

Why do I get the message "The name cannot be matched to a name in the address list" when setting up my

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When setting up an Exchange mailbox in Outlook, you may receive the following error message: "The action cannot be completed. The name cannot be matched to a name in the address list." This error can occur when Outlook is unable to correctly identify or connect to the Exchange mailbox, an existing Outlook profile, or Outlook attempting to use a different Microsoft or Exchange account. **Check your account** using the correct email address and password for the Exchange mailbox. If the account has previously been configured, attempting to add it again. **Remove saved credentials** If Outlook continues to display the error, removing saved credentials. Close Outlook. Open Control Panel in Windows. Go to User Accounts -> Credential Manager. Select Windows Credentials or your email account. Remove the relevant saved credentials. Open Outlook and try adding the Exchange mailbox again. *Only credentials that are relevant to the affected account. Removing unrelated Windows credentials may cause other applications or services to fail.* If the issue persists, the existing Outlook profile may be preventing the mailbox from being configured correctly. Close Outlook) Click Show Profiles. Click Add Enter the name for the new profile and follow the instructions to configure your account successfully, select Always use this profile and choose the new profile. Click OK and open Outlook.

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