

Setting up your university O365 email using Microsoft Outlook 2010

This guide details how to setup your University of Exeter email account using Microsoft Outlook 2010. These instructions should also work for Outlook 2007 and 2013.

Please note that this guide is designed for users who have an Office365 mailbox.

[Do I have an Office365 or Exchange Mailbox?](#)

If you have an Exchange mailbox please consult our [Exchange Help pages](#).

Before you begin, please ensure you have a working internet connection.

If you need any further assistance please contact the [SID desk](#)

For Windows 7:

Click **Start > Control Panel > Mail**

If Mail is not displayed you should change the 'view by' in the top right hand corner of the screen from 'Category' to either 'Large' or 'small' icons.

You should then be able to select **Mail**.

For Windows 8:

From the Start screen choose **Desktop**.

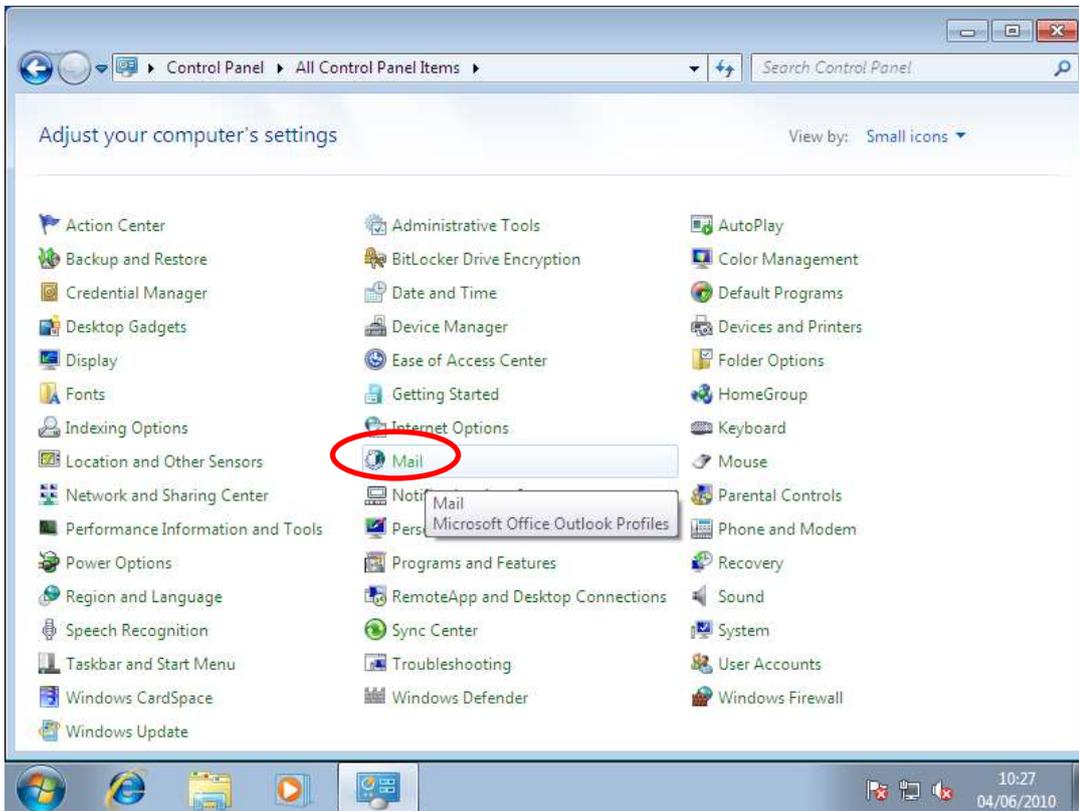
Hover the mouse cursor over the top or bottom right hand corner until the five icons appear along the right edge of the screen.

Select **Settings**.

The Settings pane will pop out and you can then choose **Control Panel**.

If Mail is not displayed you should change the 'view by' in the top right hand corner of the screen from 'Category' to either 'Large' or 'small' icons.

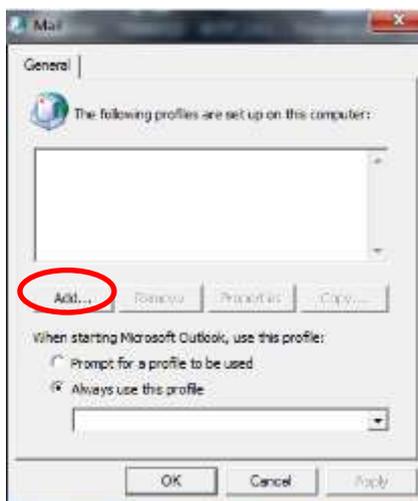
You should then be able to select **Mail**.



1. Open Mail and the **Mail** dialogue box appears.

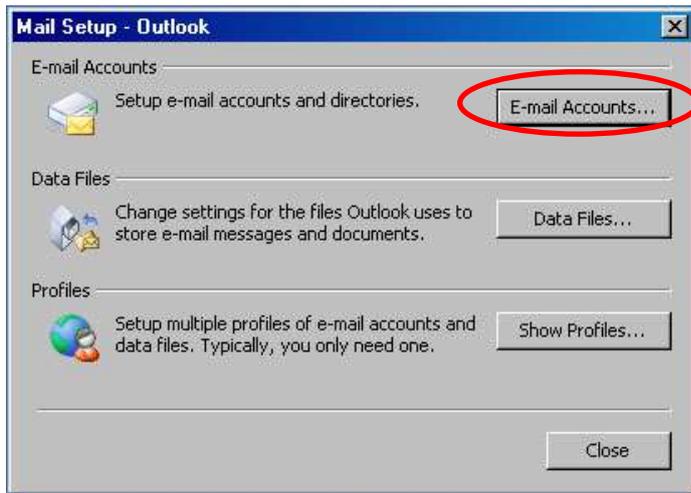
Please note:

If you have not setup an email account with Outlook before, you will need to Add an Outlook profile. You should see the screen below. You simply need to click “Add” and specify a profile name. You can then skip straight to Step 5.

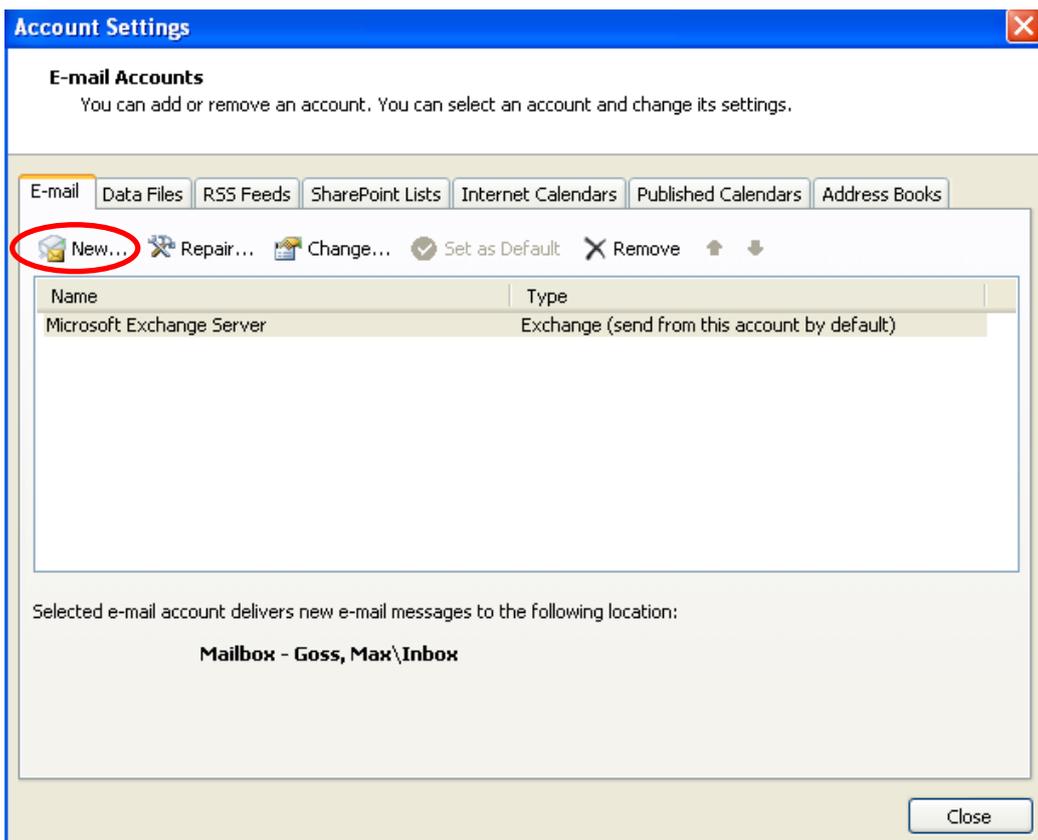


If you already have an account setup with Microsoft Outlook (for example, a Gmail account), then you will see the screen below:

2. Select **Email Accounts**

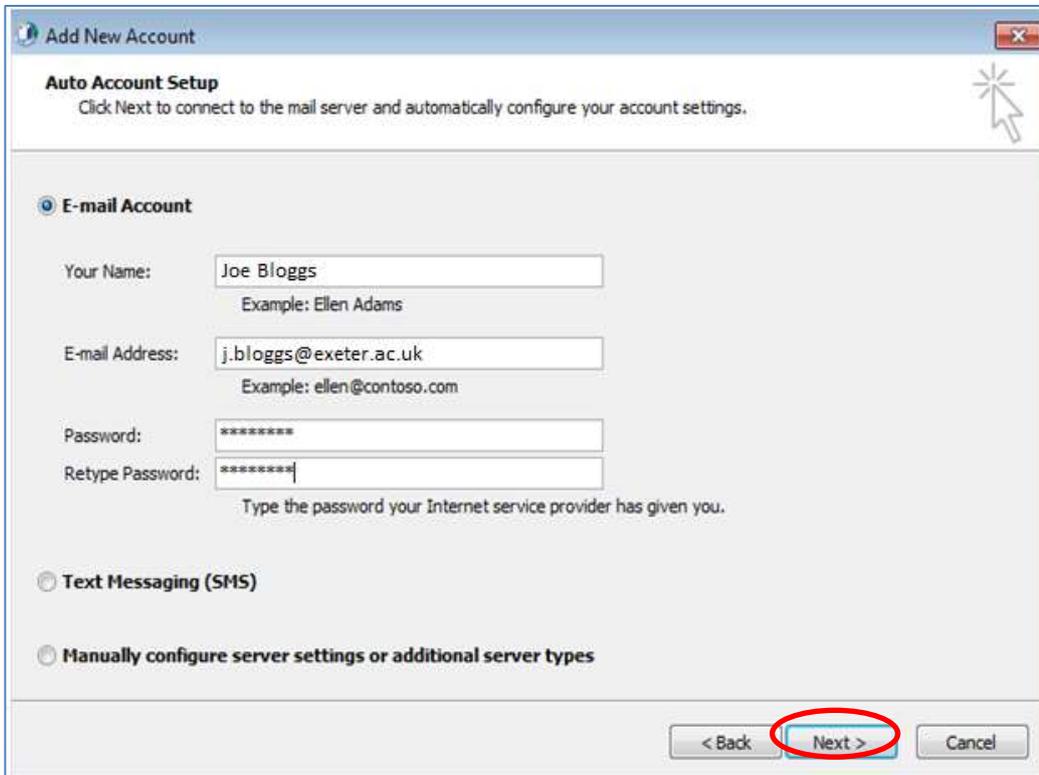


3. Click **New** as highlighted below:



4. Select **Email account** and click **Next**

5. You should now see the screen below. Please enter the following details:
- your name in the name field
 - your full university email address in the format j.bloggs@exeter.ac.uk for Staff and Associates or jb201@exeter.ac.uk for Students
 - your Exeter password twice



The screenshot shows the 'Add New Account' dialog box. The title bar reads 'Add New Account'. Below the title bar, there is a section titled 'Auto Account Setup' with the instruction 'Click Next to connect to the mail server and automatically configure your account settings.' There are three radio button options: 'E-mail Account' (selected), 'Text Messaging (SMS)', and 'Manually configure server settings or additional server types'. Under 'E-mail Account', there are four input fields: 'Your Name' (containing 'Joe Bloggs'), 'E-mail Address' (containing 'j.bloggs@exeter.ac.uk'), 'Password' (containing '*****'), and 'Retype Password' (containing '*****'). Below the password fields is the text 'Type the password your Internet service provider has given you.' At the bottom right, there are three buttons: '< Back', 'Next >' (circled in red), and 'Cancel'.

When you are ready, click **Next**

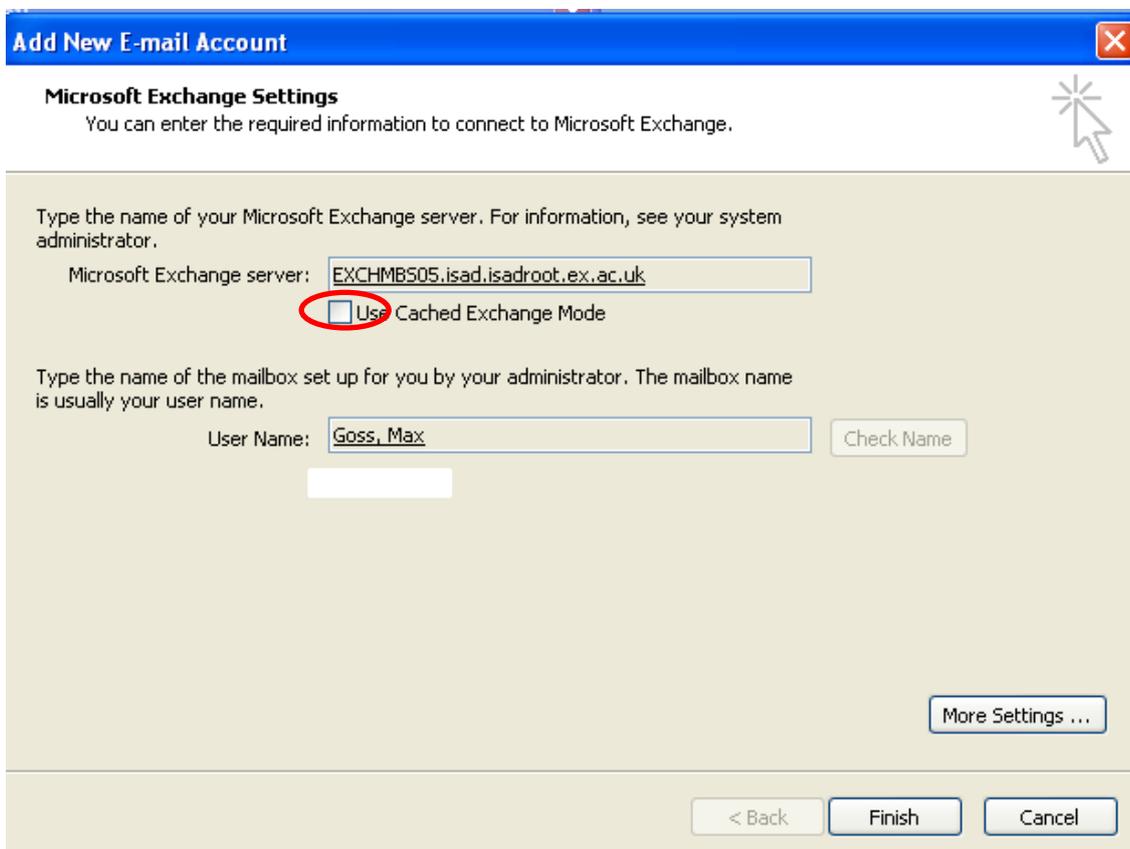
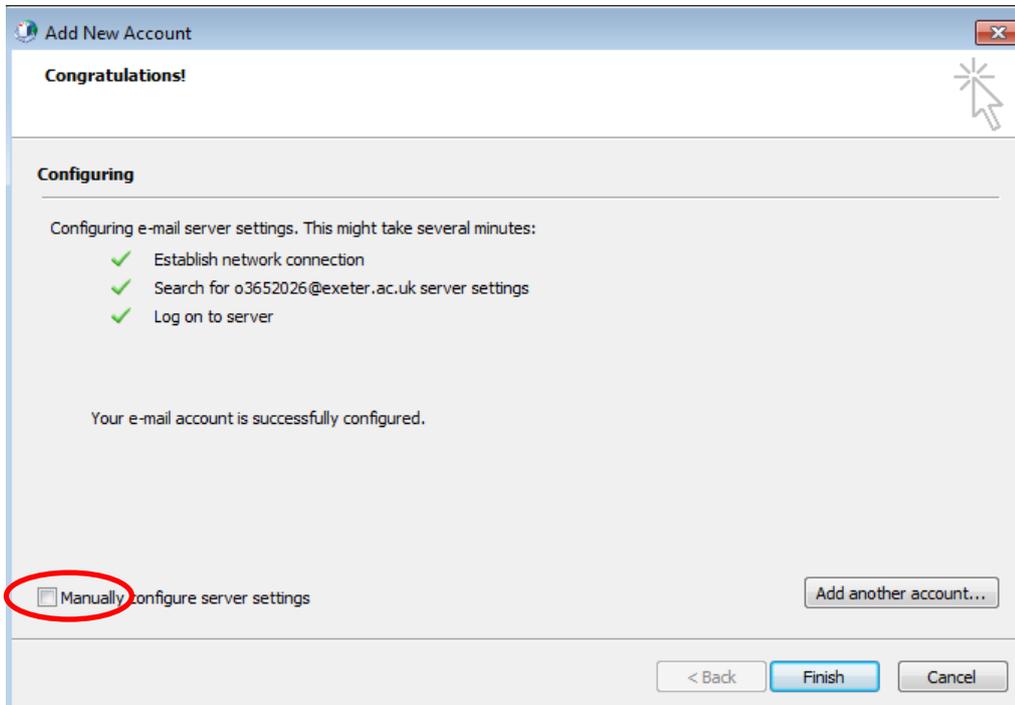
6. If you are prompted for authentication, please enter your full university email address followed by your password, then click **OK**



The screenshot shows the 'Windows Security' dialog box for a 'Mail Application'. The title bar reads 'Windows Security'. The main text says 'Mail Application' and 'Connecting to o3652026@exeter.ac.uk'. There is a small icon of a mail application on the left. To the right of the icon are two input fields: the first contains 'j.bloggs@exeter.ac.uk' and the second contains masked characters '*****'. Below the input fields is a checkbox labeled 'Remember my credentials' which is unchecked. At the bottom, there are two buttons: 'OK' (highlighted) and 'Cancel'.

7. If connection is successful, you will see the screen below. Please click **Manually configure server settings**. On the next screen after this, make sure **Use Cached Exchange Mode** is unchecked.

You should **only** tick **Use Cached Exchange Mode** if you have a university laptop and you want to use Outlook offline and synchronise it later, but beware this setting can cause other problems with your email account.



8. Click **Finish** to complete the setup.
9. Open Microsoft Outlook 2010. The program should now load and your mail will be ready to use.

Manual settings

If you need to supply manual setup information, the server name is **outlook.office365.com**

If you need any further assistance please contact the [SID desk](#)