Using Profiles in Outlook XP

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Overview

Those who have the need to occasionally use or manage a second Exchange mailbox quickly discover that Outlook does not permit the addition of a second mailbox to its configuration. Outlook uses configuration sets called “Profiles,” each of which can specify only one Exchange mailbox. However, it is possible to configure more than one profile using Outlook XP, and switch Outlook between profiles whenever you need to manage a different mailbox. This document explains the process of configuring profiles and making use of them.

Special Considerations

- This document describes the creation of profiles for Outlook XP (also known as Outlook 2002.)
- A profile can have only one MAPI (Mail Application Programming Interface) account, but it can have multiple POP or IMAP accounts. You might consider adding POP or IMAP accounts to your existing profile if it is acceptable for all of these accounts to be deliver mail to the same Inbox.

Step-by-Step Configuration Instructions:

Step 1: Open the Control Panel. Once Outlook is installed, you should see a Control Panel applet titled “Mail.” Double-click it to open it.

Step 2: The applet provides the ability to manage E-mail Accounts, Data Files (such as PST or OST files,) and Profiles. Click on the button labeled “Show Profiles…” to configure Profiles.
Step 3: Any profiles that exist on your computer will be displayed. The profile that Outlook creates automatically when you first start Outlook is generally named “Outlook.” Click the button labeled “Add…” to create a new profile.

Step 4: Enter a name for the profile, then click “OK.”

Step 5: Select the radio button control next to “Add a new e-mail account” and then click “Next >.”
Step 6: For a MAPI account, select the radio button control next to “Microsoft Exchange Server” and then click “Next >.”

Step 7: Make the following changes:

- **Microsoft Exchange Server:** “mailserver01”
- **User Name:** eID (where eID is the eCommons ID of a person)
  or
  Logon ID (for departmental or resource accounts)

Click “Next >” to continue.
Step 8: You should see the profile you just created in the list. There are two ways to specify which profile to use:

1. Click the radio button labeled “Prompt for a profile to be used.” With this option, when you start Outlook, you will be prompted to choose the profile the program should start with. To switch profiles, exit Outlook, and restart, choosing a different profile.

2. Click the radio button labeled “Always use this profile,” then choose the profile you want to start with from the drop-down list. When you start Outlook, it will automatically use whichever profile you select. To switch profiles, exit Outlook, open the Control Panel, and then open the Mail applet. Pick a different profile from the drop-down list, and click “OK” to exit. Start Outlook using the newly selected profile.

Click “OK” to complete the profile.

Step 9: Start Microsoft Outlook, and login using the ID and password for the mailbox you associated with this profile. If prompted for a profile, select one from the drop-down list, and click “OK.”