

Outlook 2010/2013 – Outlook Profile Configuration

NOTE: If you are using Outlook 2010, we STRONGLY recommend you upgrade to a later version as 2010 is no longer supported.

NOTE: For more information and troubleshooting tips, please visit: [How Do I Manually Connect Microsoft Outlook 2010/2013 To My Exchange Server?](#)

Outlook Profile Configuration – Autodiscover

1. Following the migration of your Exchange mailbox your Outlook client will need to restart. Upon receiving the restart notification (see Figure 1), click the OK button and close and restart Outlook.



Figure 1: Outlook Restart Notification Window

2. When you receive Microsoft Outlook pop-up windows (see Figure 2) asking to “Allow this website to configure...server settings”:
 - a. Click (check) the “Don’t ask me about this website again” check box
 - b. Click the **Allow** button

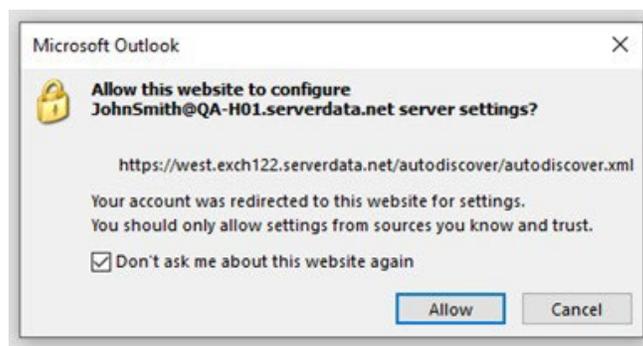


Figure 2: Allow Website to Configure

3. When prompted for credentials (see Figure 3) enter your Outlook credentials as follows:
 - a. Primary email address (example: [FirstLastName@domain.com](#) or [jan smith@domain.com](#))
 - b. Click (check) the “Remember my credentials” check box
 - c. Click the **OK** button

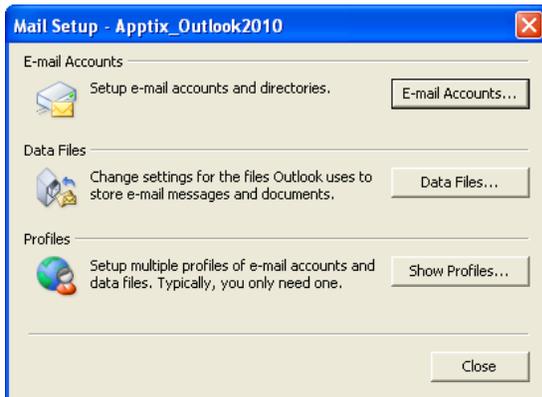


Figure 3: Microsoft Outlook Connecting

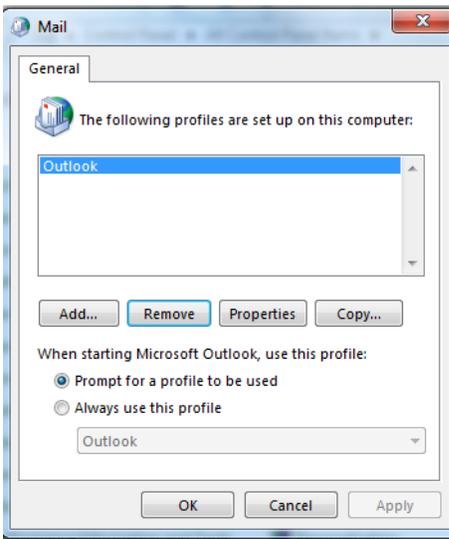
4. If prompted by Outlook to restart (see Figure 1) click the OK button
5. Close (exit) the Microsoft Outlook application
 - a. It is recommended that you close all open applications and restart your laptop
6. When starting Outlook, you may be prompted for credentials (see Figure 3 above), please use the following:
 - a. User ID = Primary email address (example janesmith@domain.com)
 - b. Password = your current Hosted Exchange password
 - c. Click (check) the "Remember my credentials" check box
 - d. Click the **OK** button
7. Your Outlook email has now been migrated to the hosted cloud environment
 - a. **Note: you must also re-configure your mobile devices (iPhone, Android, BlackBerry) to receive email and calendar information.** Please use the [Mobile Device Configuration Wizard](#) to configure your devices.
 - b. If you want to open your email using Outlook Web App, go to [Outlook Web App](#) and enter your primary email address as the login.

Outlook Manual Profile Configuration

To manually configure your Outlook profile, you need to manually configure multiple profiles and/or add email accounts to an existing profile. Perform the following steps:



1. Click the **[Show Profiles]** button, then **[Add]** to create a new profile for your account.



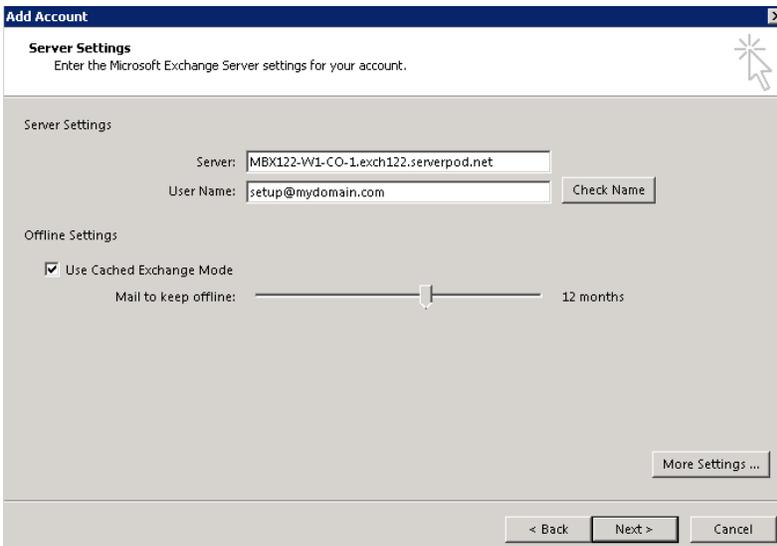
2. Enter any name for the profile to help you identify the account (for example, "Outlook2010") and click **[OK]**. The Auto Account Setup dialog displays.

The screenshot shows a dialog box titled "Add New E-mail Account" with a sub-header "Auto Account Setup". It contains four text input fields: "Your Name:" with the example "Barbara Sankovic", "E-mail Address:" with the example "barbara@contoso.com", "Password:", and "Retype Password:" with the instruction "Type the password your Internet service provider has given you.". A checkbox labeled "Manually configure server settings or additional server types" is checked. At the bottom are buttons for "< Back", "Next >", and "Cancel".

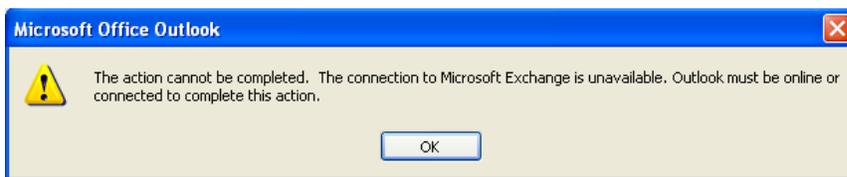
The screenshot shows a dialog box titled "Add Account" with a sub-header "Choose Service". It features three radio button options: "Microsoft Exchange Server or compatible service" (selected), "Outlook.com or Exchange ActiveSync compatible service", and "POP or IMAP". Each option includes a brief description of the service type. At the bottom are buttons for "< Back", "Next >", and "Cancel".

3. Select the **Microsoft Exchange** radio button option and click the **[Next]** button.

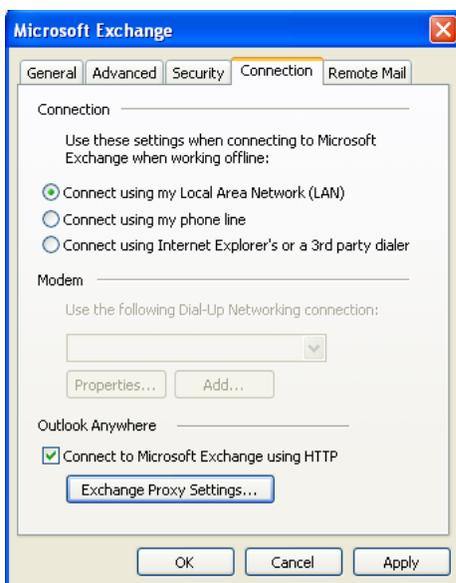
The **Microsoft Exchange Settings** dialog displays, on which you can enter server settings to begin setup.



4. Make sure to keep the **Use Cached Exchange Mode** checkbox checked (that's the default) and enter the information as requested.
Microsoft Exchange server: MBX122-W1-CO-1.exch122.serverpod.net

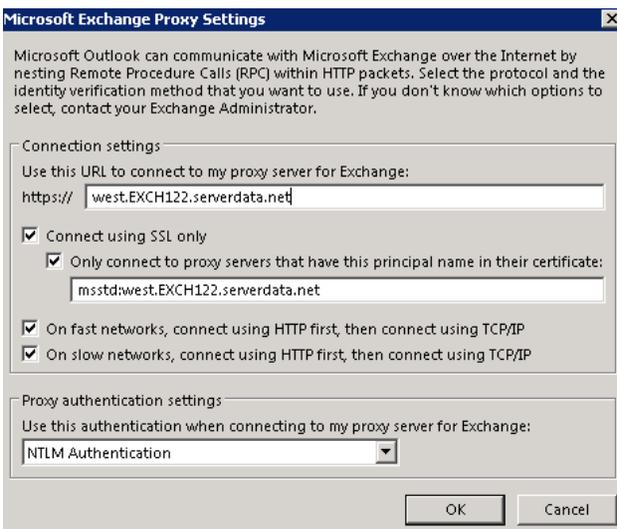


5. Click **[OK]** on each warning dialog until the **Microsoft Exchange** dialog displays.



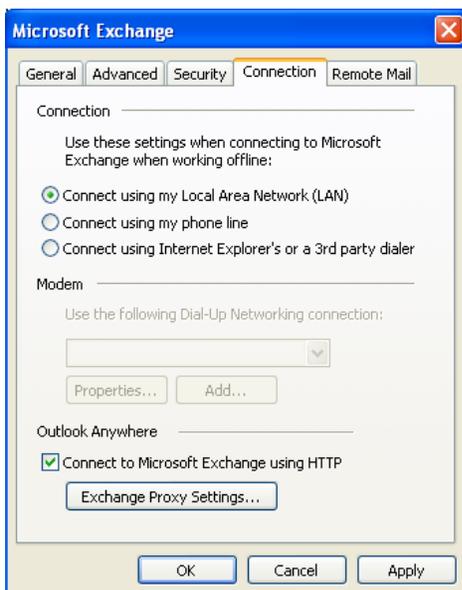
6. Click the **Connection** tab to access the additional connection settings.

7. Click the **Connect to Microsoft Exchange using HTTP** checkbox. This activates the [Exchange Proxy Settings] button.

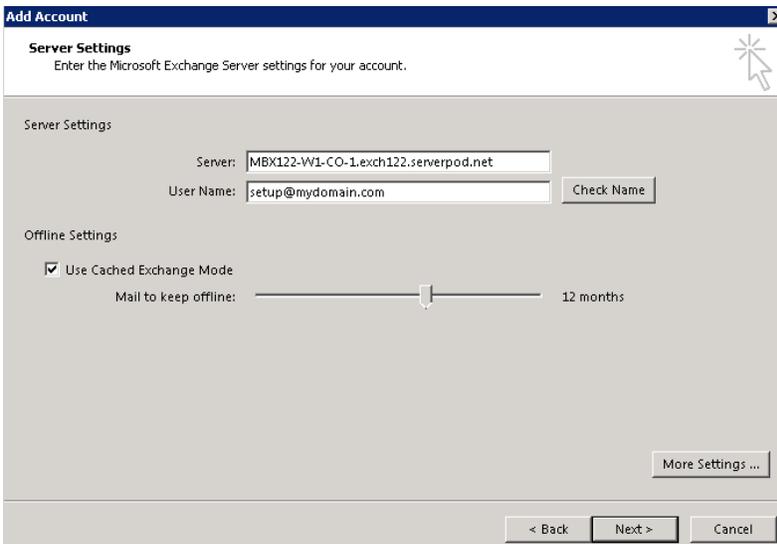


8. Enter all of the following settings:

- **Use this URL...proxy server for Exchange:** west.EXCH122.serverdata.net
- **Only connect...certificate:** msstd:west.EXCH122.serverdata.net
 - Check the checkbox for **On fast networks...using TCP/IP.**
 - Check the checkbox for **On slow networks... using TCP/IP** (default).
 - Select **NTLM** from the **Proxy authentication settings** drop-down



9. Click **[Apply]**, and then click **[OK]**. The Microsoft Exchange Settings dialog displays.



10. Click the **[Check Name]** button. You are prompted to login.



11. Enter your **User name** and **Password** and click **[OK]**.

Outlook attempts to communicate with the Exchange server with the settings you have entered.

It may take a few seconds (up to two minutes on slow Internet connections) before the Outlook profile resolves your mailbox settings.

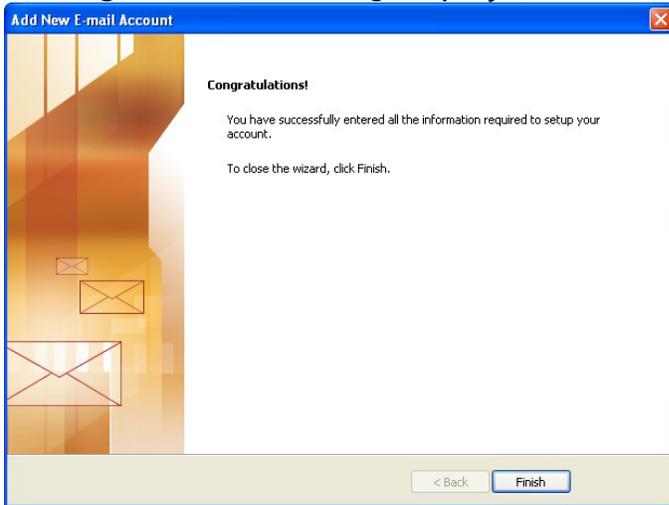
The setup is successful when the **Microsoft Exchange Settings** dialog is updated – the **Microsoft Exchange server** and the mailbox **User Name** inputs display as underlined.

NOTE: The **Microsoft Exchange server** name of the resolved location (which is underlined) may be different than what was entered in Step 6 above.

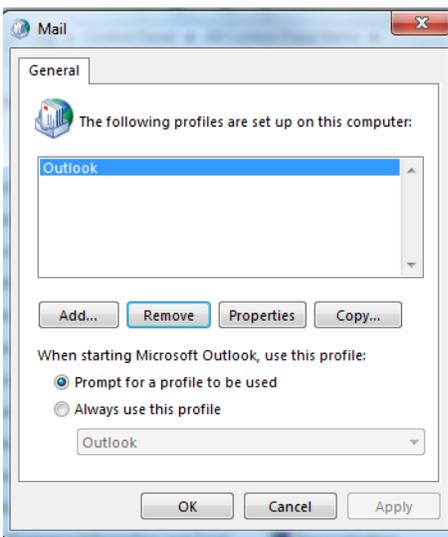
The **User Name** displays what was entered for the **Display Name** for the Exchange mailbox.

12. Click the **[Next]** button.

A **Congratulations** dialog displays, indicating that the setup was successful.



13. Click the **[Finish]** button. The Mail dialog displays again.



14. Make sure **Prompt for a profile to be used** option is selected

15. Click OK in the Mail dialog box to close.

16. Start Outlook, and when prompted for your Profile, select the new profile you just created.

You have now successfully connected the Outlook profile to your Exchange mailbox using the manual server configuration settings.

POP/IMAP/SMTP Configuration

NOTE: If you're using Outlook 2010/2013, we recommend that you connect to your email account with an Exchange account instead of through POP3 or IMAP4. Using an Exchange account lets you use calendaring and other collaboration features that you can't get if you connect through IMAP4 or POP3.

If you have trouble connecting, please visit [Connecting Outlook 2010/2013 to a POP/IMAP Mailbox](#)

1. From your PC:
Windows 7 (in Category view): **Start | Control Panel | Mail**
The **Mail Setup** wizard starts.
2. Click the **[Show Profiles]** button, then **[Add]** to create a new profile for your account.
NOTE: If this is the first profile created, then the second dialog (**Mail | General**) displays; the first dialog does not display.
The **New Profile** dialog displays.
3. Enter any name for the profile to help you identify the account (for example, "Exchange2016") and click **[OK]**. The **Add Account Setup** dialog displays.
4. Click the checkbox at the bottom of the screen to **Manually configure server settings or additional server types** and click the **[Next]** button.
The **Choose E-mail Service** dialog displays.
5. In the **Choose Service** page of the wizard, select **Internet E-mail**, and then click **[Next]**.
6. Provide the following information on the **Internet E-mail Settings** page.

Under **User Information**:

- In the **Your Name** box, enter the name you want users to see when you send e-mail from this account.
- In the **E-mail Address** box, enter your e-mail address.

Under **Server Information**:

- a. Under **Account Type**, select **IMAP** or **POP3**.
- b. In the **Incoming mail server** box, enter the IMAP or POP server name.
 - IMAP Incoming Mail Server: west.EXCH122.serverdata.net
 - POP3 Incoming Mail Server: west.EXCH122.serverdata.net
- c. In the **Outgoing mail server (SMTP)** box, enter the SMTP server name:
west.EXCH122.serverdata.net

Under **Logon Information**:

- a. In the **User Name** box, enter your email address.
 - b. In the **Password** box, enter your password.
 - c. If you want Outlook to remember your password, make sure the check box next to **Remember password** is selected.
7. At the lower-right side of the page, click **[More Settings]**, and then fill in the **Internet E-Mail Settings** dialog box as follows:
On the **Outgoing Server** tab, select **My outgoing server (SMTP) requires authentication**.
- a) On the **Advanced** tab:
Under **Incoming server (IMAP)**, or **Incoming server (POP3)**, next to **Use the following type of encrypted connection**, select **SSL** in the drop-down box.
IMAP Incoming Port: **993**
POP Incoming Port: **995**
 - b) Under **Outgoing server (SMTP)**, next to **Use the following type of encrypted connection**, select **TLS**, and then click **[OK]**.
Outgoing Port: **587**
 - c) If you're using POP3 and you want to keep a copy of your messages on the server, under **Delivery**, click **Leave a copy of messages on the server**.
If you don't select this option, all messages will be removed from the server and stored locally on your computer.
8. On the **Add New Account** page, click **[Next]**.
9. After Outlook 2010 tests your account, click **[Close]** to close the **Test Account Settings** dialog box.
10. On the **Congratulations** page, click **[Finish]**.
11. On the **Account Settings** page, click **[Close]**.
If you're using IMAP4, a message may display asking you if you want to download folders for the mail server that you added.
12. Click **[Yes]**.
Use the Outlook user interface to select which folders to synchronize between the server and your local computer, and then click **[OK]**.