

Microsoft Outlook 2010 & 2013 Clean Slate Approach

1. Intention

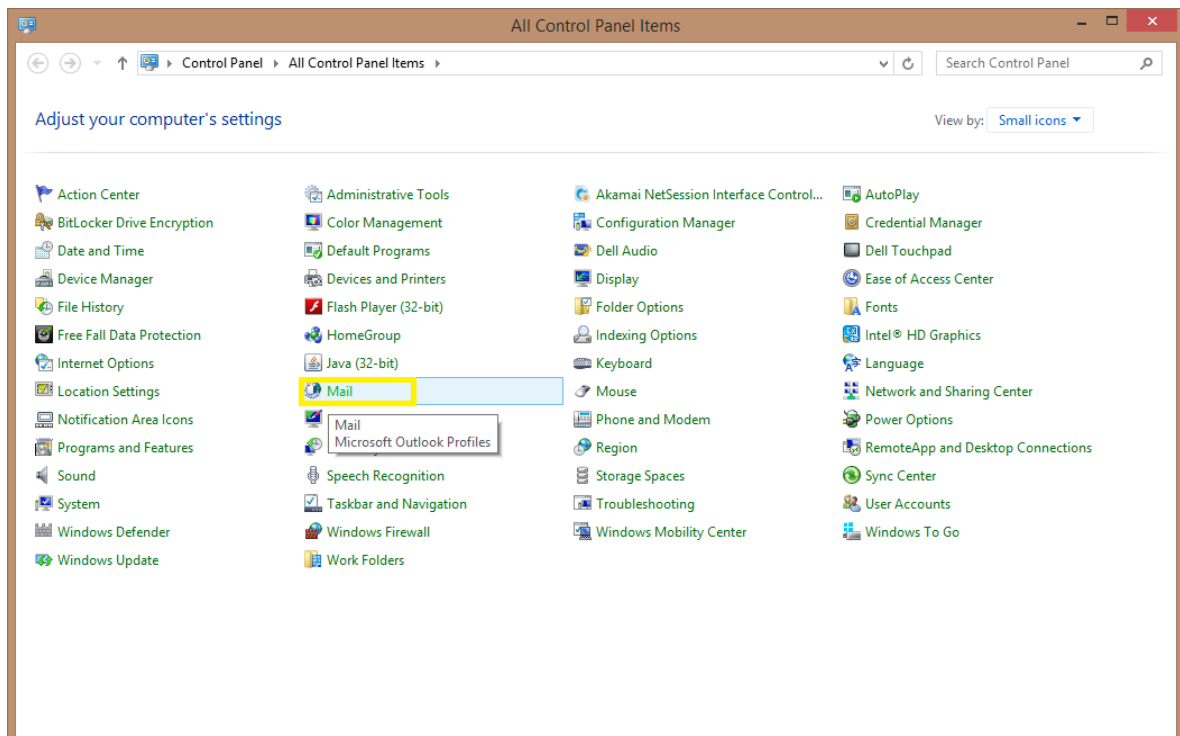
This document is intended for users who were recently migrated or are having issues with accessing a secondary mailbox, bad auto-complete history and general Outlook misbehavior.

Before proceeding it is a good idea to back up your rules, here is Microsoft's directions on this.

<http://office.microsoft.com/en-us/outlook-help/create-a-backup-copy-of-your-rules-HP010356456.aspx>

2. Instructions

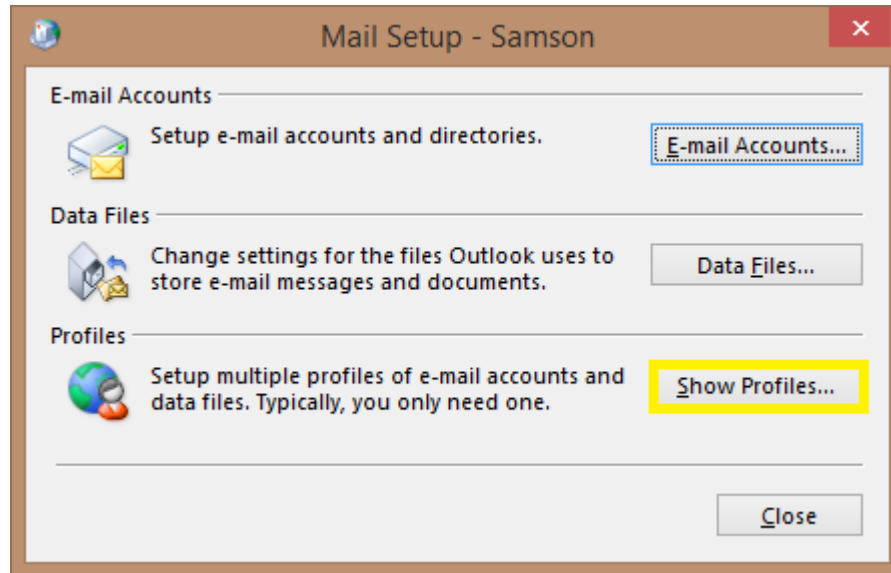
Step 1. Navigate to the control panel and click on Mail



If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: <http://4help.oit.ucdenver.edu>

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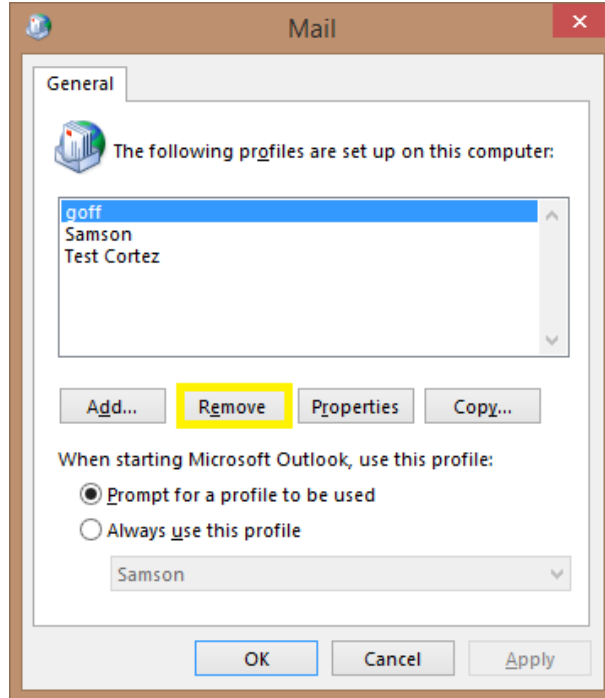
Step 2. Click on the Show Profiles... button



Note: If you have any personal Archive files (under the Data Files...) button, take note of where they are so that you can back them up if necessary and add them back to your Outlook profile after completing this procedure.

Step 3. Click the remove button for any profiles you have setup and click on the OK button once all the profiles have been removed.

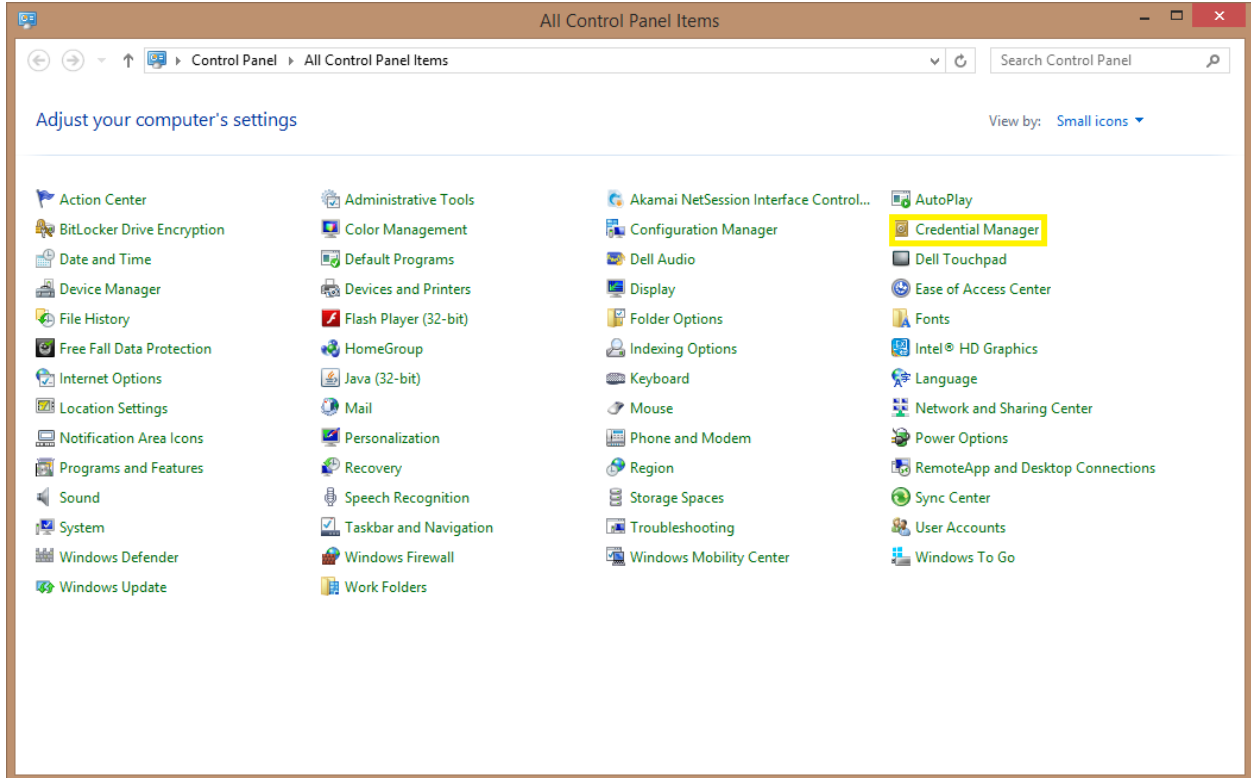
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Step 4. While still in the Control Panel, click on Credential Manager

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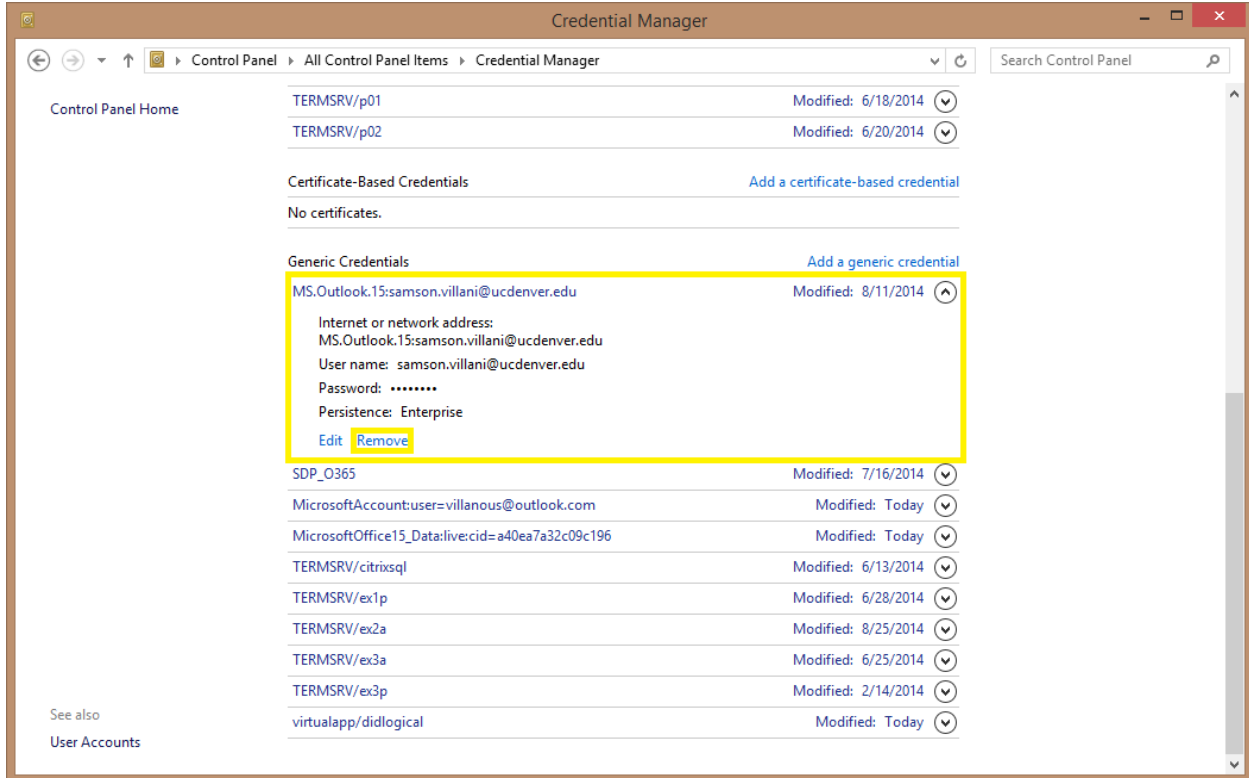
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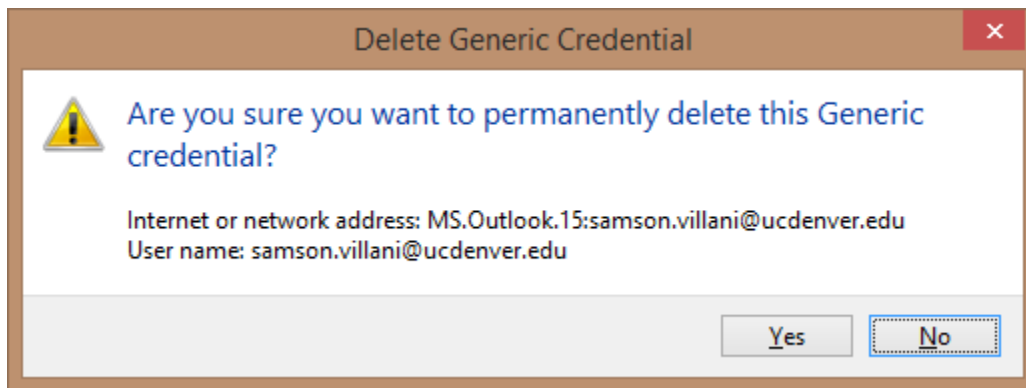
Step 5. Clear out any entries preceded by MS.Outlook by clicking on the down arrow next to the entry and clicking the 'Remove' button.

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Step 6. Click Yes on the Delete Generic Credential window that will pop-up.

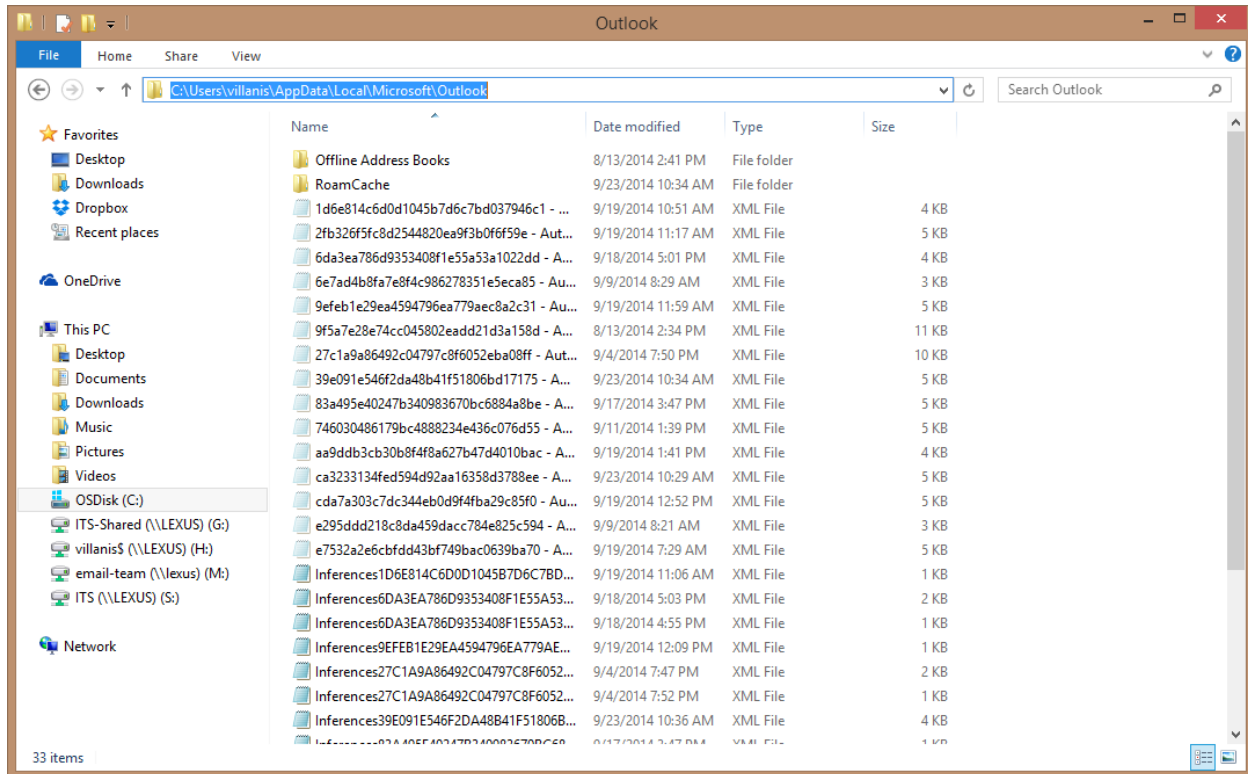


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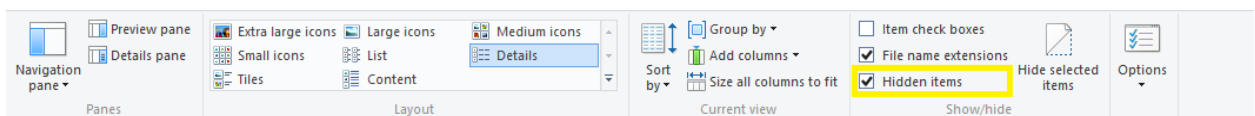
Step 7. Open up Windows Explorer and navigate to

`C:\Users\username\AppData\Local\Microsoft\Outlook`



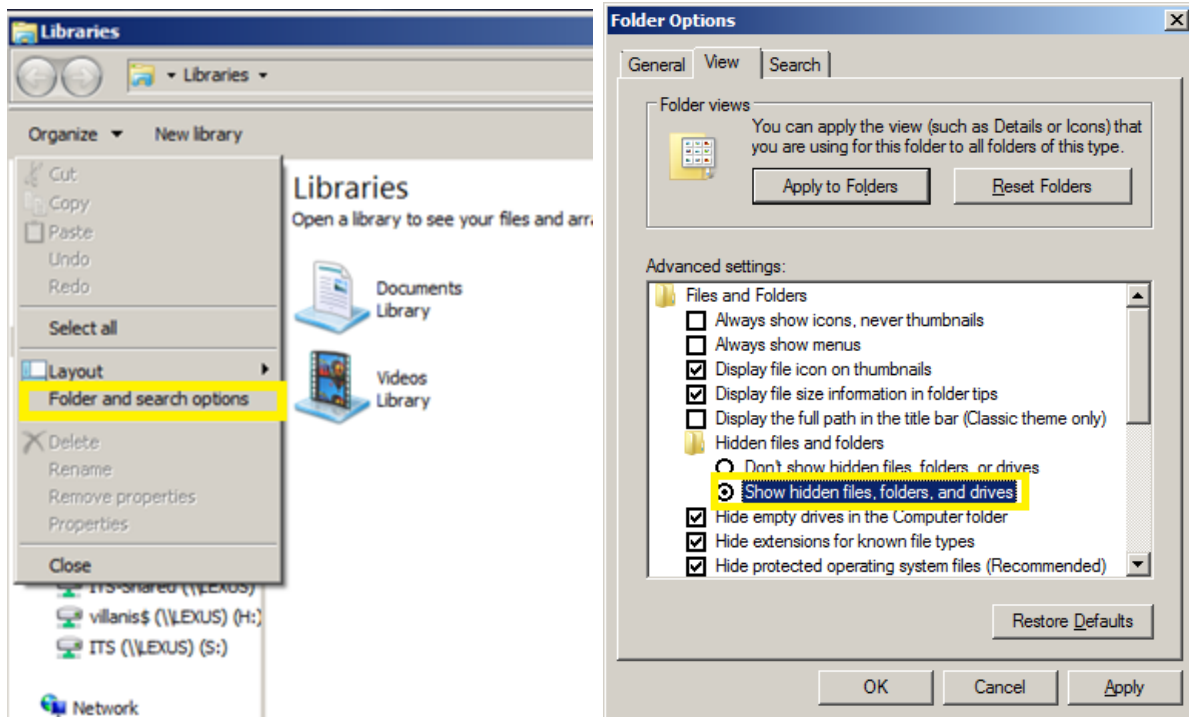
Note: In order to see the AppData folder you will need to turn on show Hidden items option, in Windows 8 you can do this from the View tab. On Windows 7 you can do this from the 'Organize' drop down window, Folder and Search Options, Click on the 'View' tab and click the option 'Show hidden files, folders and drives'

Note: Take note of any personal archive files that may reside in here (files that end in .PST) and move them to another location, a personal Network drive would be ideal.



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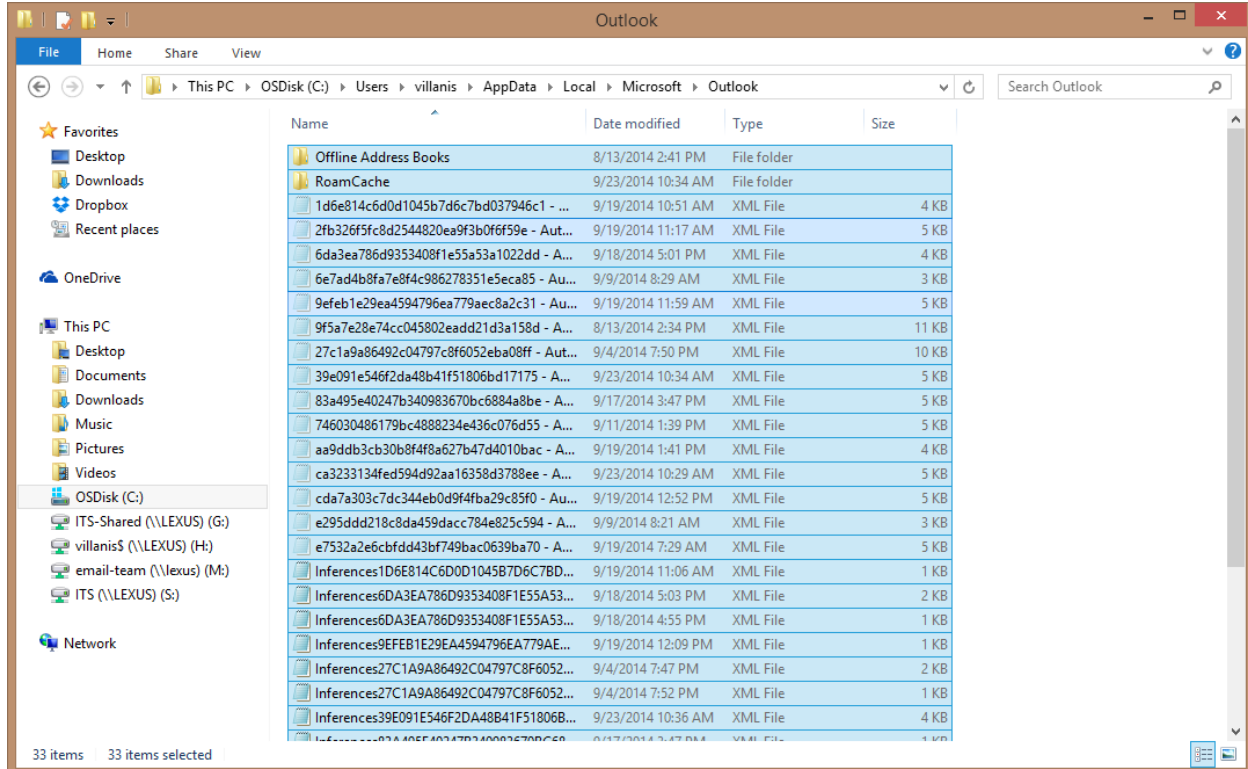
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Step 8. Select everything in this folder by clicking Ctrl+A and hitting the delete button

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Step 9. Configure your Outlook profile over again according to the following document. <http://www.ucdenver.edu/Email/Cloud/Pages/Microsoft-Outlook.aspx>

Microsoft URL for setting up Outlook profile for different versions of Outlook

<http://support.microsoft.com/kb/829918>

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