

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

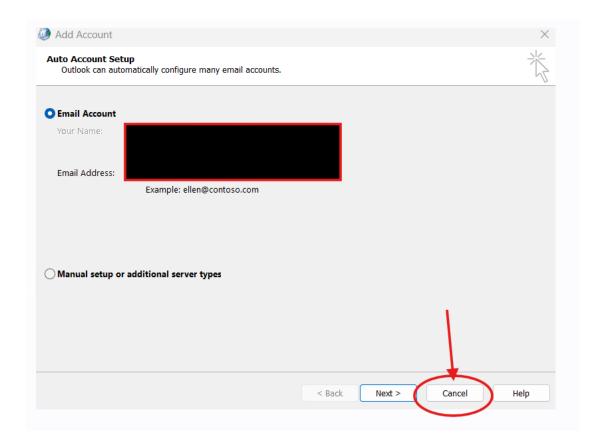
When creating a new mail profile, Office 365 setup wizard will not complete

Jason Molaison - 2024-12-10 - General Support

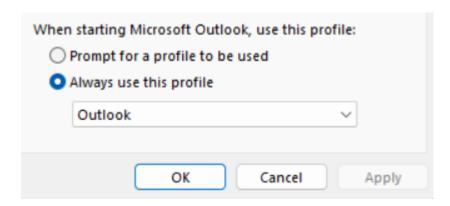
If you are having issues creating a new mail profile, when setting up an Office 365 mailbox, the steps below should resolve the problem.

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:

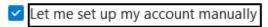


Now, when you open the Outlook app, make sure to click on Advanced options and select "Let me setup my account manually":



Searching for accounts . . .

Advanced options ^



Connect

No account? Create an Outlook.com email address to get started.

After this screen, select the account type as 0365 and you can now follow the onscreen prompts for the setup.