

Connect your email client to your Exchange mailbox

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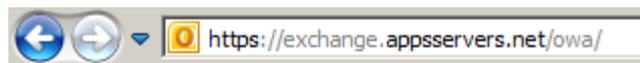
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Connect your email client to your Exchange mailbox

Access your Exchange mailbox with Outlook Web Access (OWA)

One advantage of having an Exchange mailbox is the ability to access your mail and make real-time changes to the data held within it using an internet browser such as Internet Explorer from any internet-connected PC, no matter where you are.

To do this, simply enter the URL of the Exchange server in your browser, as shown below (<https://exchange.appsservers.net/owa/>).



When the page has loaded you will see a login prompt as below:

A screenshot of the Microsoft Outlook Web App login page. The page has a white background with a yellow gradient at the bottom. At the top left, it says "Microsoft Outlook Web App". Below that, there is a "Security" section with a link "(show explanation)". There are two radio button options: "This is a public or shared computer" (unselected) and "This is a private computer" (selected). Below the radio buttons is a warning message in orange: "Warning: By selecting this option, you confirm that this computer complies with your organization's security policy." There is also a checkbox option "Use the light version of Outlook Web App" which is unchecked. Below the security options are two text input fields: "User name:" and "Password:". To the right of the password field is a yellow "Sign in" button. At the bottom of the page, it says "Connected to Microsoft Exchange" and "© 2010 Microsoft Corporation. All rights reserved."

Log in using the username and password you were provided.

Using the webmail interface can seem daunting at first because of the range of options but, in fact, basic tasks such as receiving and sending email are simple. To compose a new email, click New and type the email address of the recipient. When complete, click Send.

To retrieve new email sent to you, click "Check Messages" which is the "Refresh" icon . With Internet Explorer, you will be notified automatically when new messages arrive. The best way to get to know the webmail feature set is to play with it.

Although you can use many browsers (e.g. Firefox), currently only Internet Explorer-based browsers offer all the features such as searching your mailbox and notification of new emails.

Connect your email client to your Exchange mailbox

Connecting to your Exchange mailbox using Outlook

The method will be slightly different depending on the version of Outlook, e.g. 2003, 2007, 2010, 2013 etc. Read this section then follow the instructions for the version of Outlook that you are using.

How the process starts will be different depending on whether Outlook is being used for the first time on a PC or, if not being used for the first time, whether the new connection is to be added to an existing Mail profile or as a new Mail profile.

You may wish to print some sections of this document as the following instructions may require that you use your internet browser to visit other web pages to collect information or review other instructions.

If during the following procedures you encounter a popup window that asks you to login, simply press cancel. You may get an error message or additional login request, press cancel again.

Outlook is being used for the first time

If Outlook is being used for the first time, when it is launched it should automatically start the Account setup wizard. If this is the case, go to the section below for your version of Outlook.

Outlook is already in use

If Outlook is already in use on your PC, there will already be at least one Mail profile in place. Outlook allows only one Exchange account in each Mail profile. If your Mail profile already includes an Exchange account, e.g. to a different Exchange server or to a different mailbox on the same Exchange server, you have three options:

- If the existing Exchange account, including its contents, is of no future use to you, delete it before adding the new Exchange account to the Mail profile. If you are using cached Exchange mode, the local copy of the existing Exchange account mailbox will then be unusable. To do this, go to [Adding to an existing Mail profile](#) followed by the section below for your version of Outlook.
- If you want to keep the existing Exchange account, you must create a new Mail profile for the new Exchange account, leaving your existing Mail profile unchanged. After the new Mail profile is created, you can configure Outlook to always start with one of the Mail profiles or to prompt to select a Mail profile each time Outlook starts. To do this, go to [Creating a new Mail Profile](#) followed by the section below for your version of Outlook.
- If the existing Exchange account is of no future use and is to be deleted, but you want to retain some or all of its contents (emails, calendar, tasks etc.), you must first export the contents of the existing Exchange account before you delete it. This would be necessary, for example, if you are changing your Exchange hosting provider. To do this, first go to [Exporting data from existing email accounts](#) before continuing to [Adding to an existing Mail profile](#) followed by the section below for your version of Outlook and finally following [Importing data from existing email accounts to your Exchange account](#).

Connect your email client to your Exchange mailbox

Adding to an existing Mail profile

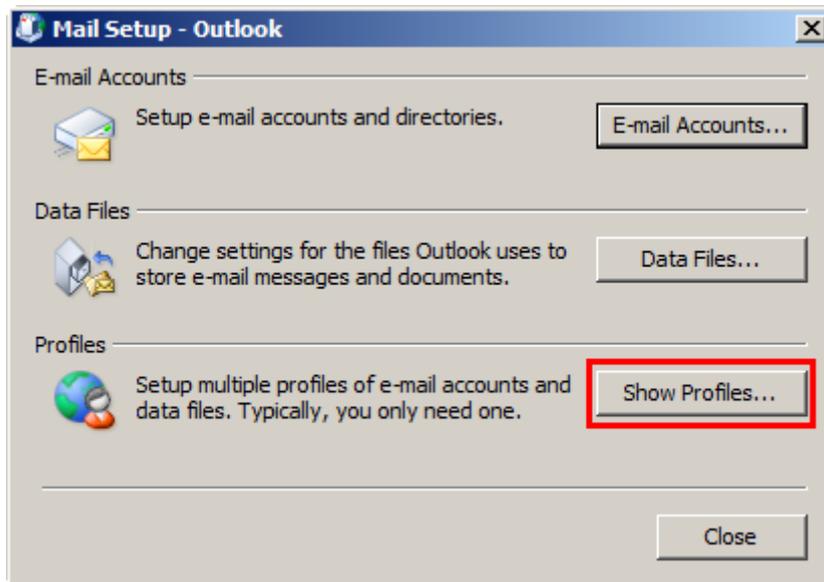
Outlook allows only one Exchange connection per Mail profile, so you must first delete the existing Exchange connection if there is one. If you don't want to delete it you must create a new Mail profile.

To add to an existing Mail profile, close Outlook and modify your Mail settings as follows:

Start > Control Panel > Mail



You might need to switch to classic view in Control Panel to see the Mail icon. Press **Show Profiles**:



Choose your **Profile Name** and click **Properties**, click **E-mail Accounts**, remove the existing Exchange account and any POP3/IMAP accounts that you no longer wish to use. You must remove the existing Exchange account but you do not have to delete existing POP3 or IMAP accounts if you intend to keep using them. Click **New** or **Add a new e-mail account**. Then, to continue, go to the section below for your version of Outlook.

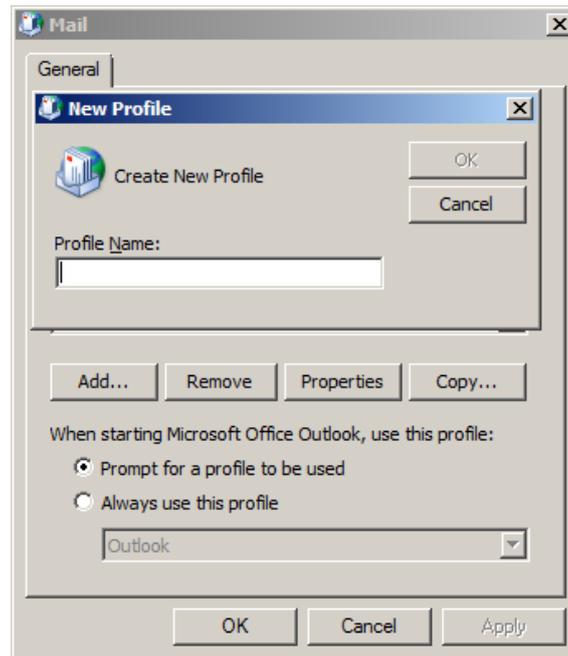
Creating a new Mail profile

You must add a new Mail profile if any of the following apply:

- there is no existing Mail profile;
- you wish to keep an existing connection to another Exchange server;
- you wish to keep an existing connection to another mailbox on the same Exchange server;
- you wish to keep any existing POP3/IMAP accounts separate from your new Exchange mailbox.

If you keep multiple Mail profiles, you must select the appropriate Mail profile each time you start Outlook. You can choose to be always prompted to select a Mail profile each time Outlook starts or always use one specified default Mail profile every time Outlook starts. This is controlled by using the radio buttons and selection list at the bottom of the Mail form.

Connect your email client to your Exchange mailbox

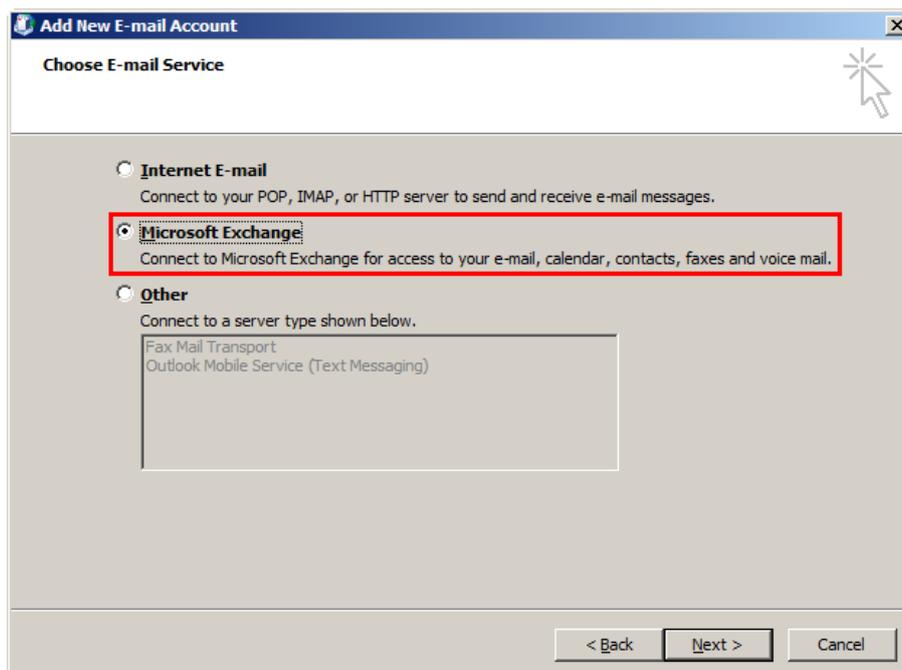


To create a new Mail profile, click **Add...** and enter a new unique name in the **New Profile** form.

When you click **OK**, the new account wizard will start. Go to the section for your version of Outlook to continue.

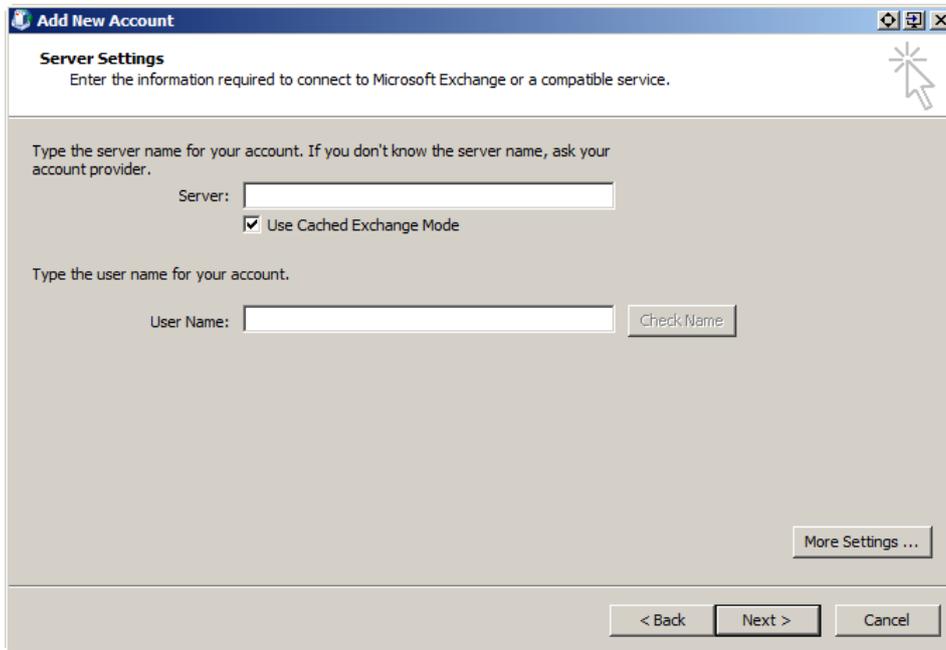
Connect to your Exchange mailbox with Outlook 2003

In the **Add New E-mail Account** form, select **Microsoft Exchange Server** and click **Next**.



Connect your email client to your Exchange mailbox

In the Microsoft Exchange Server box type **ex1.appsservers.net**, tick **Use Cached Exchange Mode** and in the User Name box, type the username that we will have provided you. N.B. you cannot use Cached Exchange Mode from a remote desktop – e.g. if we host your Outlook on our Cloud Desktop.



The screenshot shows the 'Add New Account' dialog box in Outlook. The title bar reads 'Add New Account'. Below the title bar, the 'Server Settings' tab is selected, with the instruction 'Enter the information required to connect to Microsoft Exchange or a compatible service.' The main area contains two sections: 'Type the server name for your account. If you don't know the server name, ask your account provider.' with a 'Server:' text box and a checked 'Use Cached Exchange Mode' checkbox; and 'Type the user name for your account.' with a 'User Name:' text box and a 'Check Name' button. At the bottom right is a 'More Settings ...' button. At the very bottom are '< Back', 'Next >', and 'Cancel' buttons.

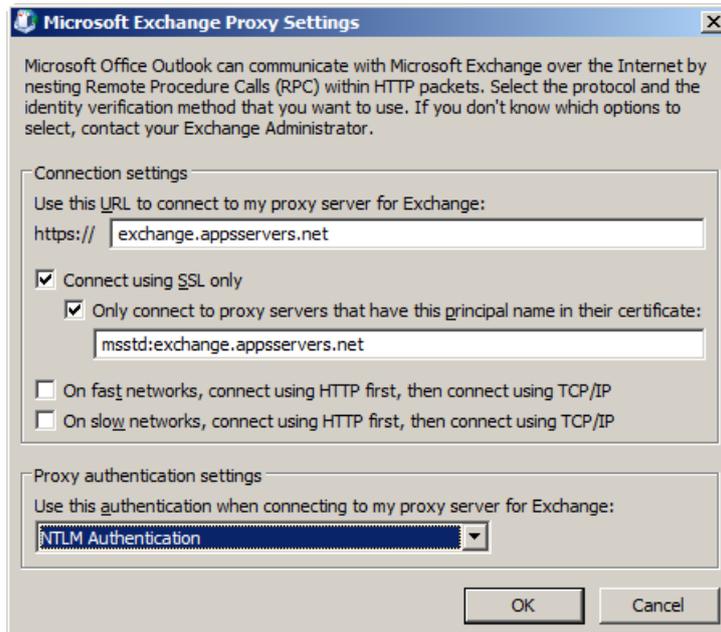
Ensure you enter the correct details as any mistakes here could cause Outlook to not work properly. **DO NOT CLICK Check Name** at this point.

Click **More settings**. You may see an egg-timer at this point for a little while. Don't worry or click anything else. You may also see an error "The action could not be completed. Outlook must be online or connected". Click **OK** then **Cancel** on the next pop-up box.

The **Microsoft Exchange** form should now appear. Click the **Connection** tab.

In the Connection tab, tick **Connect to Microsoft Exchange using HTTP** then click the **Exchange Proxy Settings** button and configure exactly as shown below:

Connect your email client to your Exchange mailbox



Enter the proxy server name in the box `https://exchange.appsservers.net`

Enter `msstd:exchange.appsservers.net` in the principal name box.

Tick in **On fast networks, connect using...** and in **On slow networks, connect using...**

In Proxy authentication settings, set to **NTLM Authentication**.

Click **OK** then **OK** again to exit **More Settings**.

You can now click **Check Name**.

After a pause you should see a form asking for your username and password. Ensure that you type the username that we will have provided you and the correct password even if the box is pre-populated with something different to begin with.

Outlook will underline the Exchange server name and the username. If it doesn't do this or you get an error message or are prompted for your username and password again either you entered them incorrectly or there is a problem with your PC connecting via RPC over HTTP. Contact our technical support team for assistance with this if you cannot resolve the issue yourself.

If all went well (which it usually does) you can now click **Next**.

Keep clicking **Next** or **OK** until you return to the Windows Control Panel.

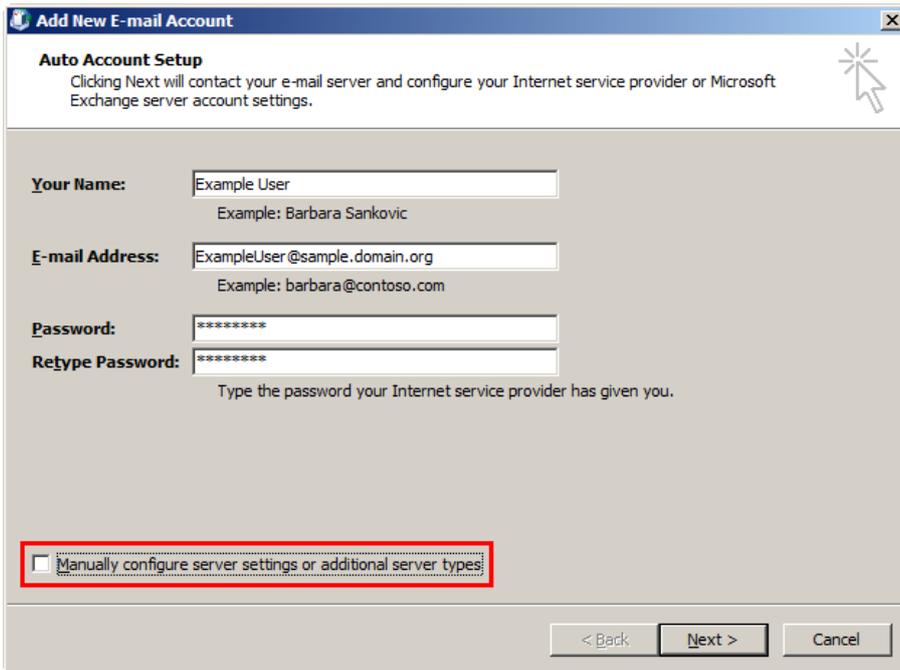
You might be prompted for your Exchange mailbox password each time you start Outlook 2003. This is a Microsoft security feature and cannot be changed.

You will see a message box saying "Setting up Outlook 2003 for the first time ..." at which point the connection will have been made and a copy of your Exchange mailbox will be synchronised to your PC.

Connect your email client to your Exchange mailbox

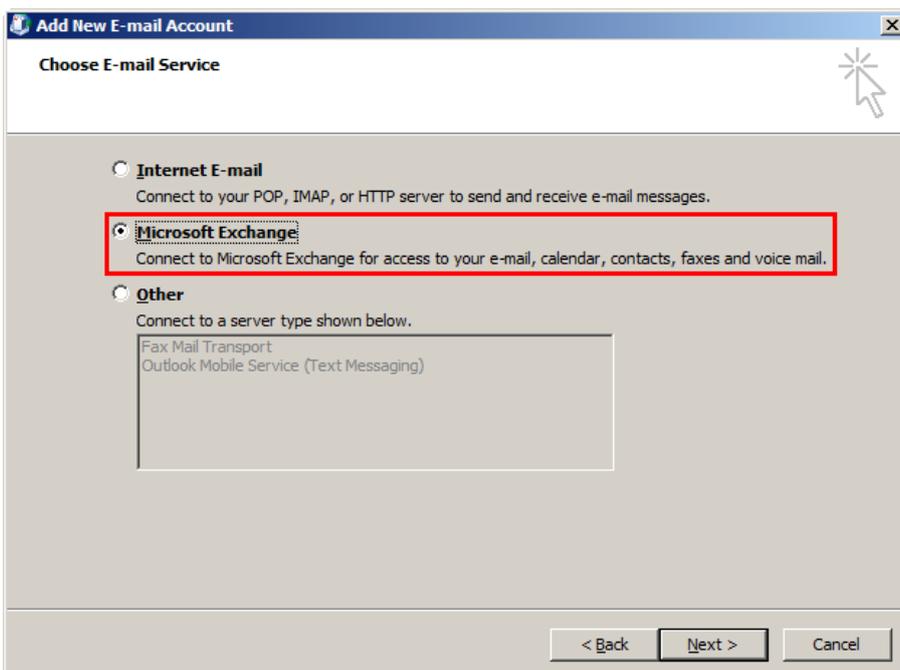
Connect to your Exchange mailbox with Outlook 2007

The process for setting up Outlook 2007 is virtually identical to that given for Outlook 2003 with the exception that Outlook 2007 will automatically try to work out how to connect to Exchange server based on your Windows username and/or any e-mail addresses already registered on the PC. This will cause problems if you don't specify that you wish to configure your settings manually. To do this, tick the **Manually configure server settings or additional server types** box highlighted in red below. Then click **Next**.



The screenshot shows the 'Add New E-mail Account' dialog box in Outlook 2007, specifically the 'Auto Account Setup' step. The window title is 'Add New E-mail Account'. Below the title bar, there is a section titled 'Auto Account Setup' with a sub-instruction: 'Clicking Next will contact your e-mail server and configure your Internet service provider or Microsoft Exchange server account settings.' Below this, there are four input fields: 'Your Name' (containing 'Example User'), 'E-mail Address' (containing 'ExampleUser@sample.domain.org'), 'Password' (containing '*****'), and 'Retype Password' (containing '*****'). Below the password fields, there is a note: 'Type the password your Internet service provider has given you.' At the bottom of the dialog, there is a checkbox labeled 'Manually configure server settings or additional server types', which is highlighted with a red rectangular box. To the right of the checkbox is a mouse cursor icon. At the bottom right of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Select **Microsoft Exchange** in the next dialog box and click **Next**.



The screenshot shows the 'Add New E-mail Account' dialog box in Outlook 2007, specifically the 'Choose E-mail Service' step. The window title is 'Add New E-mail Account'. Below the title bar, there is a section titled 'Choose E-mail Service' with a mouse cursor icon. Below this, there are three radio button options: 'Internet E-mail' (with sub-instruction 'Connect to your POP, IMAP, or HTTP server to send and receive e-mail messages.'), 'Microsoft Exchange' (with sub-instruction 'Connect to Microsoft Exchange for access to your e-mail, calendar, contacts, faxes and voice mail.'), and 'Other' (with sub-instruction 'Connect to a server type shown below.'). The 'Microsoft Exchange' option is selected and highlighted with a red rectangular box. Below the 'Other' option, there is a list box containing 'Fax Mail Transport' and 'Outlook Mobile Service (Text Messaging)'. At the bottom right of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'.

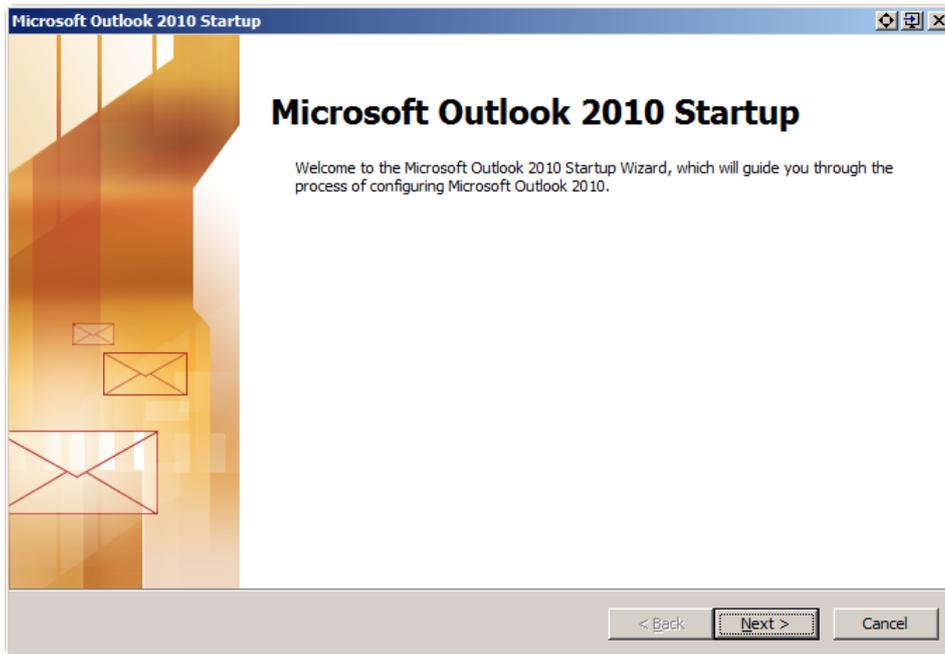
Connect your email client to your Exchange mailbox

Complete the remaining setup exactly as described in the Outlook 2003 section above.

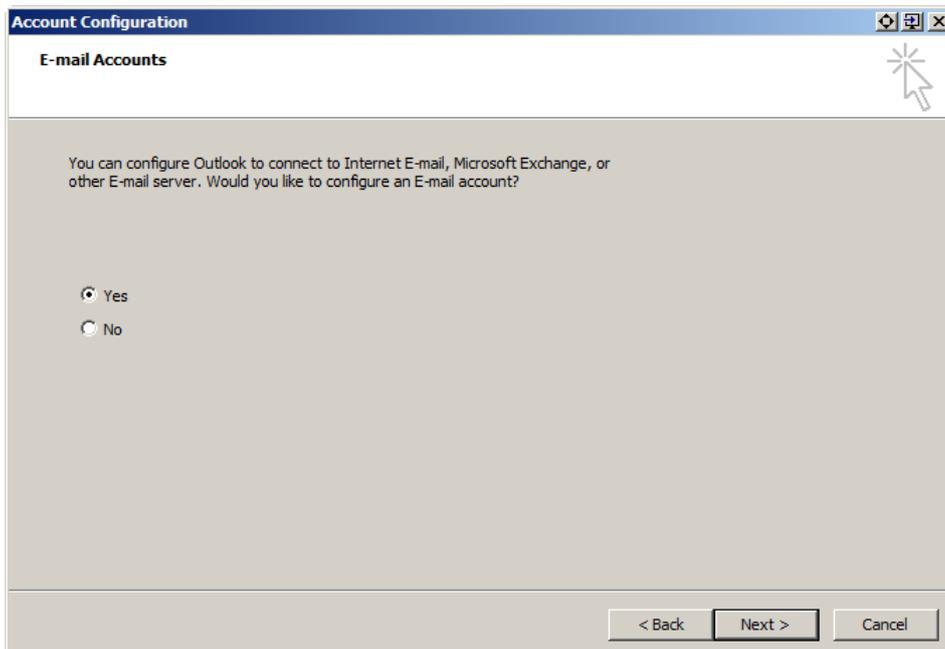
Connect to your Exchange mailbox with Outlook 2010 & 2013

If you use our hosted Microsoft Exchange service and we have helped you set up your DNS and MX records on your domain, configuring your Outlook (whether on your Diamond Desktop or remotely) couldn't be easier.

Start Outlook and press **Next** on the first Startup wizard form:



On the next form, **Yes** should be selected by default, so just press **Next**:

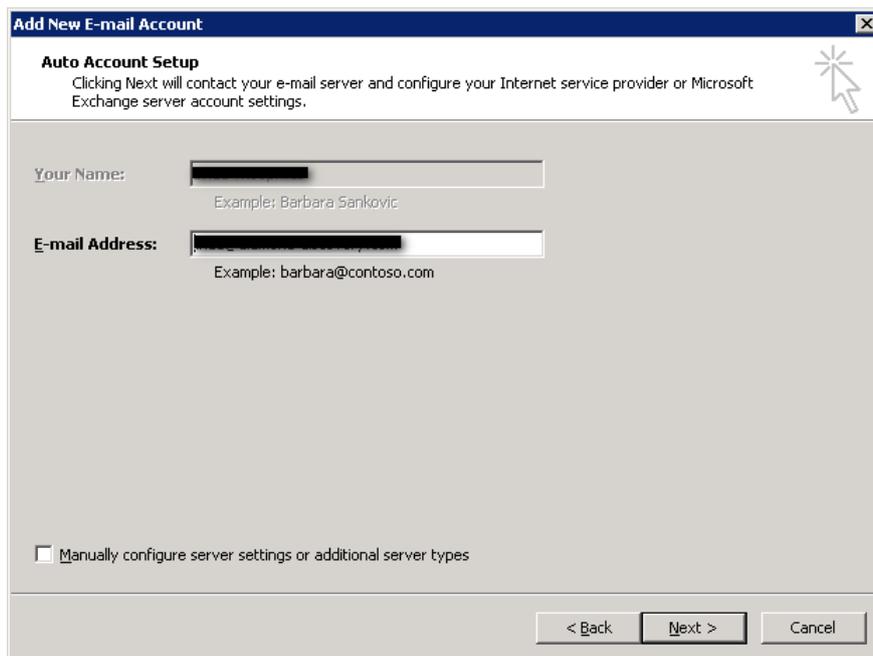


Connect your email client to your Exchange mailbox

The form that appears next will be different depending on whether or not your Outlook is on our Desktop platform.

Outlook on our Desktop platform

Outlook will automatically recognise your user account and should present the following form with **Your Name** and **E-mail Address** fields pre-populated. DO NOT check the **Manually configure...** checkbox. Press **Next**.

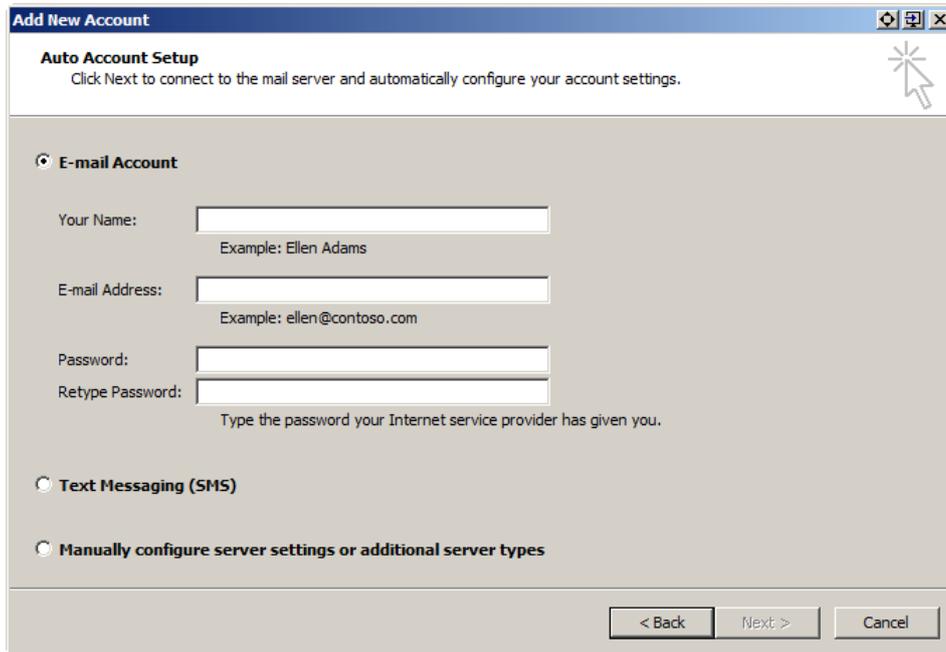


Outlook not on our Desktop platform

Outlook will present the following form, with **E-mail Account** selected by default, which you must populate as follows:

- Your Name: Enter your preferred name, which will be displayed in messages
- E-mail Address: Enter the email address that will have been provided to you
- Password: Enter the password that will have been provided to you
- Retype Password: Enter the password that will have been provided to you

Connect your email client to your Exchange mailbox



Add New Account

Auto Account Setup
Click Next to connect to the mail server and automatically configure your account settings.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:
Retype Password:
Type the password your Internet service provider has given you.

Text Messaging (SMS)

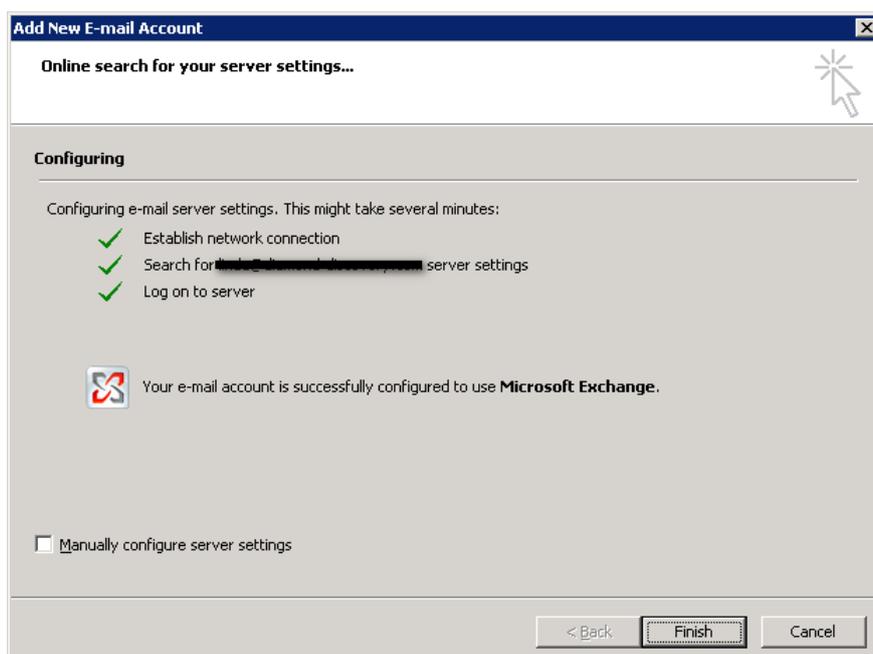
Manually configure server settings or additional server types

< Back Next > Cancel

DO NOT check the **Text Messaging (SMS)** or **Manually configure...** checkboxes. Press **Next**.

If all is well, e.g. your domain's DNS and MX records have been configured correctly, the following form should appear and process automatically to eventually display the three green ticks to indicate that the account configuration has been successful. If you are connecting Outlook remotely this could take several minutes. DO NOT check the **Manually configure...** checkbox. Press **Finish**.

If this form does not process successfully, check **Manually configure...** and follow the instructions to connect your Exchange mailbox with Outlook 2007.



Add New E-mail Account

Online search for your server settings...

Configuring

Configuring e-mail server settings. This might take several minutes:

- ✓ Establish network connection
- ✓ Search for server settings
- ✓ Log on to server

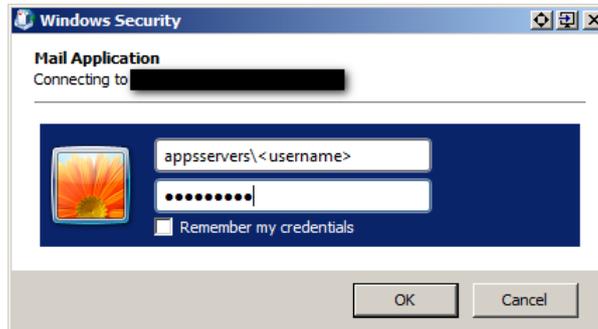
 Your e-mail account is successfully configured to use **Microsoft Exchange**.

Manually configure server settings

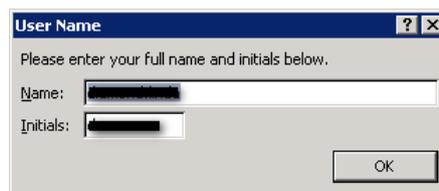
< Back **Finish** Cancel

Connect your email client to your Exchange mailbox

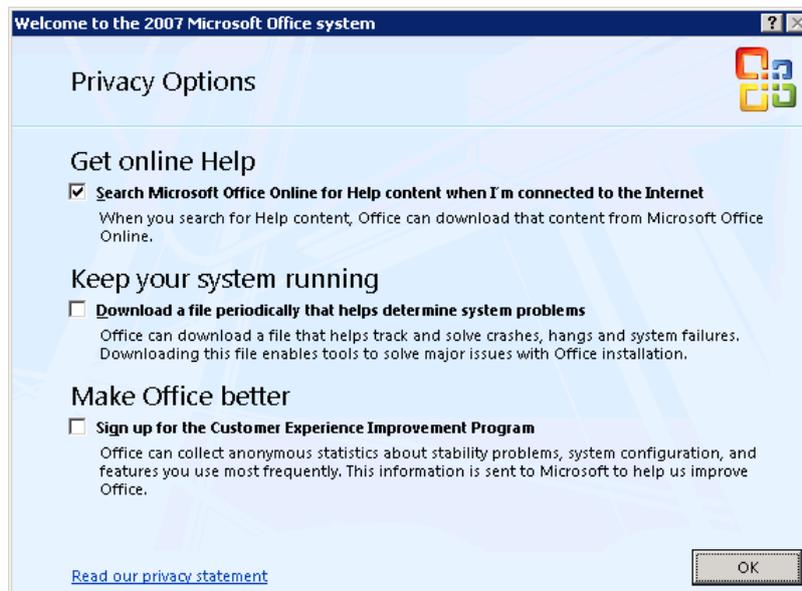
If this form does process successfully, you may then be asked to confirm your credentials in the following form. The first box is for your username in the form `appsservers\<username>`, without the chevrons, and the second box is for your password. Check the **Remember my credentials** box and Outlook should save these details and not prompt you for them again.



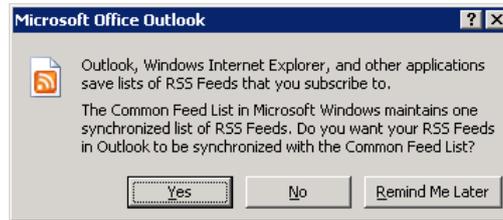
You may then be asked to confirm your **Name** and **Initials** in the next form. Press **OK**.



Finally, you may be asked to set your preferred Privacy and RSS Feeds settings. Remember that the latter will accumulate data in your mailbox that you should manage against your disk space quota.



Connect your email client to your Exchange mailbox



When this is done Outlook should open your mailbox ready for use.

Connect to your Exchange mailbox with Windows Mail

Exporting data from existing email accounts

To do this, log in to your original Mail profile (if you had one) and do the following from the main menu.

Click **File**, then **Import and Export**. Select “**Export to a file**” and click **Next**.

Select “**Personal Folder File (.pst)**” and click **Next**.

Select the branch of the tree that is highest up the list (usually but not always entitled Personal Folders), make sure there is a tick in the box marked “**Include subfolders**” and click **Next**.

In the “**Save exported file as**” box type in the filename, e.g. oldmail.pst and, using the browse button, select the desktop as the location to save the file to. Leave the options set as default and click **Finish**.

Outlook will then ask if you want to password protect this new file. Leave the password fields empty and click **OK**.

When the export is complete you will have created a file called oldmail.pst on your desktop.

Then close Outlook.

Importing data from existing email accounts to your Exchange mailbox

Data (mail, contact records, calendar entries) for your previous email accounts should be stored on your PC in a .PST file. You can import this data into your new Mail profile, after which Outlook will synchronise it with the Exchange server making it available for use in Outlook Web Access (OWA), another PC also running Outlook, or a handheld device running appropriate sync software.

To do this, locate the .PST file – e.g. oldmail.pst – on your PC which contains your old data.

Open Outlook, selecting your new profile.

Click **File**, then **Import and Export**.

Select “**Import from another program or file**” and click **Next**.

Using the scroll bar if needed, select “**Personal Folder File (.pst)**” and click **Next**.

Connect your email client to your Exchange mailbox

Use the browse button to navigate to the desktop and select the .PST file – e.g. oldmail.pst – you created above. Leave the options set as default and click **Next**.

Select the branch of the tree that is highest up the list (usually entitled Personal Folders) and ensure there is a tick in the box marked “Include subfolders”. Also ensure that the Import items into the same folder in drop down box says “Mailbox – [Your Name]”. Then click Finish.

Outlook will then import the data from the .PST file into a new .OST file on your PC and, when complete, will start to synchronise the data with Exchange server. How long this takes to complete will depend on the size of your data and the speed of your Internet connection.

Leave Outlook open and running until the status bar at the bottom says “**All folders are up to date.**” Only then should you start to use Outlook. In the meantime, you can read and reply to new mail using Outlook Web Access in your web browser. Alternatively you could run the import of the old data as an overnight task making sure your PC can be left on overnight.

When the synchronisation has completed, you can remove the oldmail.pst file from your desktop.

Connect your email client to your Exchange mailbox

Connecting to your Exchange mailbox from other email clients

Thunderbird, Outlook Express, Eudora, Outlook versions lower than 2003, MAC Mail, mobile devices etc.

These mail clients can only connect to your Exchange mailbox using either the POP3 or IMAP protocol and can therefore only be used for email. All other data types (Calendar, Contacts, Tasks) are not available to these mail clients. The following table summarises the main differences between POP3 and IMAP.

POP3	IMAP
Post Office Protocol version 3	Internet Messaging Access Protocol
This is better if you use only one computer to check email.	This is better if you use many different computers to check your email.
Your email is downloaded from the mail server to the particular computer you are checking it on.	Your mail always remains on the mail server.
Allows you to keep a large history of email messages, limited only by the disk capacity of your computer.	The history of email messages you can keep is limited by your mailbox quota size on the mail server, although you can archive old messages and save them onto your computer manually.
Does not have a web interface (Although some webmail suppliers, such as Yahoo, will let you check POP mail).	Has a web interface. If you are using NCF Webmail, for example, you are using IMAP.
New messages are downloaded in their entirety. You cannot view your messages until they have been downloaded.	Only the headers of new message headers are displayed initially, so you see all your mail faster. The full message, including attachments, is displayed only when you click on it.

Choose your preferred protocol accordingly. We recommend using IMAP as this leaves the data on the server and any deletions you make on your computer will also be synchronised to the server. You will need the following settings:

POP3/IMAP server name exchange.appsservers.net

SMTP server name exchange.appsservers.net

