## Summary

This guide will walk you through the setup of Outlook 2010 or 2013 to configure it with <u>no e-mail support</u>. Because all MOS exams are "Live in the Application", the locally installed version of the software will literally be launched during an exam. Since Outlook requires this additional setup, it is important to perform these actions so the program will employ a blank email profile to be used during the actual exam. Additionally, it will ensure the exam will not be confused by first-time prompts (e.g. the prompt to create an email account). Only computers that will be testing Outlook require this setup, however we recommend performing this action throughout your lab so that potential future testing will not cause a delay. Currently, MOS exams can only be delivered in Compass for Windows.

Note: You may not use Outlook as an actual e-mail client on a testing computer without causing profile and other conflicts to the testing environment.

Note: Do <u>not</u> follow these procedures when employing <u>Outlook 2016 or 365/2019</u> exams.

Removing Existing Profiles

If Outlook has already been used/configured for someone's personal e-mail, or another issue is causing the test to produce errors, you must remove that profile to avoid populating the program with real data that could then conflict with exam data. If Outlook is a brand new install, or has never been used for personal e-mail, you may skip to the next section.
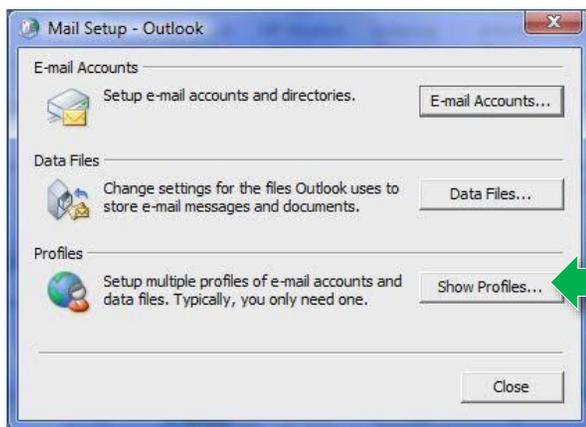
1. Click the **"Start"** button, open the **"Control Panel"**, and then click on the **"Mail"** Icon. You will see the *Mail Setup – Outlook* screen. Click on **"Show Profiles…"**.

2. When the *Mail* window opens, highlight each of the Profiles that may appear in the list and then click **"Remove"**.
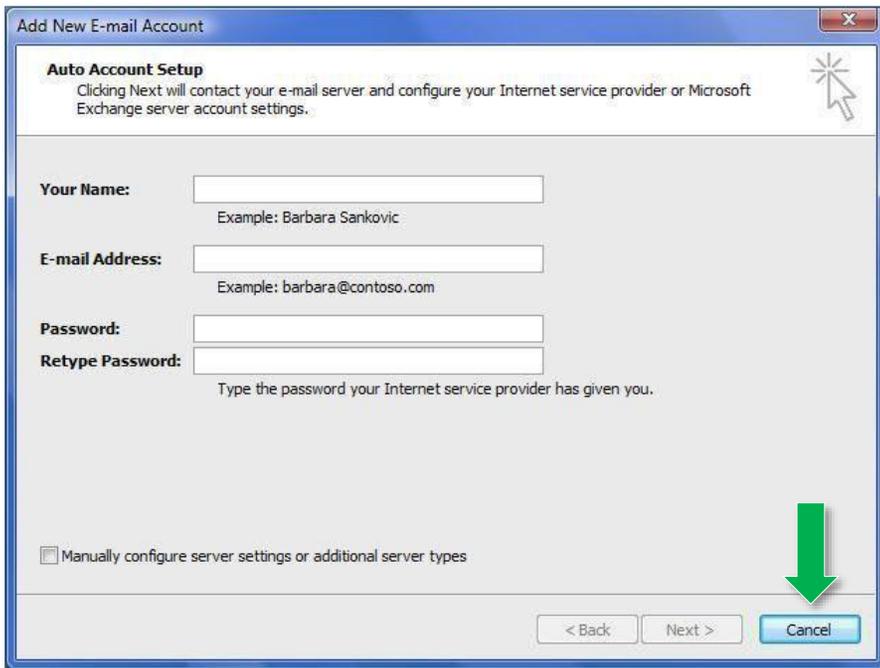
Note: All e-mails, contacts, calendar, and other Outlook related information in the profiles that are removed will be lost.
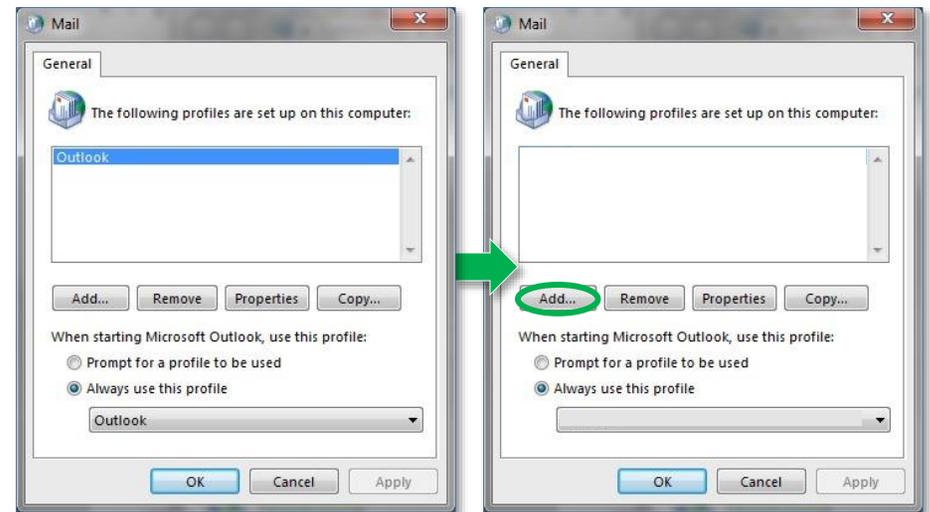
3. The list of profiles should now be blank.
4. Click the **"Add…"** button to create a new profile, enter **"Outlook"** as the New Profile name, and then click **"OK"**.
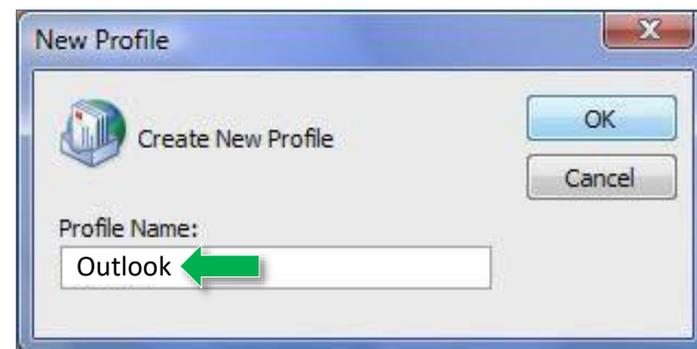
5. When the *Add New E-mail Account* screen appears, click **"Cancel"**.

6. The *Microsoft Office Outlook* no e-mail account screen will appear, click **"OK"**.

## Configuring Outlook from a New Install

If Outlook has recently been installed and has yet to be launched for the first time, you can create a no e-mail profile through the program itself.

1. Open **"Microsoft Outlook"**. If Outlook has not yet been configured you will see the startup screen below. If you do not see the prompt, go back and perform the steps outlined in the Remove Existing Profiles section.

2013 ICON

Note: If you are setting up Outlook 2010 these screens will display the Outlook 2010 equivalents. For this guide we have illustrated the Outlook 2013 version.

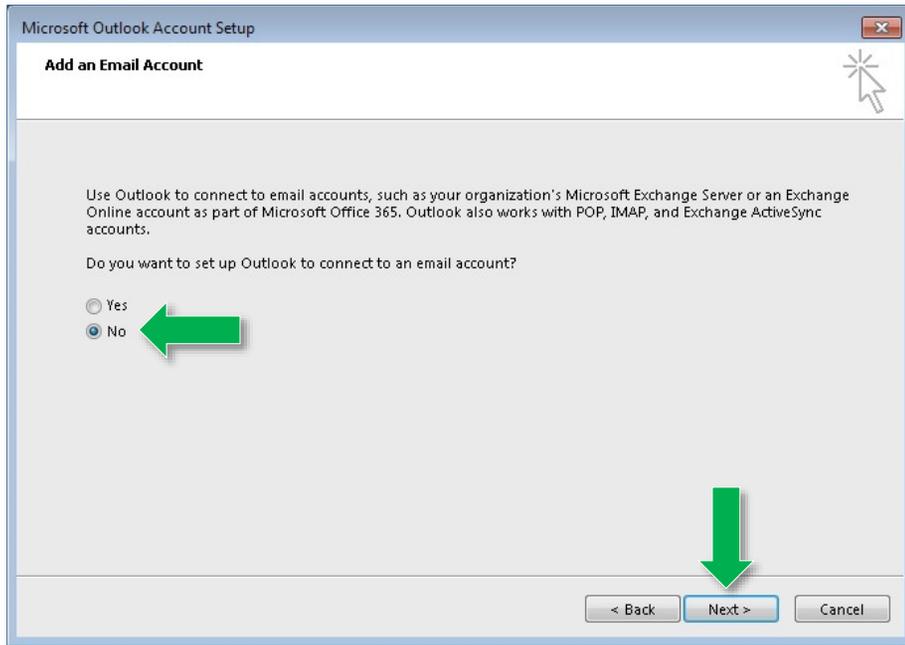2. Click **"Next"** on the *Outlook 2010|2013 Startup* screen.
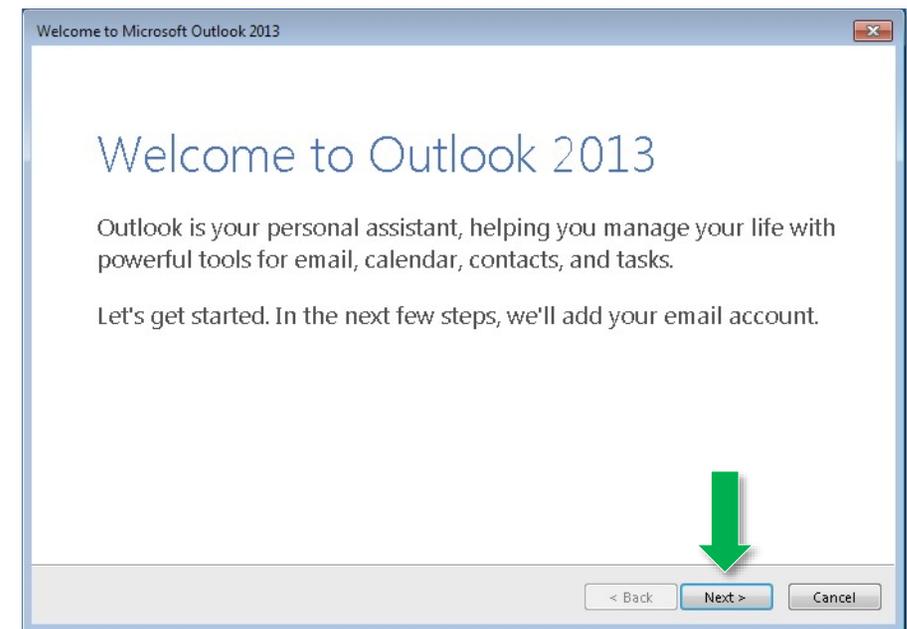
3. On the *Account Configuration* screen select **"No"** and then click **"Next"**.

4. On the next screen, ensure you check the box to **"Continue with no e-mail support"** before proceeding.

Use Outlook without an e-mail account.
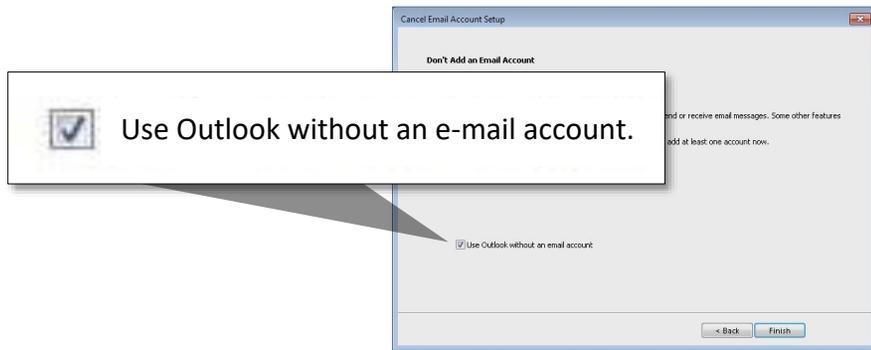
5. On the *Cancel Configuration* screen, click **"Finish"**.

Outlook 2010|2013 is now configured with no e-mail support. To ensure you have set up the software correctly, log in to "**Compass**" and run a "**Configuration Exam**" for Outlook. During the rehearsal, you will want to ensure that the home screen of Outlook is populated with some sample e-mails and contacts. If the home screen is completely blank, then that is typically indicative that you will need to disable the add-ins for Outlook as described in the next section. Configuration exams are performed in the **"Manage Exams"** menu of Compass.

Note: If the Configuration Exam produces an error after performing the actions described in this guide (including the disabling of add-ins), that would be an indication of another contributing factor that is causing the exam to derail. Please contact Tech Support.

Note: If Outlook was previously set up with an actual e-mail account and you recognize personal e-mails, contacts, or calendar info during the Configuration Exam, that indicates a persistent issue with the Outlook profile and/or app data. Please contact Tech Support.

Disabling Add-Ins

Quite often the Outlook software is automatically configured with companion add-ins from other software when that software is installed or updated. These third-party add-ins can cause conflicts with testing and may need to be disabled.
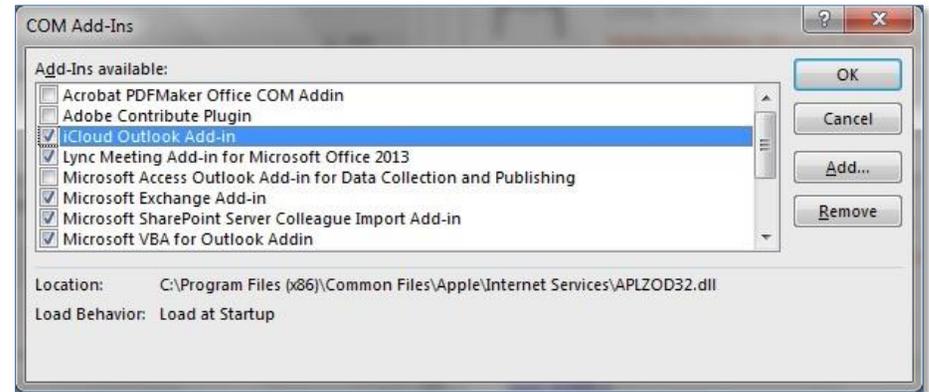
For Outlook 2010 and 2013:

1. Launch **"Outlook"**, c lick the **"File"** tab, and then click **"Options"**.
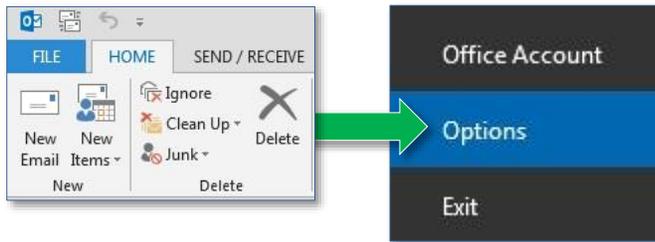
2. Next, click on **"Add-Ins"** in the left-hand column.
3. At the bottom of this screen, click on **"Go"** next to *Manage: COM Add-ins*.
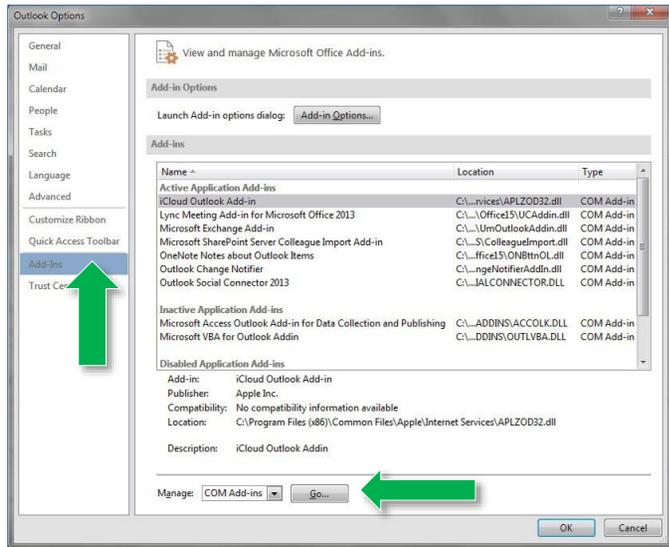
4. Remove the checkmarks from all items in the list and click **"OK"**.

Contacting Support

Find Answers **Online**

Test Candidates: 888.999.9830, Opt. 2 (M – F 6am to 5pm MT)
Customerservices@certiport.com

CATC Customer Service: 888.999.9830, Opt. 3 (M – F 7am to 5pm MT)
CATC Technical Support: 888.999.9830, Opt. 1 (M – F 6am to 5pm MT)