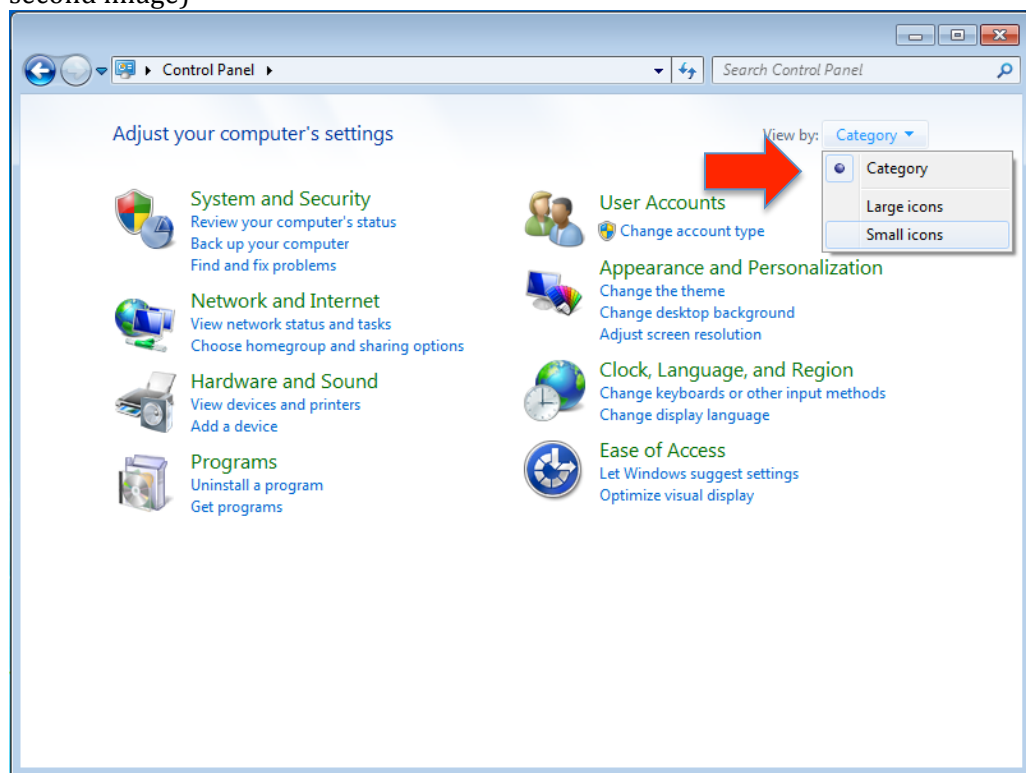


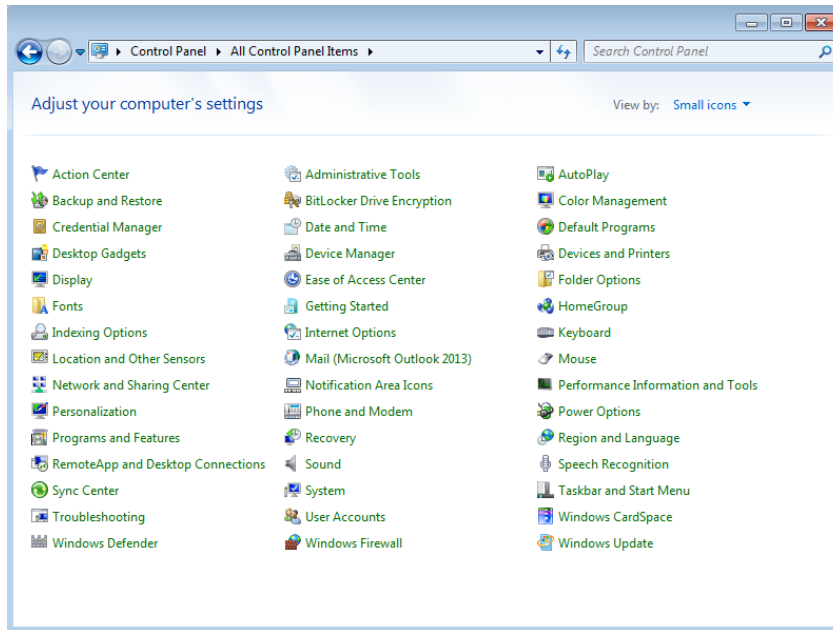
## Solution

During the upgrade some permissions may not have carried over. It is best practice to create a new Outlook Profile. **IMPORTANT** When you do this do not delete your current profile, only create a new one.

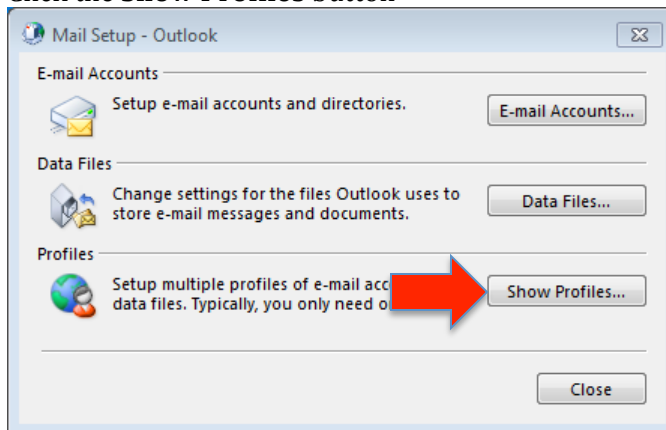
### Outlook 2007 or 2010 Professional for Windows XP or 7:

1. Close Outlook 2010 Professional if it is open
2. Click the **Start Menu** and then **Control Panel**
3. Open the **Mail** control panel. If you do not see this listed first click **Category** and change the view to **Small Icons**. You should then see the **Mail** control panel (see second image)

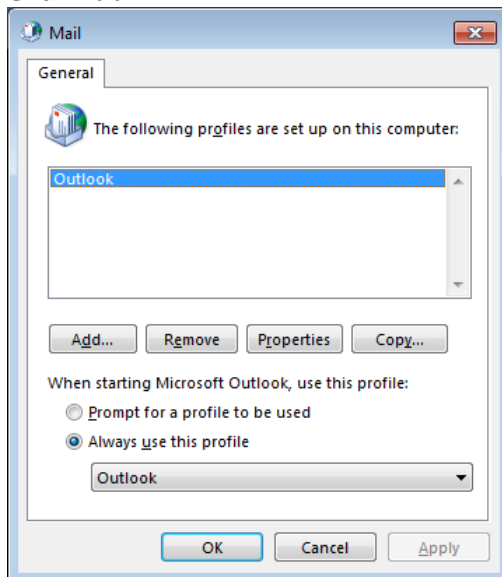




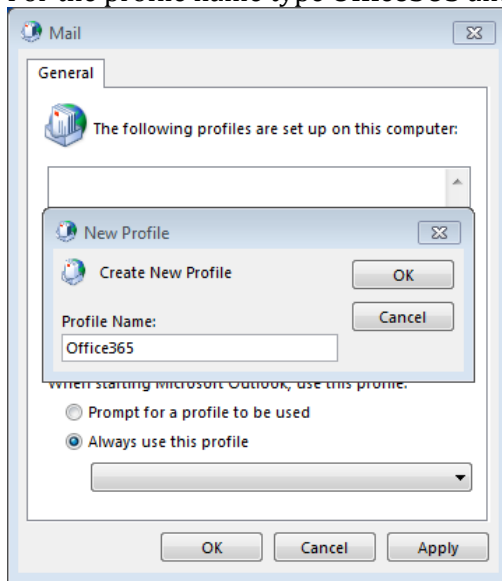
4. Click the **Show Profiles** button



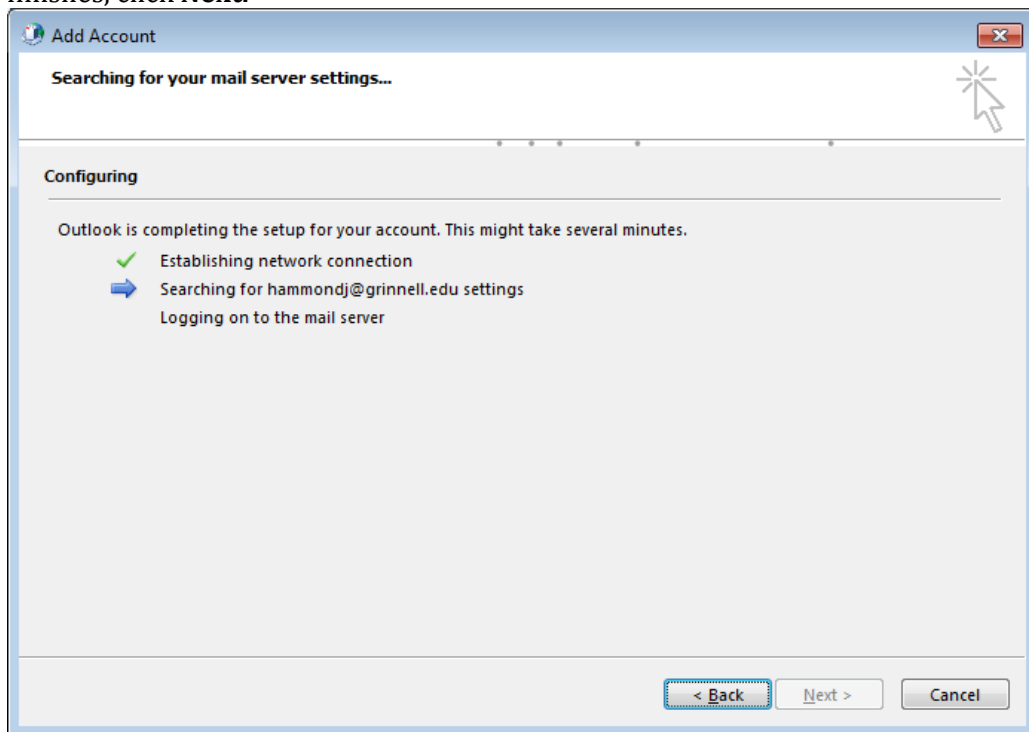
5. Click **Add**

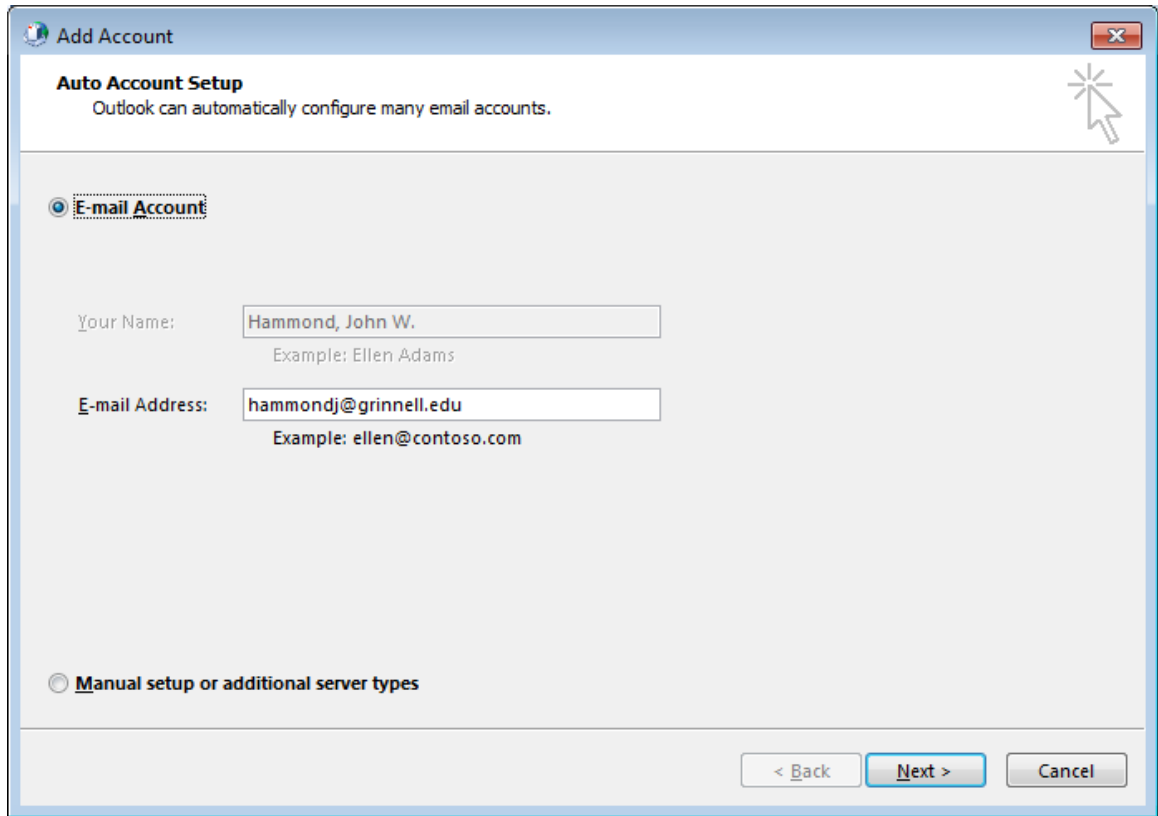


6. For the profile name type **Office365** and click **OK**

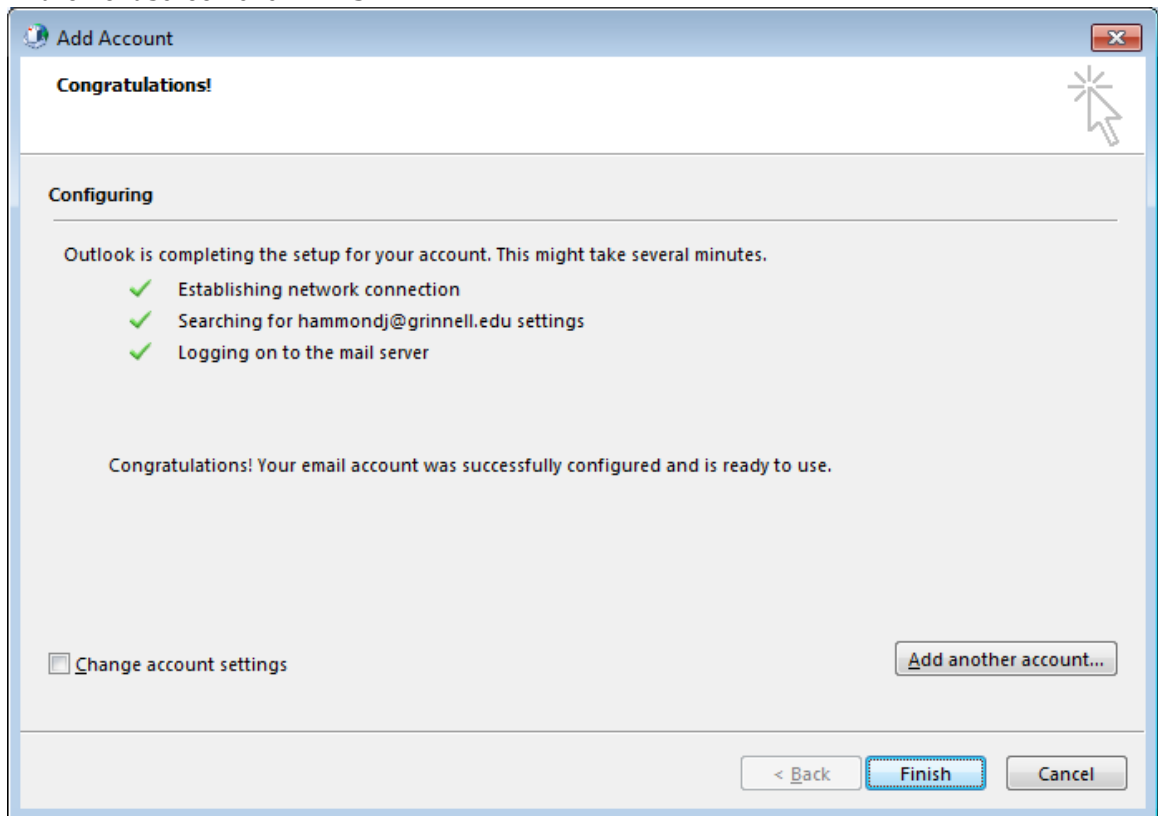


7. You will then see a wizard that automatically will detect your email settings. When it finishes, click **Next**.

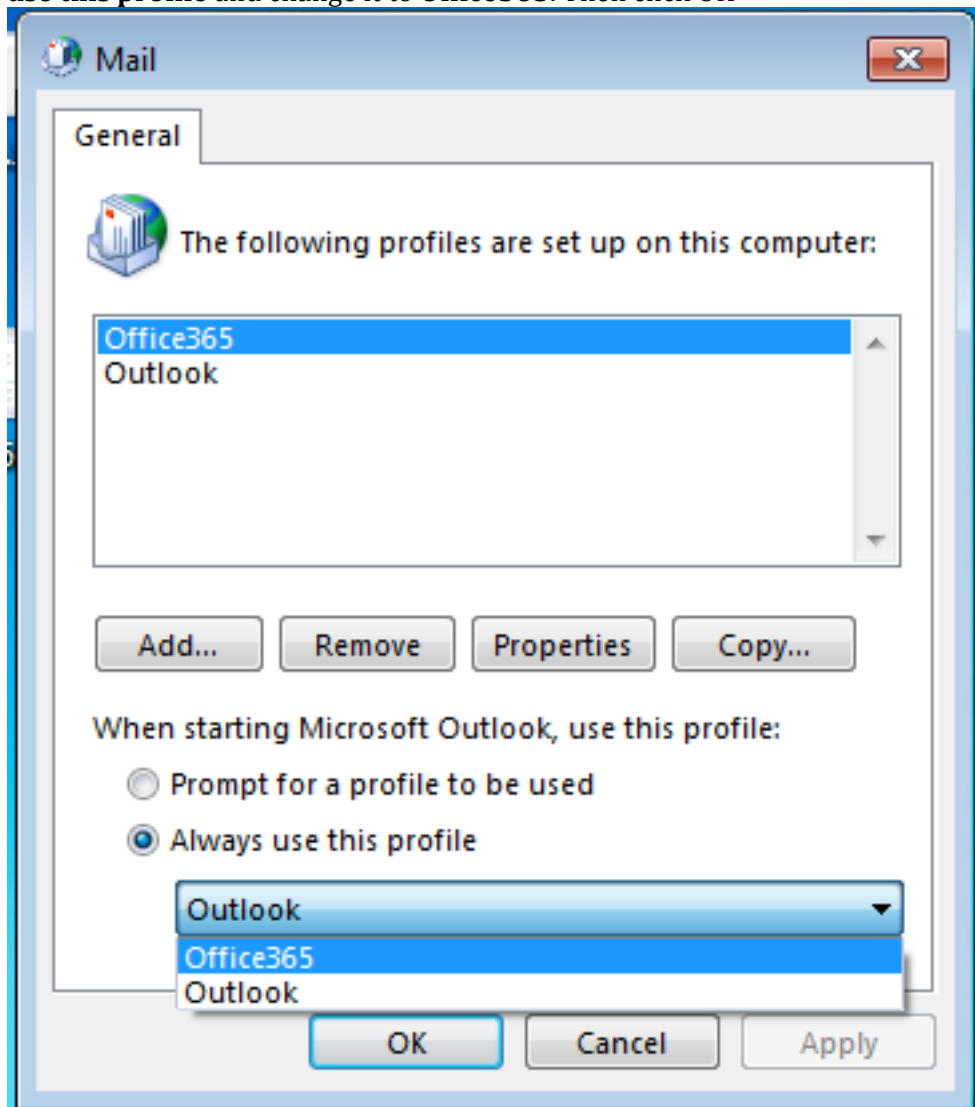




8. In the next screen click **Finish**



9. You will now see the profiles window. Click the drop down where it says **Always use this profile** and change it to **Office365**. Then click OK



Now open Outlook 2010. It will take a few minutes to download all your mail. Please be patient while that process finishes.