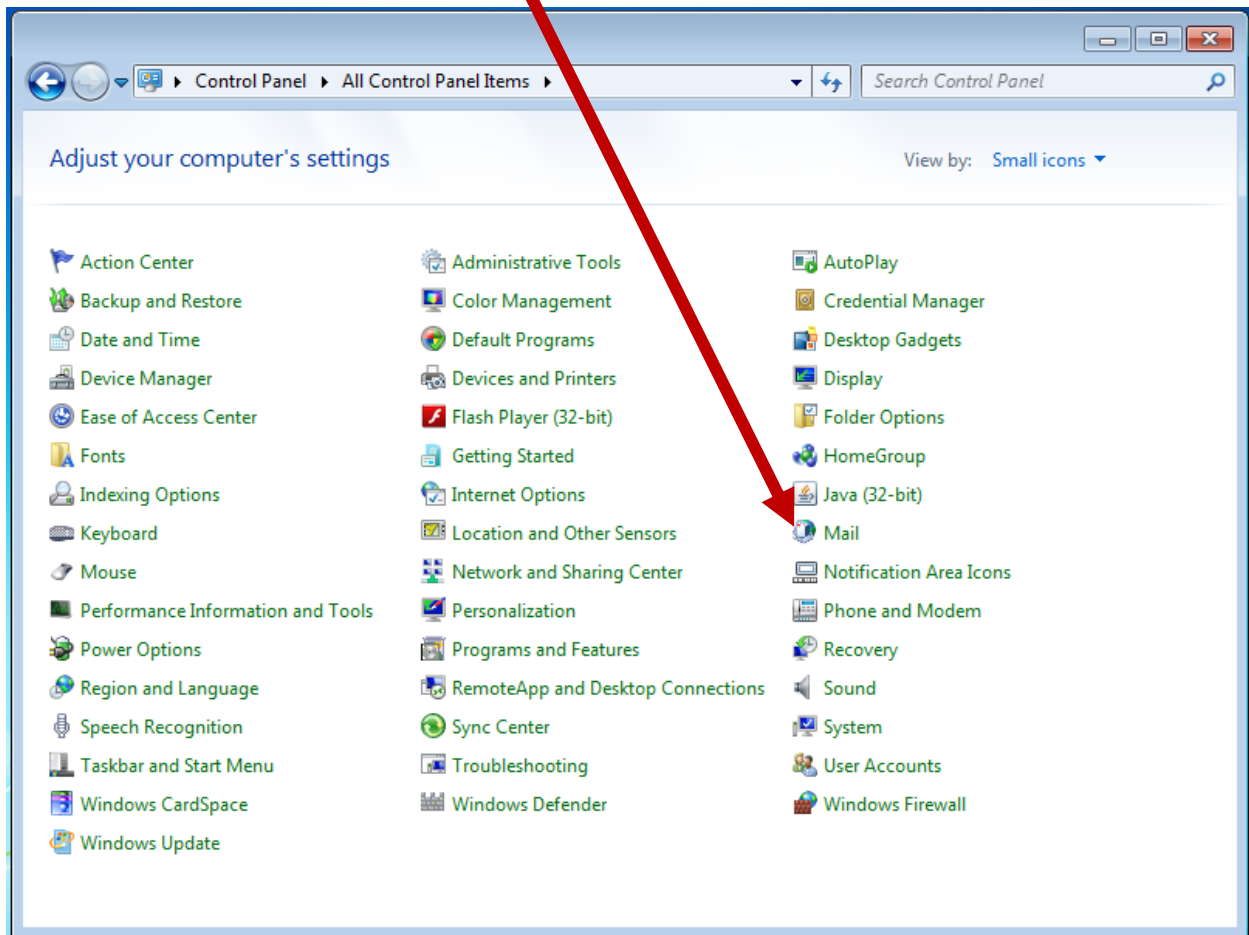
Click start and go to Control Panel.



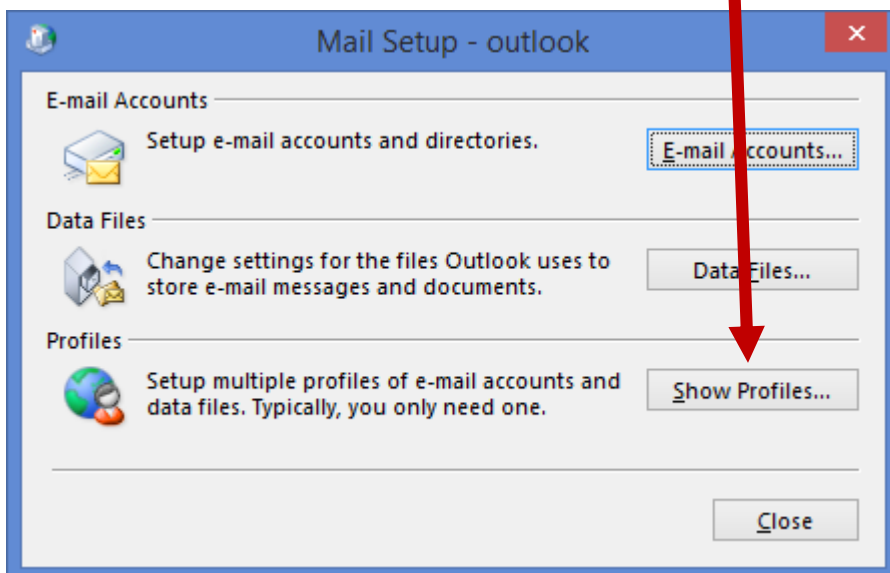
Click the Category link and change to Small icons.



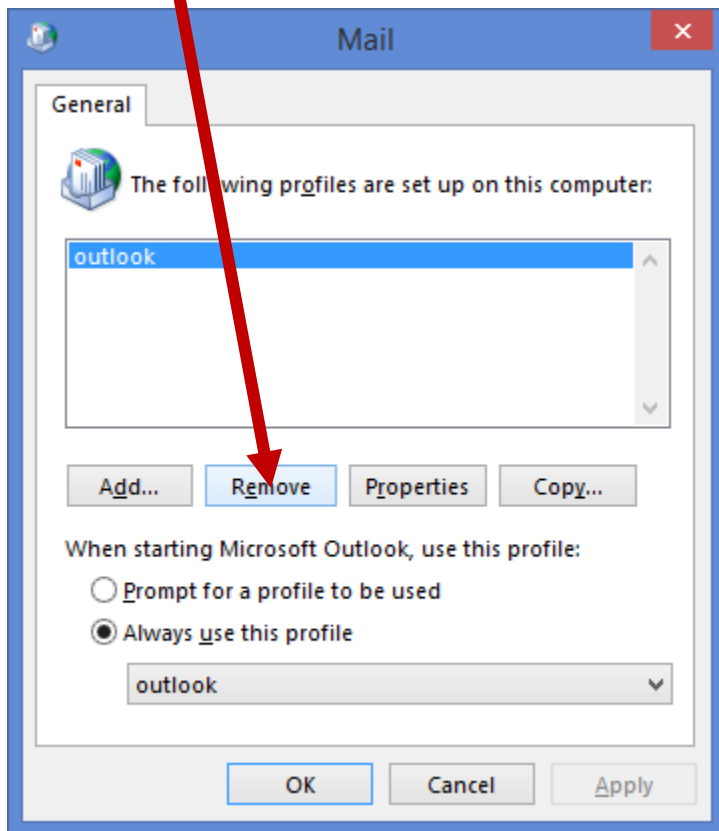
Your screen will change to a list. Click Mail.



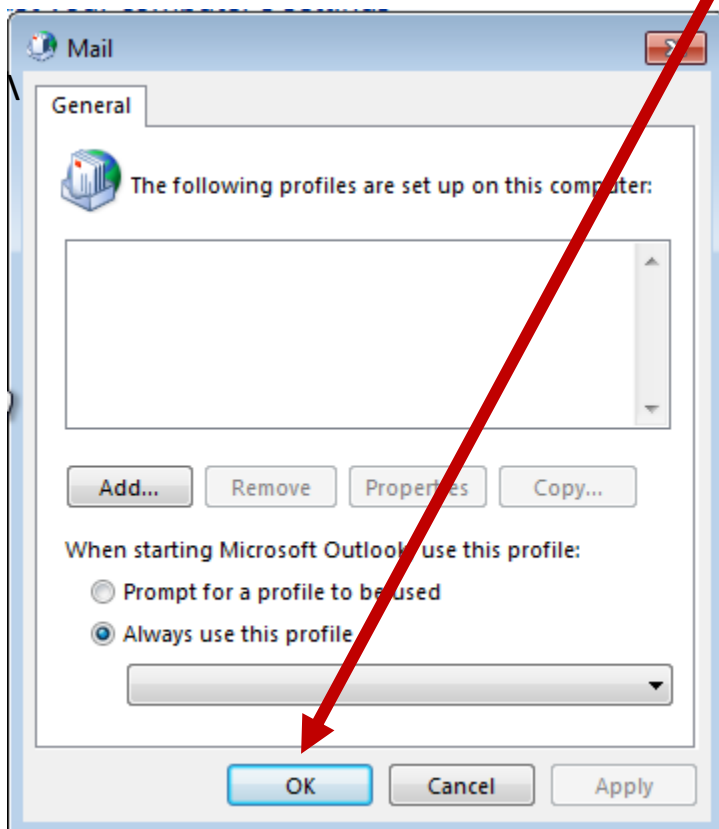
You will be presented with the following screen. Click Show Profiles...



You will be presented with your mail profile screen. Highlight the profile, in this case it's outlook, and click the Remove button.

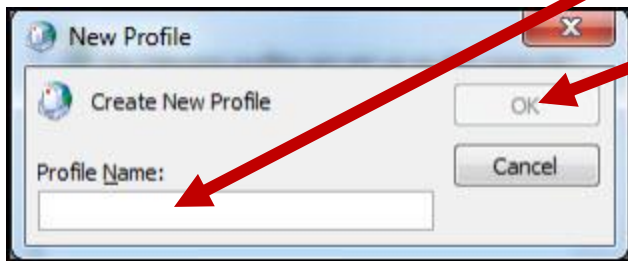


This will remove your profile leaving the box empty. Click OK.

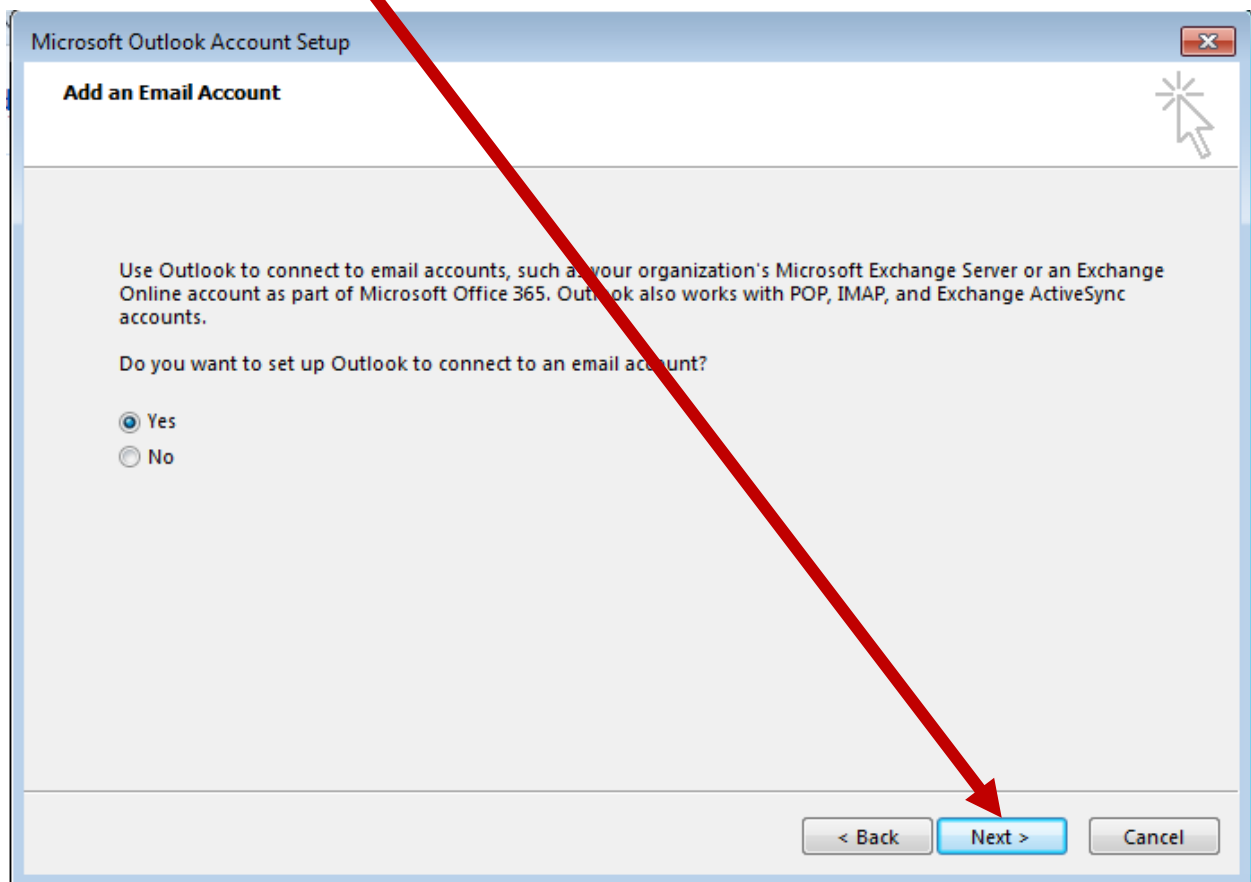


Reopen Outlook. You may or may not see the following two screens.

If you see this screen type in Outlook as your profile name and click OK.



If you see this screen click next.



Your information should already be in the box. Click Next.

**Add Account**

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

**E-mail Account**

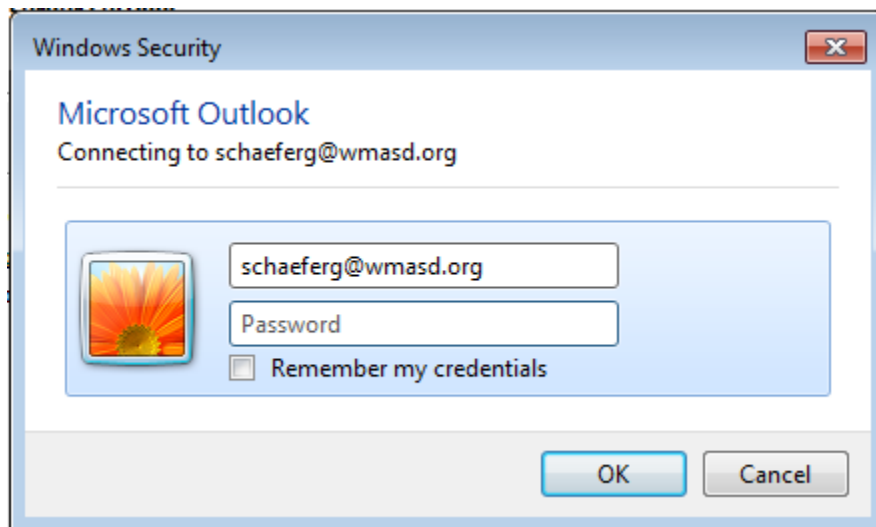
Your Name:   
Example: Ellen Adams

E-mail Address:   
Example: ellen@contoso.com

**Manual setup or additional server types**

< Back   **Next >**   Cancel

Your account will now set itself up. It may ask for your credentials again like in the window below. If it does simply supply them and your email will start working after clicking finish.



Add Account



Searching for your mail server settings...



Configuring

Outlook is completing the setup for your account. This might take several minutes.

- ✓ Establishing network connection
- Searching for schaeferg@wmasd.org settings
- Logging on to the mail server

< Back

Next >

Cancel



Add Account



Searching for your mail server settings...



Configuring

Outlook is completing the setup for your account. This might take several minutes.

- ✓ Establishing network connection
- ✓ Searching for schaeferg@wmasd.org settings
- ✓ Logging on to the mail server

Congratulations! Your email account was successfully configured and is ready to use.

Change account settings

Add another account...

< Back

Finish

Cancel