

# New 365 Outlook Profile for Windows PC

## THIS DOCUMENT IS TO GUIDE YOU THROUGH THE STEPS TO CREATE A NEW OUTLOOK 365 PROFILE ON YOUR WINDOWS PC (computer/laptop)

As we restore corporate email, we are transitioning to a cloud-based email system. This means your corporate email (ending in @K12.com) is migrating from an on-premise Exchange to an Exchange Online (Office 365) in the Cloud.

**Every corporate user of an email ending in @K12.com (including employees, contractors, and teachers) must take action to create a new profile in Outlook (and optionally, your mobile device) in order to connect to corporate email. If you have a school email AND a @K12.com email, you must create a new Outlook profile for your @K12.com email.**

**Please ensure you have signed up for Multi-Factor Authentication (MFA) before creating your new Outlook profile.**

**Technical Support:** A Zoom Room staffed by IT will be available 11/24/2020-11/25/2020, 8am – 8pm ET; Friday 11/27/2020, 11am-5pm ET; and 11/30/2020-12/4/2020, 8am-8pm. A live overview of how to set up your new Outlook profile will be provided at the top of each hour, and the remainder of the hour used to troubleshoot user setup issues: <https://k12.zoom.us/j/94684177507>

For additional support, please refer to the Outlook 365 FAQ document provided along with this guidance, or contact the IT Help Desk for assistance:

- School Users – K12rit.com
- Corporate Users – K12cit.com
- Phone: 855-512-4357 (8am – 8pm ET, Monday – Friday)

## YOUR EMAIL: What You Need to Know Before You Proceed

- **It is essential that users sign up for Multi-Factor Authentication (MFA) before creating a new Outlook profile.**
- Please create your new Outlook Profile on your laptop/desktop before adding it to your mobile device.
- Once you have created your new Outlook profile, you will not immediately see email and other content from before November 16, 2020. Content prior to November 16 will appear in your account over the next three weeks, including emails, folders, and calendar data.
- Any Inbox rules used previously will need to be recreated
- Signatures will need to be recreated; please refer to the FAQ for guidance
- Out of Office Messages will need to be recreated
- Some Shared Mailboxes and Distribution groups will not be available immediately. It may take up to three weeks before they become available.
- **Webmail:** The new URL to access Webmail is <https://outlook.office.com/>

## YOUR CALENDAR: What You Need to Know Before You Proceed

- All meetings and calendar items that were on your calendar prior to November 16 will not be available immediately. This includes any recurring meetings. All calendar items will return with your older emails over the next three weeks.
- **NOTE:** If you recreate any meetings in your new profile, you will have duplicate meetings after all meetings are restored. You may choose to manually delete any duplicates from your calendar.

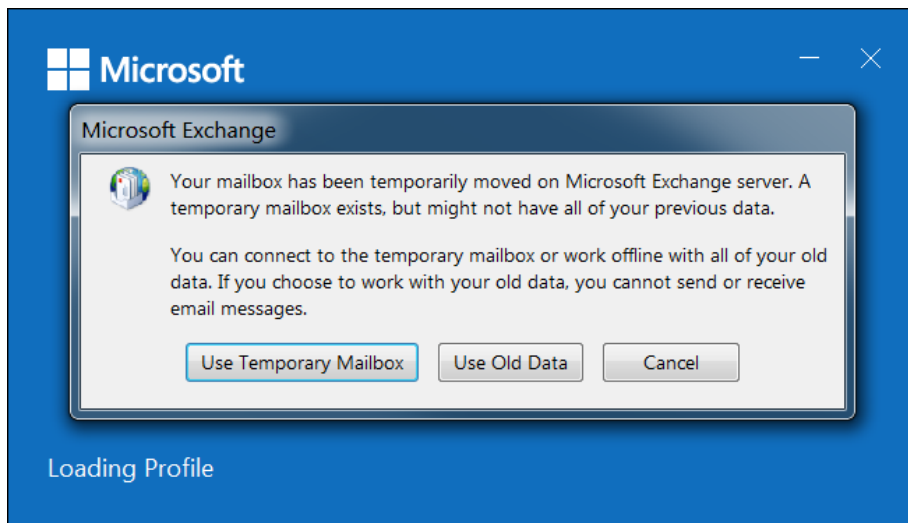
# HOW TO: Create a New Profile in the PC Outlook Client

## STEP 1

Open Outlook as normal.

**When you start Outlook you will get prompted to make a choice.**

- 1) The Outlook startup window will say, "Starting..."
- 2) The Outlook startup window will say, "Loading Profile" and wait for a choice to be selected  
Note - If your MFA login is not active, then you will be prompted to authenticate:
  - Email address: user@k12.com
  - Enter password \*\*\*\*\*
  - Enter the new token or pin or use the Microsoft Authenticator application (your multiple factor)
- 3) Select [Use Temporary Mailbox] in order for Outlook to complete the application startup process:  
  
\*\*\* you may need to pick that a few times



- 4) The Outlook Startup splash window will briefly display, "Processing..."
- 5) The contents of the "Temporary Mailbox" will display your O365 Exchange Online mailbox messages.

Follow the subsequent steps to create a new, permanent **Profile**.

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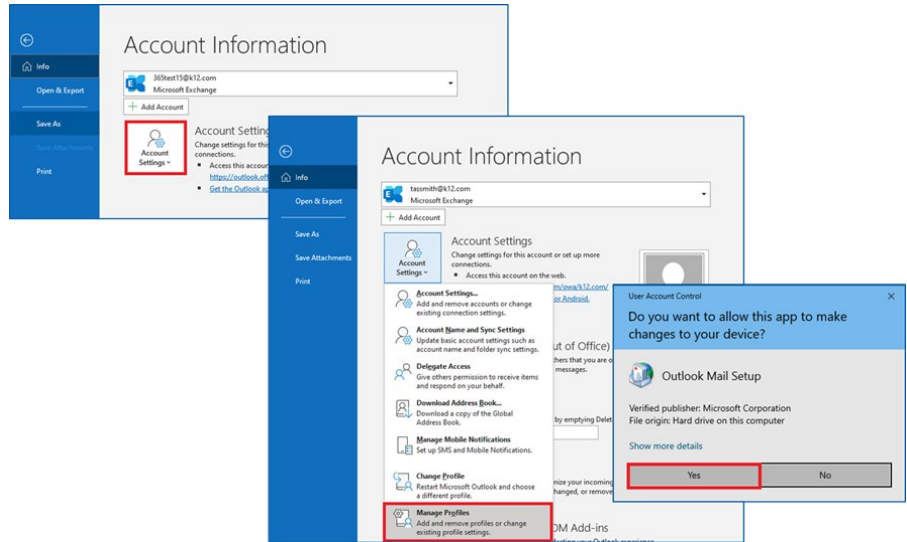
## STEP 2

Click on the **File** tab (top left hand corner of screen).

Click on **Account Settings**

Click on **Manage Profiles**

Click **YES** from the **User Account Control** prompt

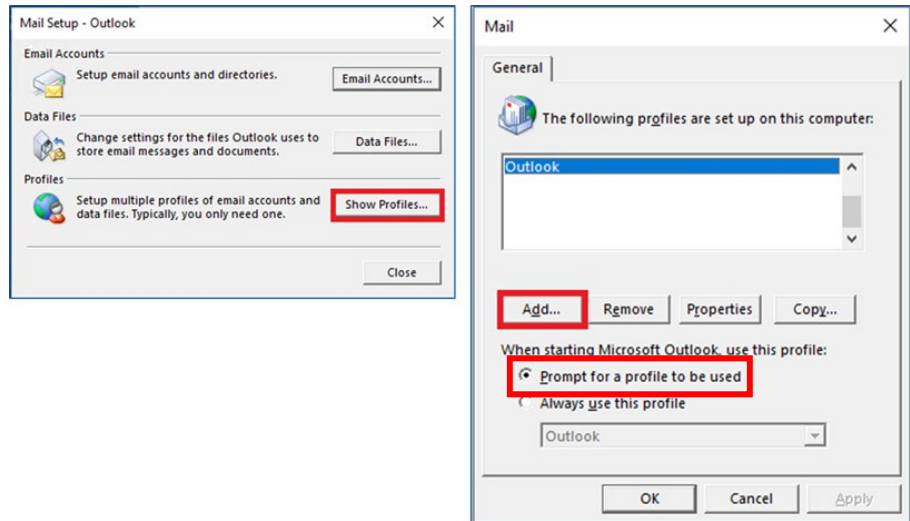


## STEP 3

In the "Mail Setup – Outlook" window, click **Show Profiles...**

In the "Mail" window, click **Add**

Make sure **Prompt for a profile to be used** is checked



*Instructions continue on following page*

## STEP 4

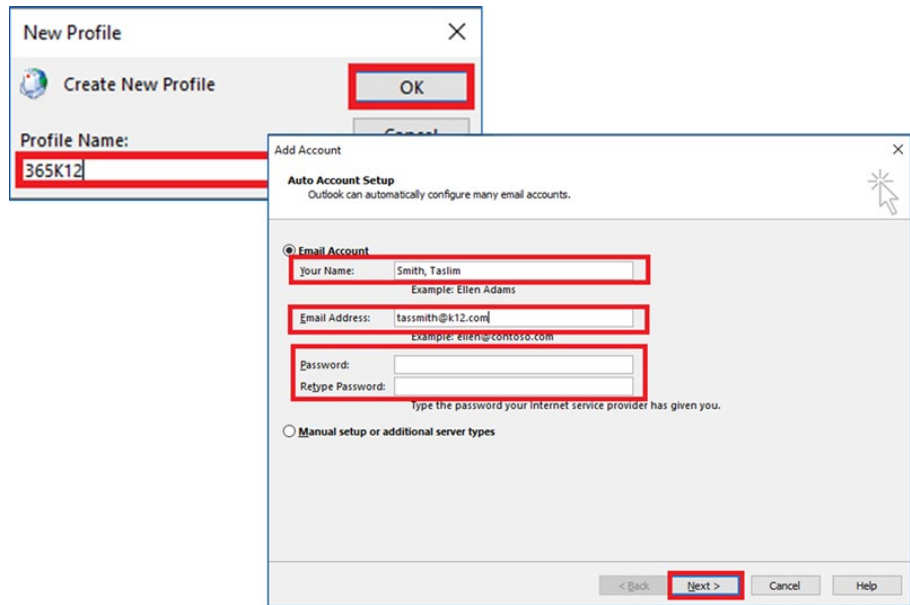
In the "New Profile" window, type "365K12" into the **Profile Name** field. Click **OK**

Type in your name (last name, first name) and your K12 email address

Type in your K12 password and click **Next**

*\*\*your information may be auto populated already – if so, you will not need to enter a password*

*\*\*\*If you registered for MFA before starting this process as requested, you will be prompted to enter your K12 credentials before you can complete your setup.*



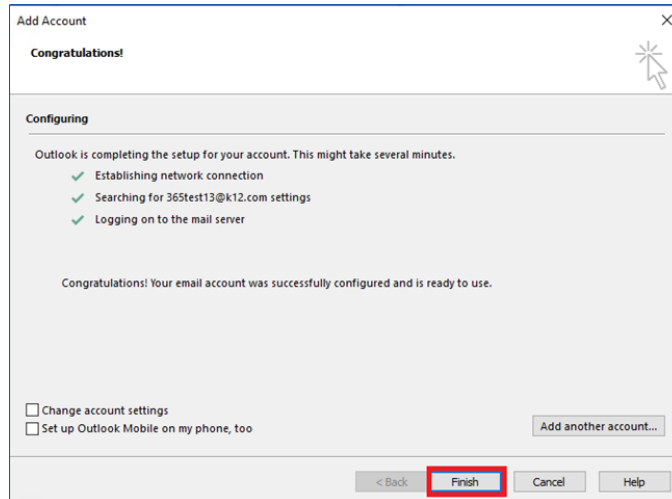
## STEP 5

Let the configuration run

*\*\*This can take up to 5 minutes*

When it is complete, click **Finish**

*\*\*If you get an error message, contact K12 Help Desk (855-512-4357)*



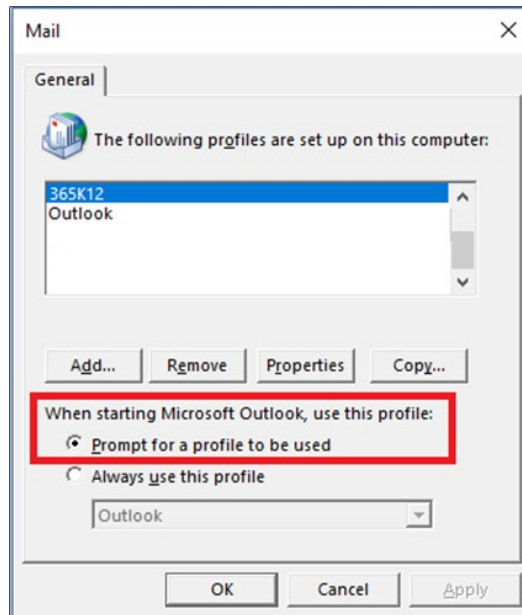
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## STEP 6

Return to the “Mail” window. Your new profile, **365K12** will appear in the list of profiles

Select **Prompt for a profile to be used**. Click **OK**

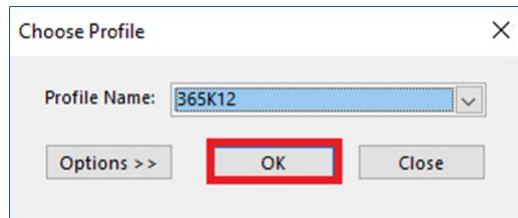
*\*\*it is important that you do not select **Always use this profile***



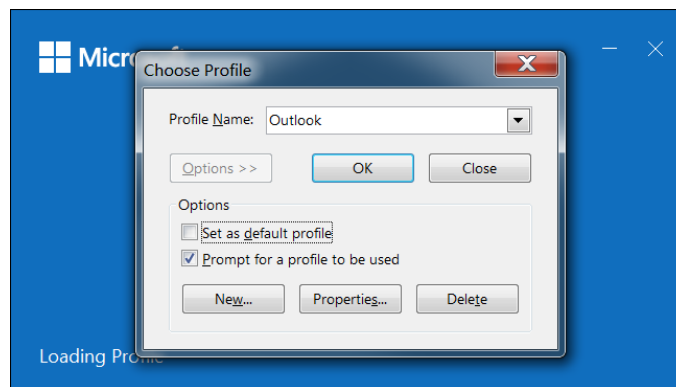
## STEP 7

Close out of Outlook and reopen. You will see your old profile and new profile as options in the dropdown field.

Select your **365K12** and click **OK** to finish loading Outlook.



To change the default profile that opens upon starting Outlook, Select [**Options >>**] in the “**Choose Profile**” window to display more options as shown here:



Choose **Profile Name:** “**365K12**” from the pull down list and select “**Set as default profile**” then **OK**.

*Instructions continue on following page*

## Accessing Old Emails on Windows PC

***Please note that if you toggle to your old profile, the old emails will be “read only”.***

- Open Outlook
- At the **Choose Profile** screen, select your old profile, named **Outlook**
- Click OK and Outlook will load your old Emails
- If you see this Microsoft Exchange window, click **“Use Old Data”**

\*\*\* you may need to select that a few times

