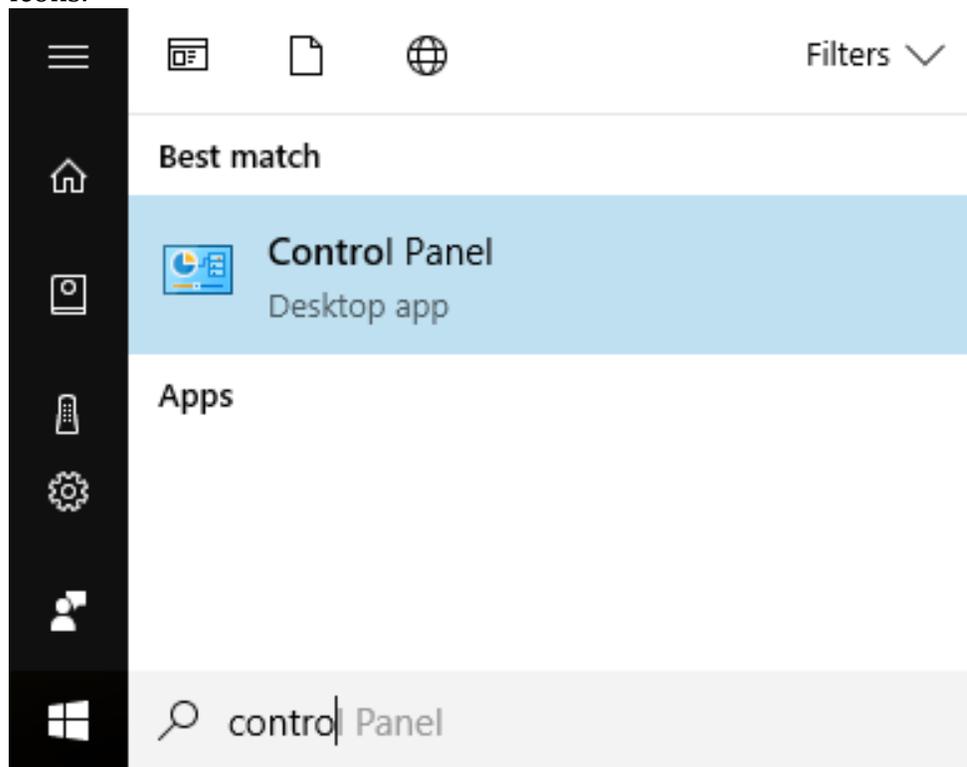## Outlook 2010/2013

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 your machine has .NET 3.5 installed (which typically isn't installed by default).

If you receive an error when running the tool proceed to the Outlook 2016 section to manually reconfigure your client.

Outlook 2016

To manually reconfigure your Outlook 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.