

Windows

"Something went wrong, and Outlook couldn't set up your account" when creating a new Outlook 365 account.

If you receive "Something went wrong, and Outlook couldn't set up your account" in Outlook while creating a new account that's tied to 365:

- **Make sure the system time is correct.**
- Confirm that autodiscover.yourdomain.com resolves to Microsoft (autodiscover.outlook.com)
- Confirm that your root domain website, host or parking page isn't serving a conflicting autodiscover.xml i.e. <https://<RootDomain>/AutoDiscover/AutoDiscover.xml>
You may need to override this temporarily using [this fix from Microsoft](#), but it's best to fix the underlying issue.

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