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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.

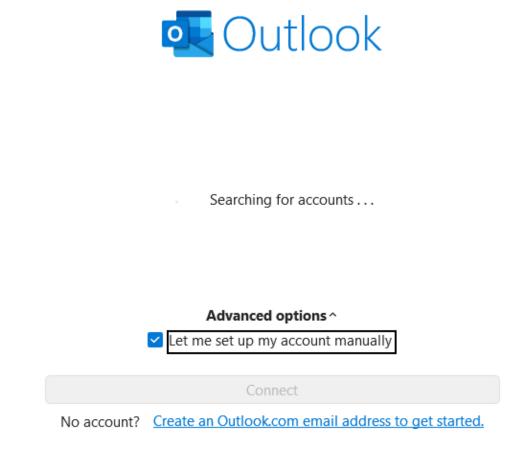
- Open Control Panel
- Go to Mail (Microsoft Outlook)
- Click on Show Profiles
- Select Add and give profile a Name
- Click OK and on the next prompt, click on Cancel:

🧼 Add Account		×	
Auto Account Setu Outlook can auto	up matically configure many email accounts.	×	
Email Account			
Your Name:			
Email Address:			
Linai Address.	Example: ellen@contoso.com		
O Manual setup or additional server types			
	< Back Next > Cance	Halp	
	< Back Next > Cance	el Help	

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

When starting Microsoft Outlook, use th Prompt for a profile to be used Always use this profile	nis profile:
Outlook	\sim
OK Canc	el Apply

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



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