



Knowledgebase > General Support > When creating a new mail profile, Office 365 setup wizard will not complete

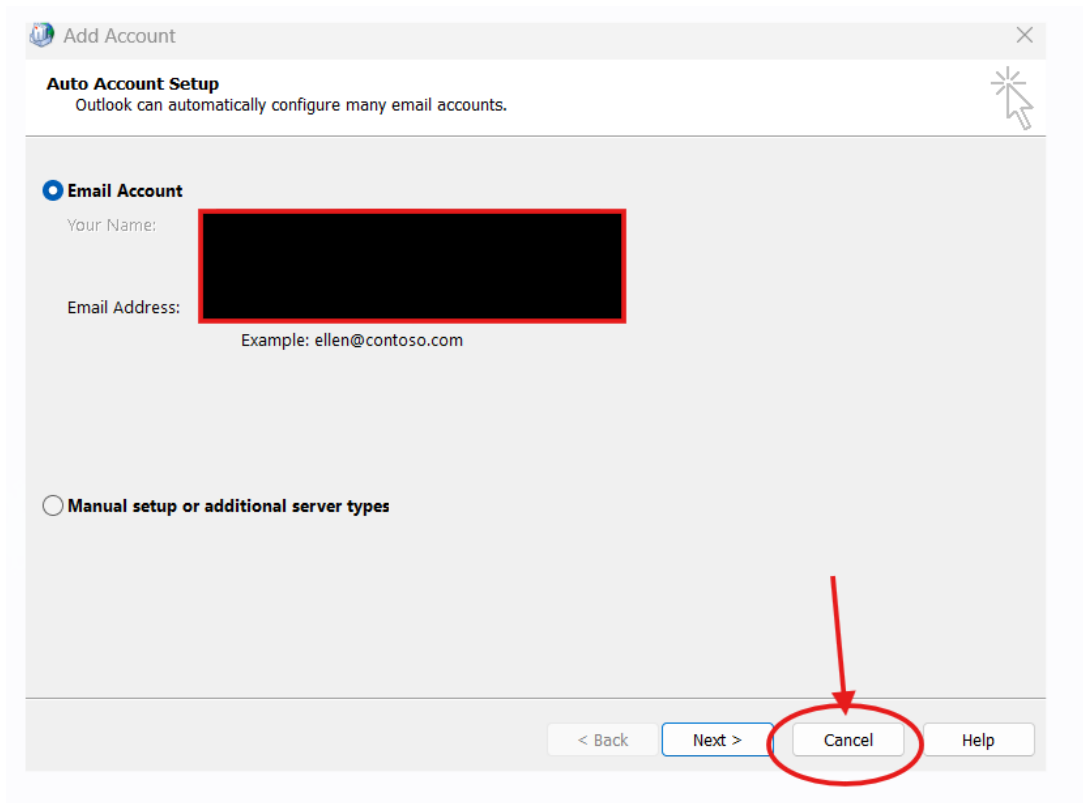
When creating a new mail profile, Office 365 setup wizard will not complete

Jason Molaison - 2024-12-10 - General Support

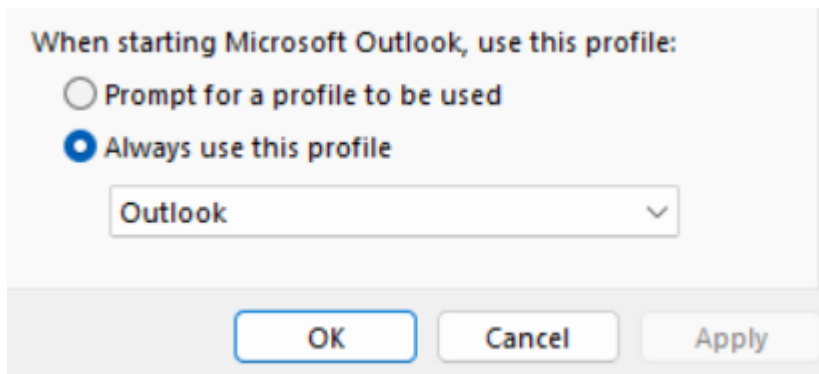
If you are having issues creating a new mail profile, when setting up an Office 365 mailbox, the steps below should resolve the problem.

First create a blank profile.

- Open Control Panel
- Go to Mail (Microsoft Outlook)
- Click on Show Profiles
- Select Add and give profile a Name
- Click OK and on the next prompt, click on Cancel:



- On the next prompt, Select Ok and it will create a blank profile
- Make sure the new profile is selected and applied as follows:



Now, when you open the Outlook app, make sure to click on Advanced options and select "Let me setup my account manually":



Searching for accounts . . .

Advanced options ^

Let me set up my account manually

Connect

No account? [Create an Outlook.com email address to get started.](#)

After this screen, select the account type as O365 and you can now follow the onscreen prompts for the setup.