

Creating a New Email Profile

Office of Technology Help Desk

563-589-3737 | helpdesk@dbq.edu

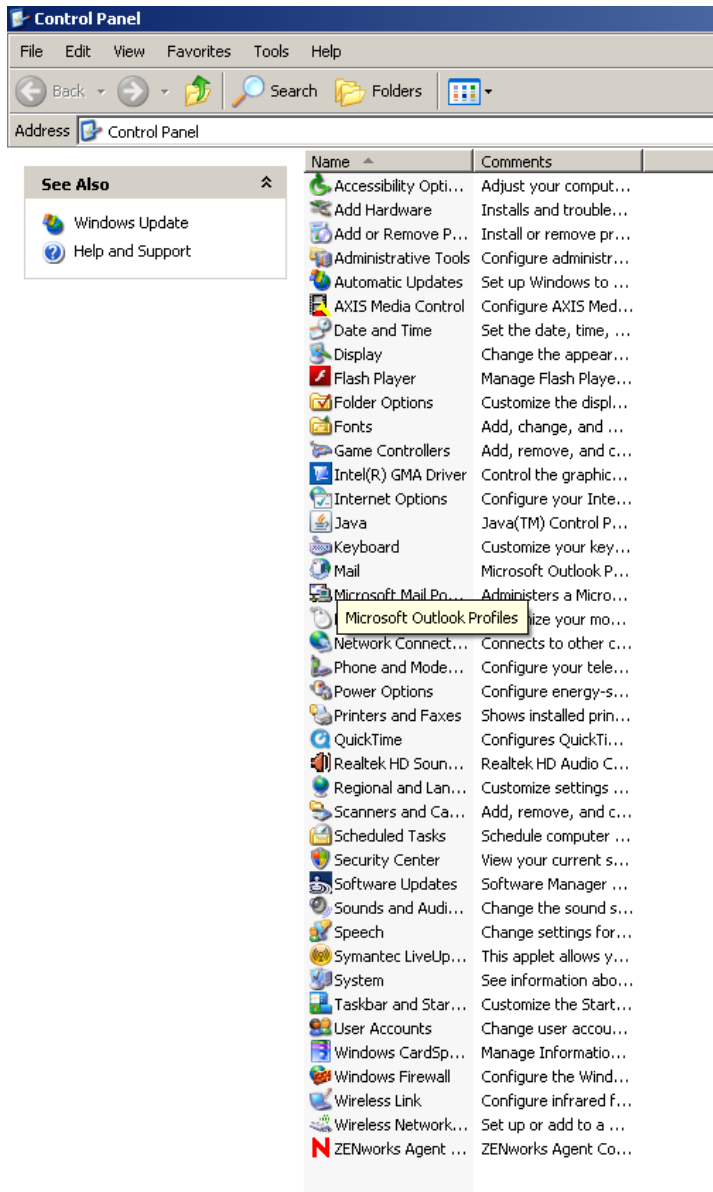
The Office of Technology is ready to begin copying email messages and folders from GroupWise to Outlook for faculty and staff. Before this can happen, there are two steps you must complete. If you have any questions after reviewing these guidelines, please contact the Help Desk at 563-589-3737 or email helpdesk@dbq.edu.

1. Create a new email profile by following these instructions. This step must be completed by everyone.
2. If you have any contacts or calendar appointments in GroupWise that you wish to use in Outlook, they must be moved manually. Two step-by-step instructional videos are posted at <http://www.dbq.edu/tech>. Please note that you **only** need to do this if you have contacts and/or calendar appointments in GroupWise that you want to keep using in Outlook.

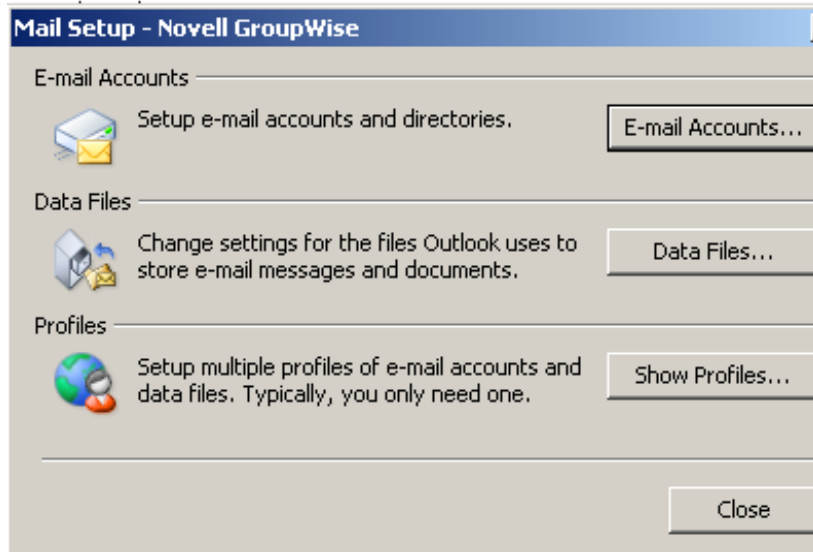
Once you've completed these steps, go to <http://www.dbq.edu/tech> and complete the Email Migration Form to start the process. It may take up to one week for the email and email folders to be copied to Outlook. You should see all of your messages and email folders from GroupWise in Outlook once the process is complete. If someone from the Technology Office has done this for you already, you do not need to do this again.

Important: Before starting the following instructions, be sure to close Outlook on your computer.

Click on Start > Settings > Control Panel > Mail

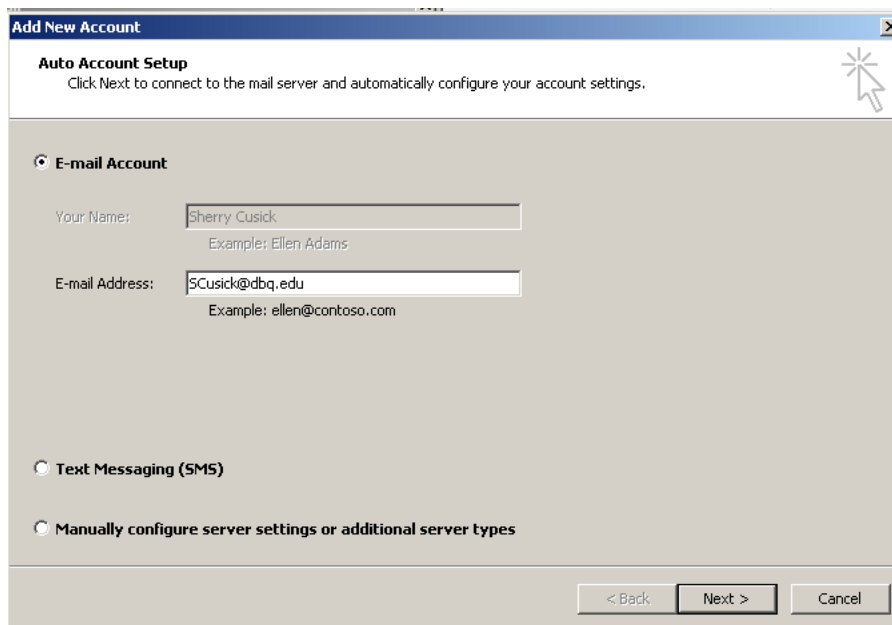


Click on Show Profiles



Click on “Add...” to add a new profile. When prompted, name the profile something unique, such as your first name.

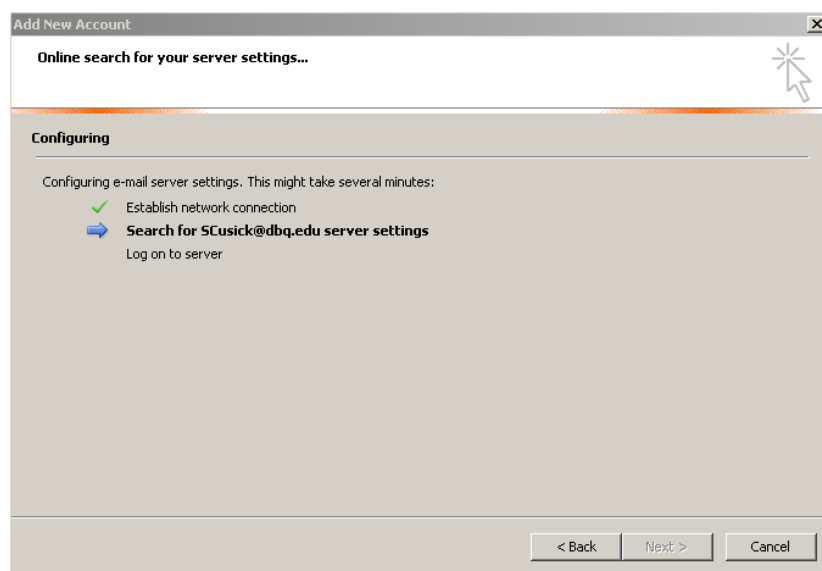
This will automatically find your email account if you are logged into the network as your own username.



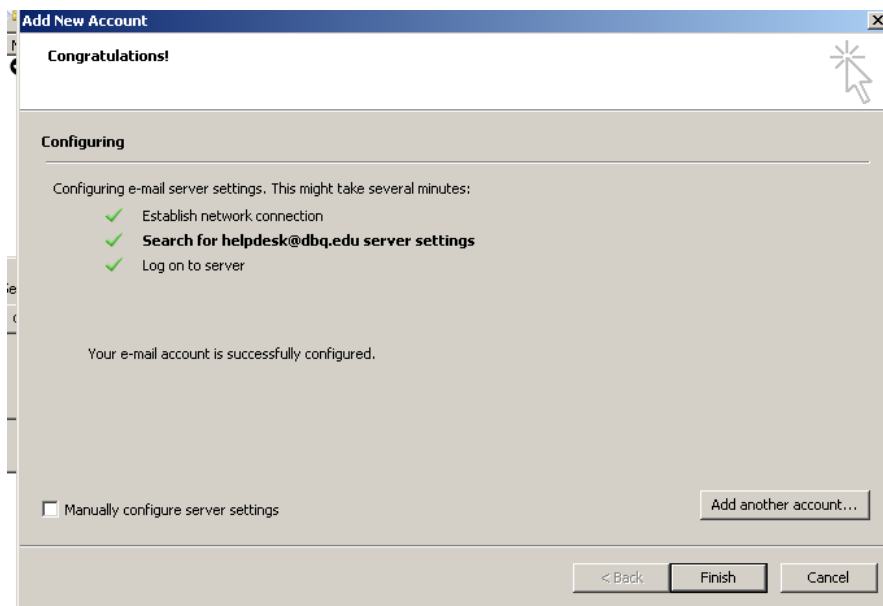
Click Next

When you see the “Connecting to...” window, your email address should be entered in the User name field automatically. Confirm that the address says *@dbq.edu*, not *@dbq.int*. If it is incorrect, delete and retype it. Check the box that says “Remember my password” and click OK.

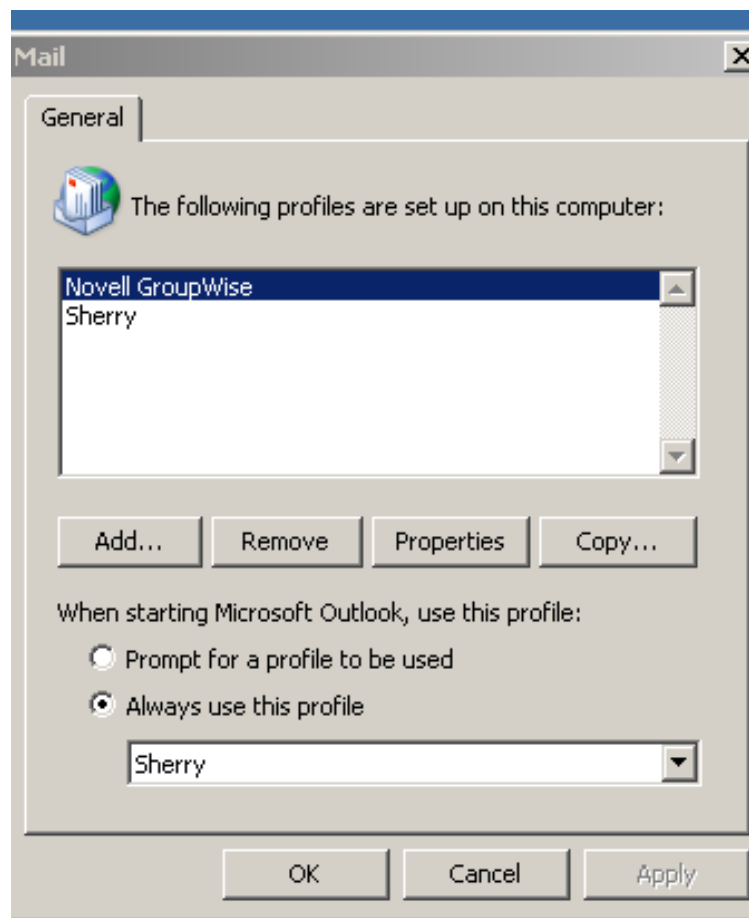
You may need to enter your password more than once.



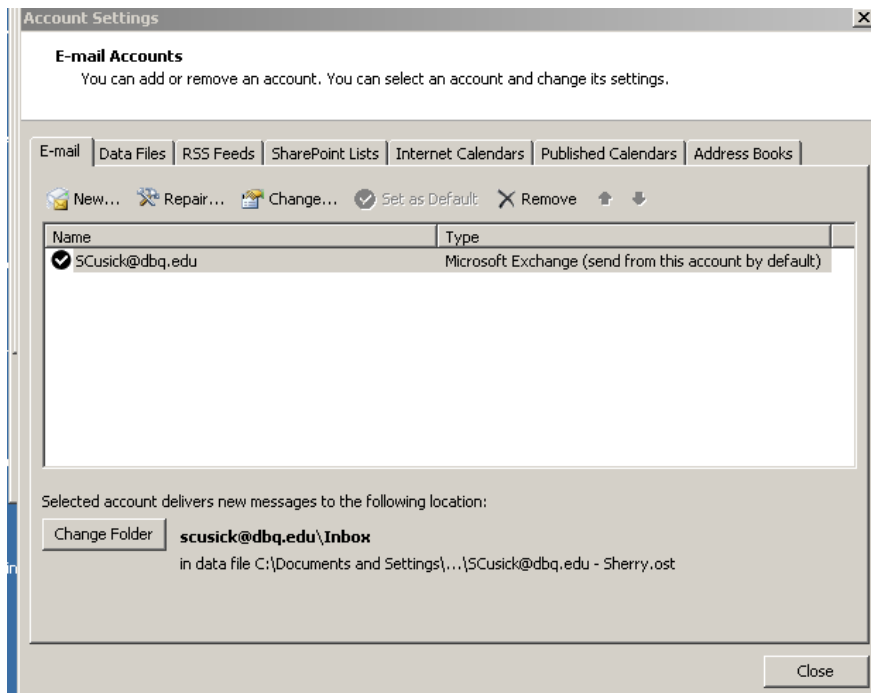
Click on Finish when you see the following screen:



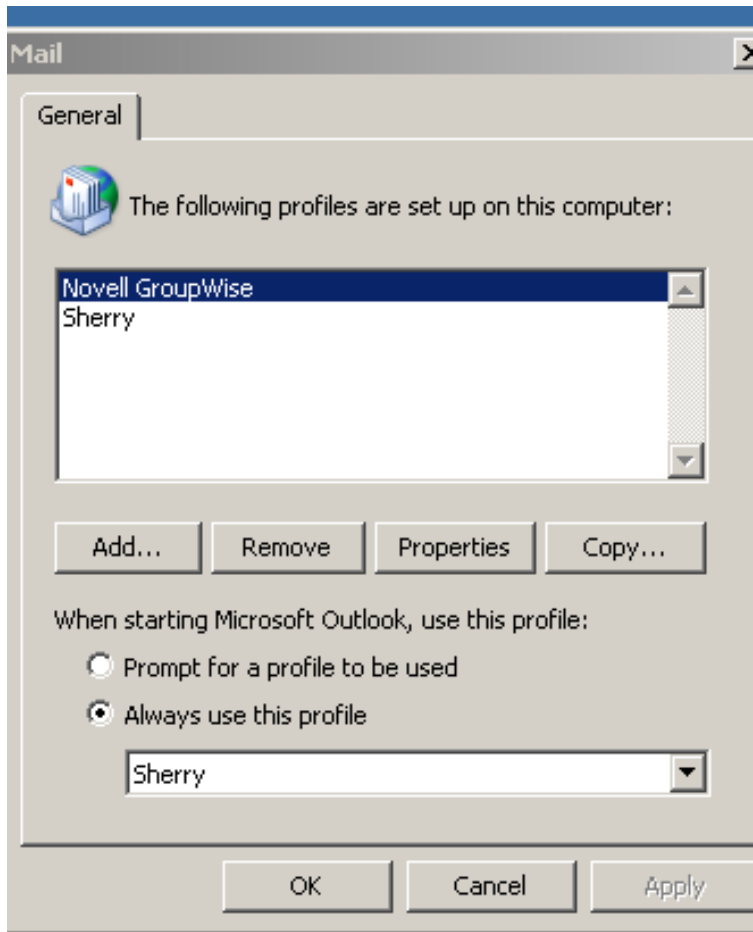
Click once on the name of the new profile you just created and click on Properties, and then Email Accounts.



This is what the end result will look like – one account that is your new account only. Click on Close.



Click on “Always use this profile” and be sure to select the new profile you created from the drop down menu at the bottom of the page. Click OK.



This procedure will create a new connection to the internet client and rebuild your email inbox etc. You will not lose anything as it is only a connector. If you have trouble staying connected in the client after you have followed these steps, please contact the HelpDesk. We may need to do some further clearing of corrupt files.

If you want another account added into your Outlook client such as a department account, please contact the HelpDesk at 589-3737 to request this. Some extra procedures need to be done in order for this to work properly.