To resolve the issue with Exchange email it is necessary to remove your Outlook profile from the Control Panel and then re-setup your Microsoft Outlook using the following steps:



1. Click on 'Start' and choose 'Control Panel' from the menu:

2. In the Control Panel click on **'Mail'** and then click on **'Show Profiles'** in the Mail Setup Dialogue box. (see below)



3. Click 'Remove' to remove the highlighted profile (see below)

R	The fo	llowing profiles	are set up on th	is computer:
		-		
	Add	Remove	Properties	Copy
	When starting C Prompt C Always	g Microsoft Off for a profile to use this profile	ice Outlook, use) be used e	this profile:
-	1		Cancel	

- 4. After removing the profile click 'Apply' then click 'Ok'
- 5. Close and Restart Microsoft Outlook
- 6. When MS Outlook restarts type a Profile Name in the box:

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7. Click 'Ok' and on the next dialogue box click the 'Manually configure server settings...' checkbox (see below).

id New E-mail Account		
Auto Account Setup		1
Your Name:	Sumple: Battara Sankovi	
E-mail Address	sample: borby a grantosc.com	
🖗 Manualy configure serv	wr settings or additional server tunes	

8. Choose Exchange Email radio button then click Next and enter the Exchange email server information Locutus.tnstate.edu (see below): then click Next

