

Composition Bands M365 Migration Guidance

Recreate Outlook Classic Profile Procedure

Important: Outlook must be completely closed before starting.

Purpose

After your migration to the new M365 tenant, Outlook classic may still reference your old account and not allow you to login with the new details

Recreate the Outlook Profile to ensure it connects correctly to your new account.

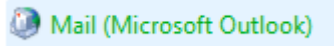
Steps

Step 1: Close Outlook Completely

1. Exit Outlook.
2. Open Task Manager (Ctrl + Shift + Esc)
3. Ensure Outlook.exe is not running
 - a. If it is – select it and click End Task

Step 2: Open Mail Settings

1. Open Control Panel
2. Click Mail (Microsoft Outlook)



Step 3: Remove the Old Profile

1. Click Show Profiles
2. Select the existing Outlook profile
3. Click Remove
4. Confirm removal

Note: This removes the local configuration only – it does NOT delete mailbox data in Microsoft 365.

Step 4: Create a New Profile

1. Click Add
2. Name the profile (example: M365-New)
3. Click OK

Step 5: Let Autodiscover Configure the Account

1. Enter:
 - Users full name (if prompted)
 - Email address
 - Password
2. Click **Next**
3. Allow Outlook to configure automatically

Note: You should see it connect to outlook.office365.com OR Autodiscover.outlook.com

4. Complete the Multi-Factor Authentication (MFA) if prompted

Step 6: Set the New Profile as Default

1. After successful setup in Mail>Show Profiles

2. Select 'Always use this profile' and ensure the new profile name is detailed below.
3. Click Apply
4. Click OK

Step 7: Launch Outlook

1. Open Outlook, the mailbox should:
 - Connect without repeated credential prompts
 - Begin syncing
 - Show 'Connected to: Microsoft Exchange'

Process is complete however if Outlook does not connect and sync as expected proceed to Step 8.

Step 8: Clear Stored Credentials

1. Open Control Panel
2. Go to Credential Manager
3. Click Windows Credentials
4. Remove any entries for :
 - Microsoft Office
 - Outlook
 - Autodiscover
 - Office16
5. Reboot
6. Try profile creation again

Step 9: (Optional) Delete Local Autodiscover Cache

1. Browse to %LOCALAPPDATA%\Microsoft\Outlook\
2. Remove: *.xml files and the Autodiscover folder (if present)