



## Update your Outlook Profile

### *Client Profile Updating Utility (CPUU)*

This document shows the step-by-step process for updating your Outlook profile to your new cushwake.com, CWServices.com or DTZCushwake.com email address. Please contact your Service Desk if you have any questions.

- 1) Click on the applicable link:
  - If you are a **legacy DTZ** user, click [HERE](#).
  - If you are a **legacy Cassidy Turley** user, click [HERE](#).
- 2) When prompted, enter your cushwake.com, CWServices.com or DTZCushwake.com login credentials com email address and your network password. After you enter your credentials, the download will start automatically. **Save** the **CPUU.exe** file locally to your computer.



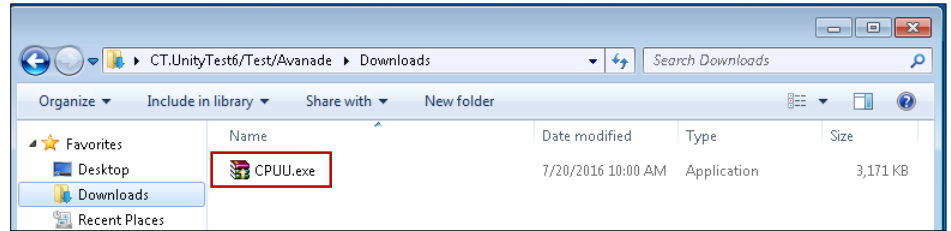
Work or school, or personal Microsoft account

☐ Keep me signed in

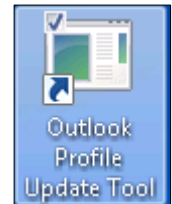
Sign in

Back

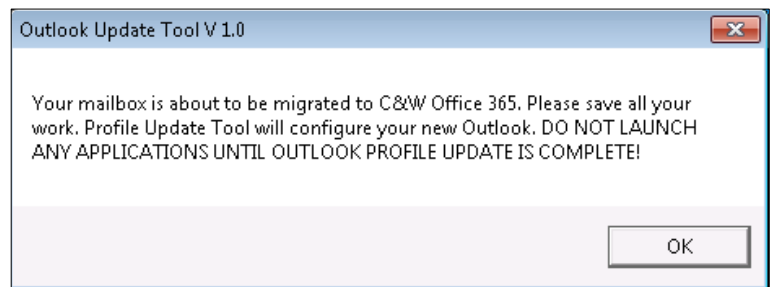
- 3) Locate the downloaded file **CPUU.exe** and double-click on it to execute. It will run silently in the background and will create a shortcut on your desktop within a few minutes.



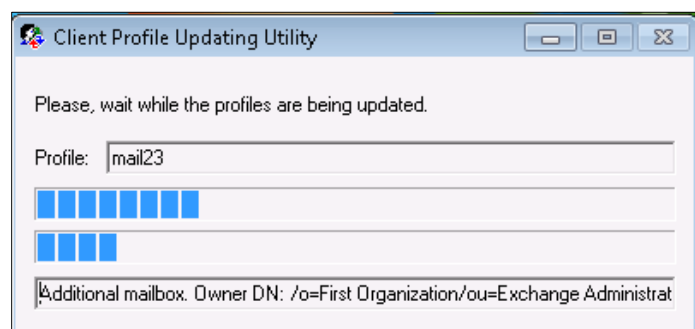
- 4) Verify the **Outlook Profile Update Tool** shortcut is created on your desktop, then double-click on it to start the update process.



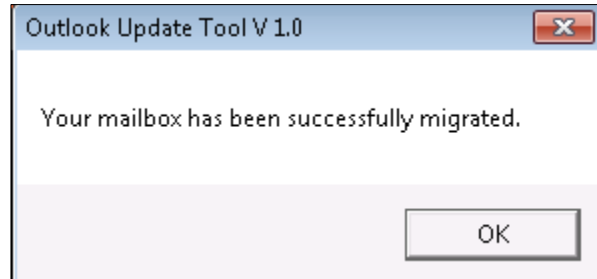
- 5) If the hidden message is found, you will see this popup message. It is important that you do not launch any applications (particularly Outlook and Skype for Business) until the Outlook profile update is complete.



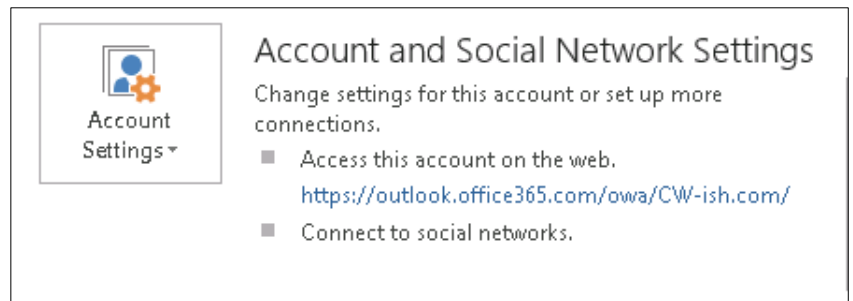
- 6) Once you click **OK**, all of the MAPI applications will be closed (i.e. Outlook and Skype for Business) and the CPUU process will start. If you do not click **OK**, by default the message will close after 2 minutes and the CPUU process will start automatically. This process could potentially take from 10-30 minutes to complete.



- 7) You will see this popup message after the process completes. Click **OK**.



- 8) Open Outlook. If prompted for your credentials, enter your cushwake.com, CWServices.com or DTZCushwake.com email address and your network password. Outlook will then load your profile and will point to your new Cushman & Wakefield Office 365 mailbox.



All of your email will be migrated, but only 180 days' worth of email will be available in your new Outlook inbox. It will take time for Outlook to display your email.