

Reset Outlook to Default and Remove All Accounts

Why would I want to reset Outlook?

If you need to wipe all accounts and trigger the new installation prompts, this is the quickest way to do so.

Important: This will remove all accounts and cached mailboxes, so make sure you have done any necessary backups/exports before resetting!

How do I reset Outlook on a Windows PC to start as if it's a new installation?

1. Open Control Panel (hit the Windows Key on your keyboard and start typing Control Panel to search).



2. Click the search bar in the upper right corner of the window and type Mail:



Alternatively, you can change the icon view from Category to Small Icons and then doubleclick the Mail (Microsoft Outlook) icon from there:

Control Panel\All Control Panel Items				- 0 X
\leftarrow \rightarrow \checkmark \uparrow 🔤 \diamond Control	Panel > All Control Panel Items >	✓ C Search Control Panel		م
Adjust your computer's setti	ngs			View by: Small icons
				Category
I AutoPlay	Backup and Restore (Windows 7)	RitLocker Drive Encryption	🍕 BitLocker Encryption Options	Large icons
😼 Color Management	🌯 Configuration Manager	🕖 Credential Manager	💣 Date and Time	• Sman cons
Notes and the second se	🧈 Device Manager	🐲 Devices and Printers	🚱 Ease of Access Center	
File Explorer Options	👆 File History	🔀 Fonts	Indexing Options	
California Internet Options	- Keyboard	Mail (Microsoft Outlook)	Mouse	
💐 Network and Sharing Center	Phone and Modem	Power Options	Programs and Features	
Recovery	🥩 Region	😹 RemoteApp and Desktop Connectio	陀 Security and Maintenance	
Sound	Speech Recognition	I Storage Spaces	Sync Center	
🕎 System	🧾 Taskbar and Navigation	📧 Troubleshooting	💐 User Accounts	
📽 Windows Defender Firewall	🔄 Windows Mobility Center	🍓 Windows Tools	Work Folders	

3. When the next window comes up, click on Show Profiles:



4. Make sure Outlook is highlighted and click Remove:

🕡 Mail	×
General	
The following profiles are set up on this computer:	
Outlook	
-	
Add Remove Properties Copy When starting Microsoft Outlook, use this profile: Prompt for a profile to be used Always use this profile	
Outlook ~	
OK Cancel Apply	

5. A warning dialog will pop up. If you are sure you want to continue, click Yes:



6. After you click Yes, the Mail Profile menu should look like this:

🥬 Mail				×
General				
🛺 The fo	llowing profil	es are set up or	n this comput	er:
				^
				\mathbf{v}
Add	Remove	Properties	Сору	
When startir	ng Microsoft O	utlook, use thi	s profile:	
	for a profile t	o be used		
Always	use this profil	e		
				\sim

- 7. Close the Outlook destop app if it was open.
- 8. Open the Outlook app again and it should prompt you to create a new profile. Type Outlook and hit Enter or click OK:

New Profile			
9 Create New Profile	ОК		
Profile Name: Outlook	Cancel		

9. You should then be greeted with the Welcome to Outlook startup window. You may need to delete a previous email address from the email field before entering the new email account:

		×
Welcor	me to Outlook	
Enter an email a	address to add your account.	
	Advanced options 🗸	
	Connect	

10. Once it finishes loading, Outlook should function normally as if this was the first time it was used with only one account signed into it.

What tools are available for resetting Outlook on a Mac?

There is a free downloadable tool called Office-Reset for the following releases of Office on Mac:

- Microsoft 365 for Mac
- Office 2021 for Mac (16.53 16.75)
- Office 2019 for Mac (16.17 16.75)
- Office 2016 for Mac (15.11 16.16.27)

Go to https://office-reset.com/ to download the latest version.

Here's the summary from the website of all that it can do:

"Office-Reset is a free downloadable tool that you can use to fix problems and errors encountered with Microsoft Office for Mac apps. This includes Word, Excel, PowerPoint, Outlook, OneNote, OneDrive, Teams and AutoUpdate. The tool can help fix app launch errors, freezes, hangs, crashes, bad plug-ins, corrupt templates, performance issues, and confusing error messages.

You can tell Office-Reset to fix a specific app, or you tell it to perform a 'factory reset' - essentially putting Office back to the same pristine state as when you first installed it. There's also an option to completely start over, where the tool can remove every app, cache, container, preference and keychain entry that Office may have created while it was running.

Office-Reset does not delete your documents and workbooks. The tool doesn't have ads, an upsell, collect your data, or install software that you don't want. It simply runs, fixes, and quits."