

# SLCU Email: How to create a new profile for Outlook 2019

## Redirection Notice

This page will redirect to <https://cscs-itsupport.atlassian.net/wiki/spaces/FAQ/pages/21365777/SLCU+Email+How+to+create+a+new+profile+for+Outlook+2019> in about 5 seconds.

## Introduction

This guide shows you how to create a new Outlook profile for managing your new Exchange Online account in *Microsoft Outlook 2019*.

Creating a new Outlook profile can help in resolving certain errors that may occur once your mailbox has been migrated by CSCS & UIS.

Please ensure you are running either *Outlook 2016* or *Outlook 2019* before attempting this process (for *Outlook 2016*, the steps are near-identical).

If your version of *Outlook* is older, please follow [our guide for upgrading it](#) before attempting these steps.

### Mac Users

These instructions are aimed at Windows users. Any Mac users who require further assistance are invited to contact [CSCS Service Desk](#) for help with upgrading.

### Webmail

A webmail interface exists here: <http://outlook.office.com>, does not require Outlook to be installed or updated, and can be used as a fallback option to access your mail if you are having issues with Outlook.

## Requirements

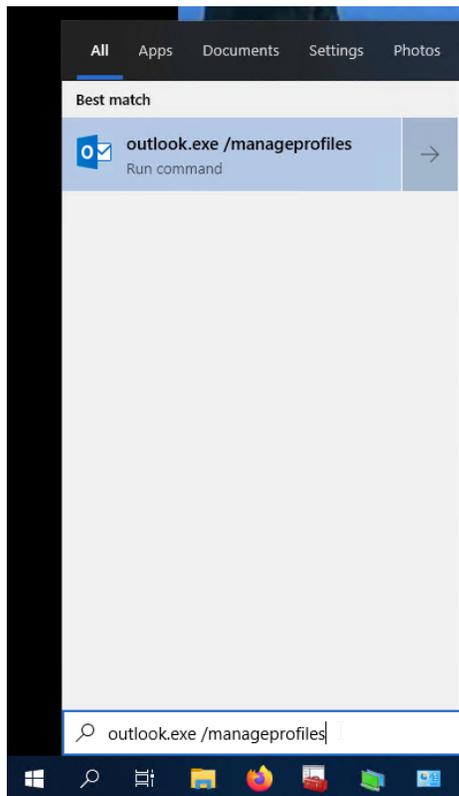
- Outlook 2016 or Outlook 2019
- A UIS Raven account

## Instructions: creating a new Outlook profile in Windows

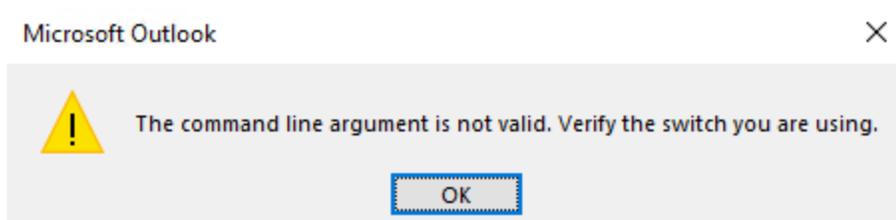
### Existing SLCU Users

Please wait until you have been informed that your SLCU mailbox has been migrated by CSCS & UIS, before attempting this process, otherwise it may fail

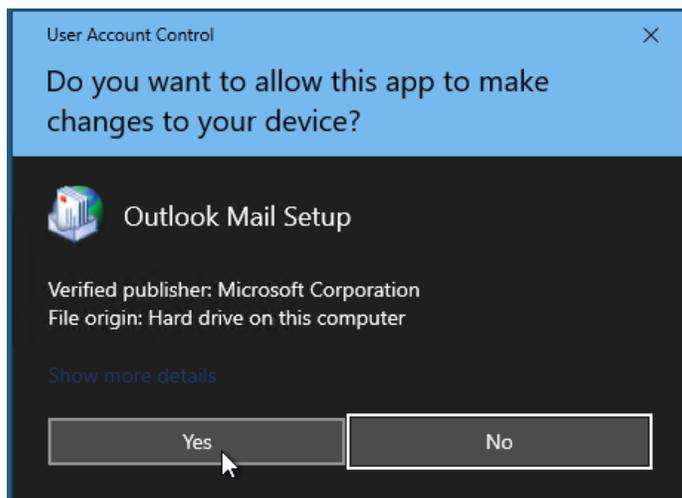
1. Ensure Outlook is closed.
2. Click on the **Windows Start Button** (at the bottom left of your screen) to open the Start Menu. With the Start Menu open, type **outlook.exe /manageprofiles** (note the space before the slash!) and hit the **Enter** key.



If you receive an error like the image below please instead type **outlook.exe /profiles** and press enter, which should take you straight to step 6 below.

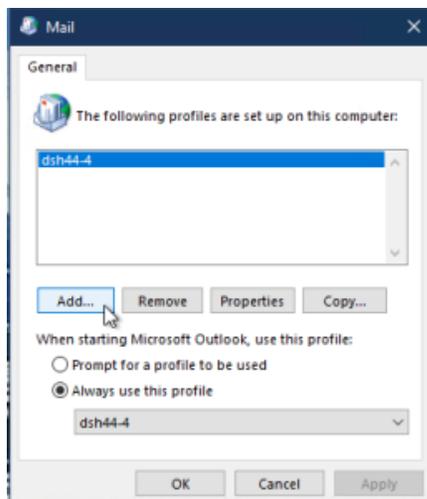


3. If a **User Account Control** prompt appears, click **Yes**:

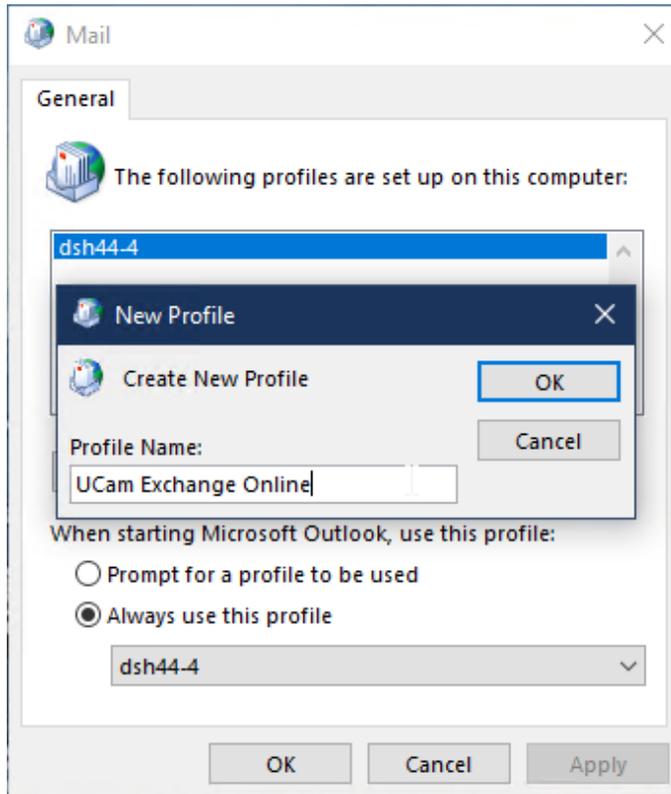


4. The **Mail Setup** dialog box should appear. Click **Show Profiles...**

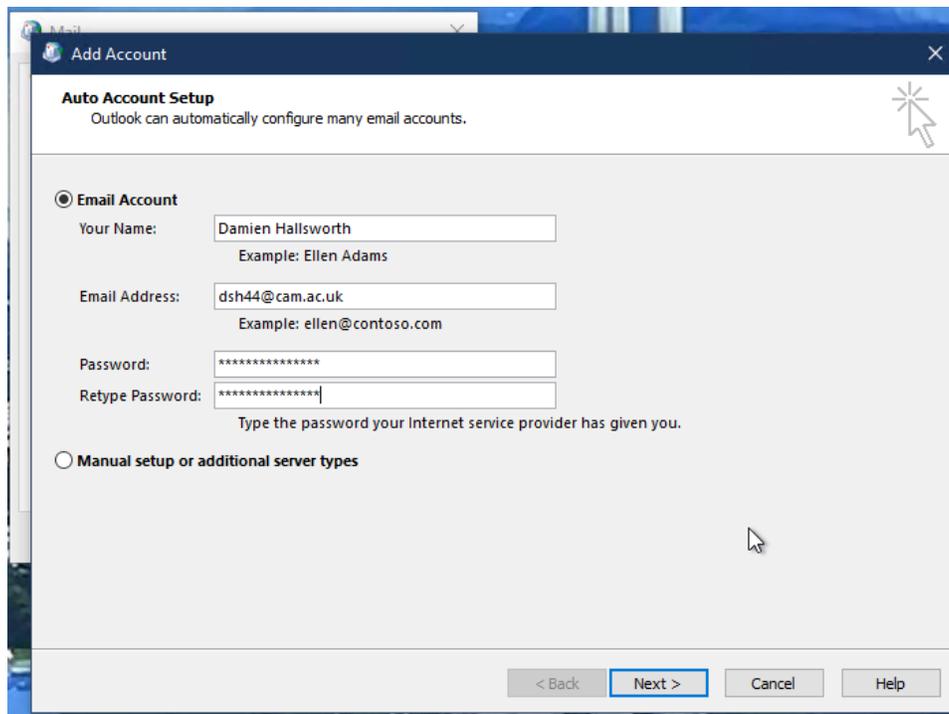
5. Another dialog box called **Mail** should appear. Click **Add...**



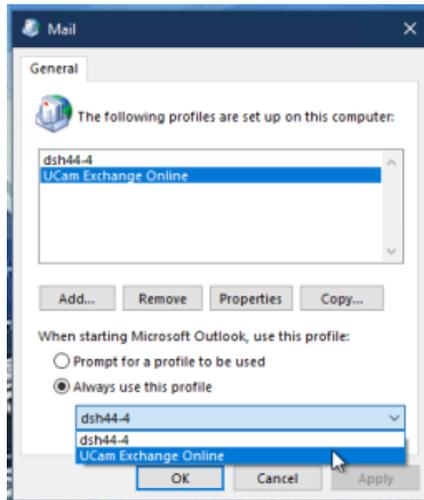
6. Choose a new name for your new profile and click **OK**.



7. The **Add Account** wizard will now appear. Type in:
- your email address (in the format: **CRSid@cam.ac.uk**)
  - your **Raven** password
  - click **Next**, then **Finish**



8. Back at the **Mail** dialog, click **Always use this profile**, select your new profile from the drop-down menu, and click **OK**.



9. Go back to the **Start Menu** and open **Outlook**. Your new profile is now loaded and your Exchange Online account is now added in the left sidebar (NB: This will show up as *firstname.surname@slcu.cam.ac.uk*)
10. Wait for your mailbox folders to sync. *Outlook* is now set up, and you can begin adding customisations to your new profile (such as your email signature).