

Removing the Jasperactive Outlook Profile

This document explains how to remove the Jasperactive Outlook profile created during the completion of the Outlook course.

The Jasperactive Outlook course creates a customized email profile for use during the course. This profile is designed to ensure the tasks completed during the course do not affect existing Outlook profiles. Emails created in the course are not delivered or stored within the live (local) Outlook application.

When you exit the Outlook course, Jasperactive closes the application and removes the customized profile.

You can manually remove the Jasperactive email profile using the Clean Outlook Profile option.

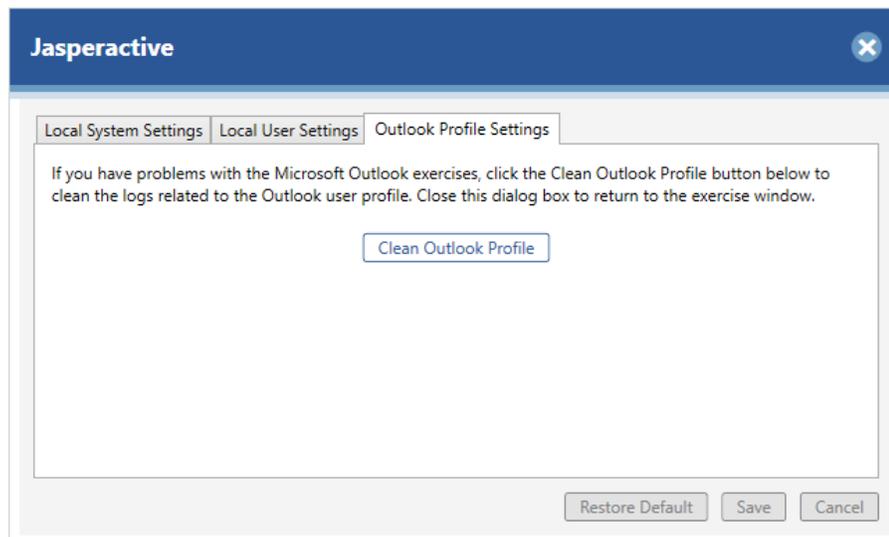
This article is valid for Jasperactive version 1.1.0.0 or higher. For older versions, refer to the [Conduct an Outlook Profile Clean](http://support.jasperactive.com/) article in the Jasperactive Support Knowledge Base (<http://support.jasperactive.com/>).

To remove the Jasperactive Outlook profile, perform the following steps.

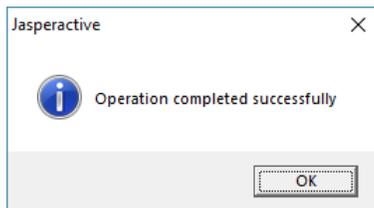
- Step 1:** Close Microsoft Outlook.
- Step 2:** Log in to [Jasperactive](#). If necessary, select **Student** from the Role menu.
- Step 3:** Click the **Configuration of the Desktop Application** (⚙️) button in the navigation bar.



- Step 4:** In the window that appears, click the **Outlook Profile Settings** tab.



Step 5: Click the **Clean Outlook Profile** button. A confirmation box appears.



Step 6: Click **OK** to close the confirmation box.

Step 7: Click the **Close** button (**X**) to close the Outlook Profile Settings window.

If you need further assistance, contact Jasperactive Support (<http://support.jasperactive.com/>) or call them at (800) 668-1669.