

# ABC Helpdesk

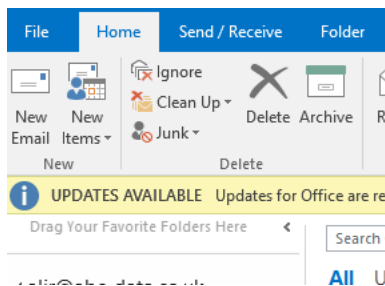
Knowledgebase > Microsoft > Office 365 > Outlook: Change Account Type From POP3/IMAP to Active Sync

## Outlook: Change Account Type From POP3/IMAP to Active Sync

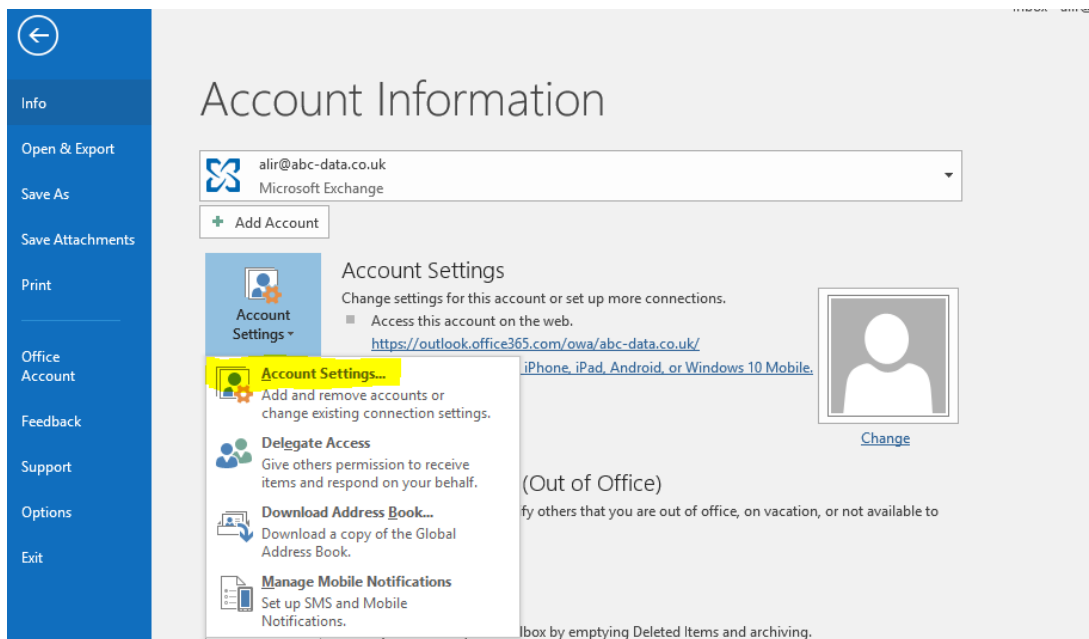
Ali Raeis-Mohammad - 2017-11-13 - Office 365

Open Outlook on the computer.

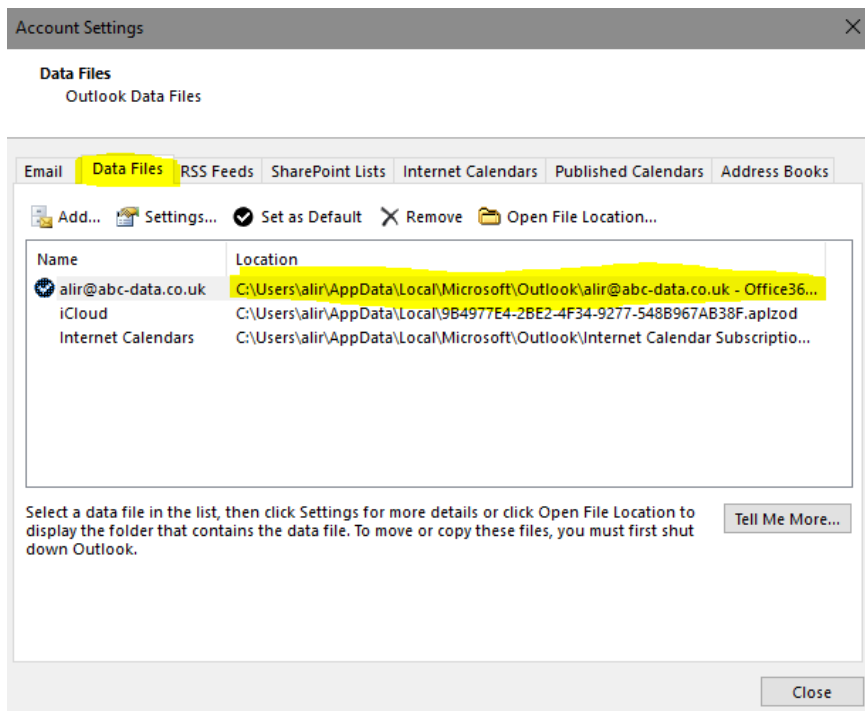
At the top left of the screen click File.



On the following screen click Account Settings, and then Account Settings again.

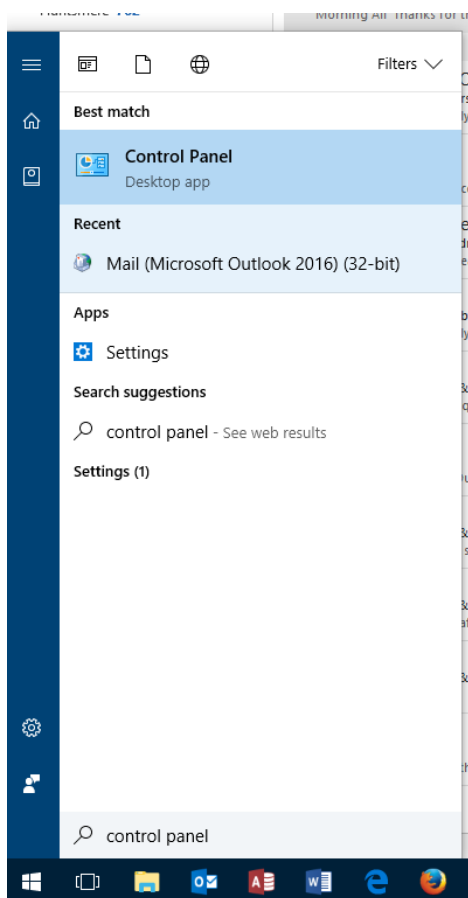


On the following window select the Data Files tab and make a note of the full location path for the data file. This should reference C:\Users\USERNAME\Documents\Outlookfiles....

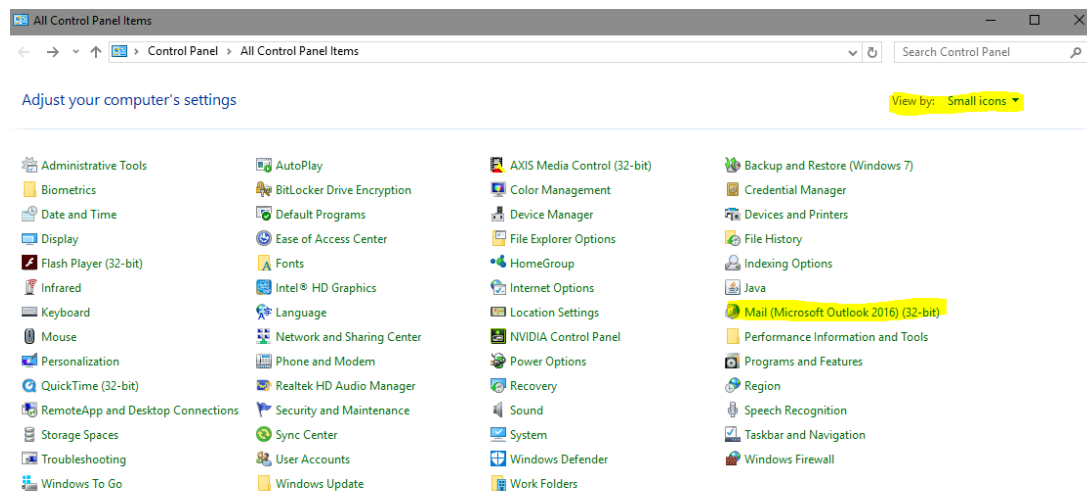


At this point close all open windows and exit Outlook.

Click the Start icon at the bottom left of the screen and type Control Panel. The search should provide the icon as below to click.



Once open change the View by from Category to Small icons at the top right of the Window. Once selected open the Mail icon.



Once open click the Show Profiles button and click the Add button to create a new profile. This should ask for a name, you can type your name here.

Click OK and Outlook should detect the email account you want to add or ask for the email address and password.

If Outlook detects the account click the Connect button or if the email address is incorrect click the Connect to a different account option.

## Connect Outlook to Office 365

Powerful tools for managing email, calendar, contacts, and tasks.

Account: Ali Raeis-Mohammad (AliR@abc-data.co.uk)

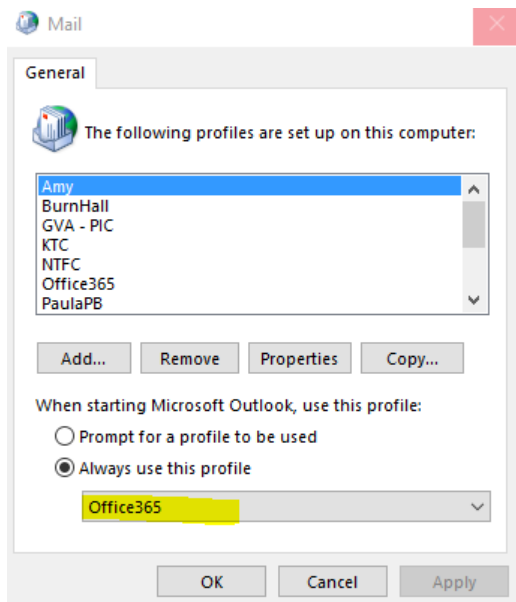
**Connect**

Set up Outlook Mobile on my phone, too

**Connect to a different account**

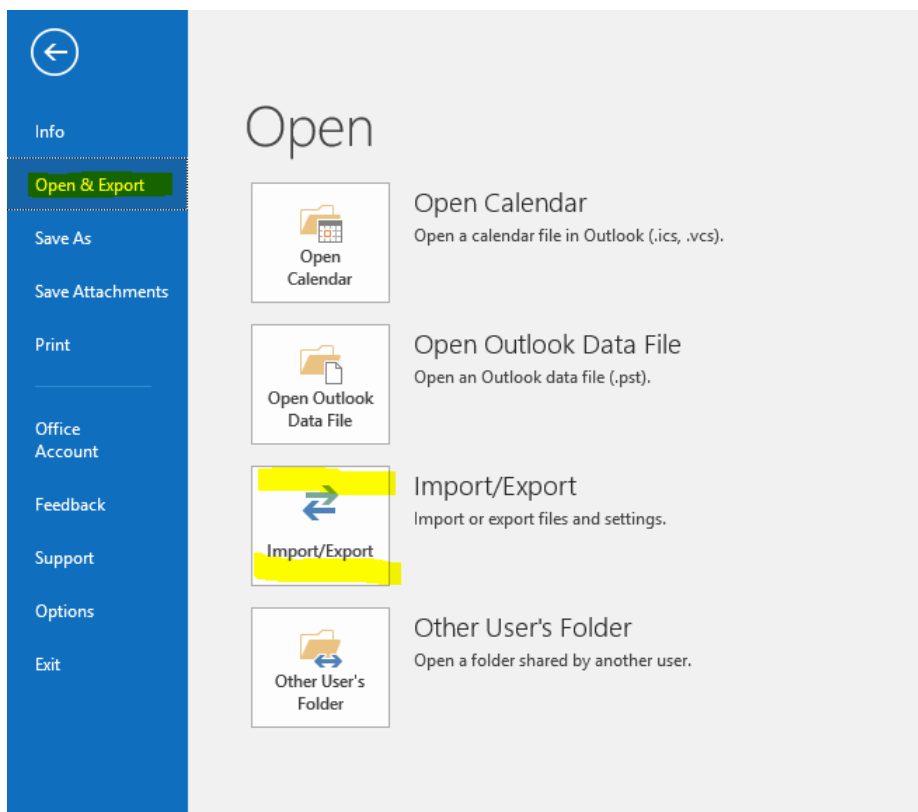
Once you have clicked connect you may be asked to choose the account type, click Exchange and continue to finish the process. If you are asked for your password enter the password for you email account.

Once completed you should be back to the screen below, be sure to change the bottom drop down to the new profile name and click OK.



Open Outlook and you should be asked for your password again, enter the password and Outlook will open and setup your profile.

The last step is to import your old emails. To do this click File at the top left of the screen and click Open & Export, Import/Export.



In the next window select Import from another program or file and click Next.

On the next screen select Outlook Data File (.pst) and click Next.

On the next screen click Browse and browse to the file location which you noted down in the first steps. This maybe Documents\Outlook Files\\*filename\*

Select the file and click Open, and click next to the end of the menus and finish.

This should start to import the emails into your new mail account and the process is then complete.