Set up a Hosted Exchange <u>2013</u> email service in Outlook.

This document is only for users who wish to set up a Hosted Exchange 2013 email account on Outlook. The pics used here are form Outlook 365, but the settings are roughly the same for different versions of Outlook.

We normally carry out this procedure for our clients and if you have any trouble, just contact me and I can use remote desktop to access your PC and carry out the installation for you.

We can't carry out the same function on mobile devices as it is not possible to get remote desktop for them. However, the most popular instructions and settings are in the appropriate help files on headoffice.it.
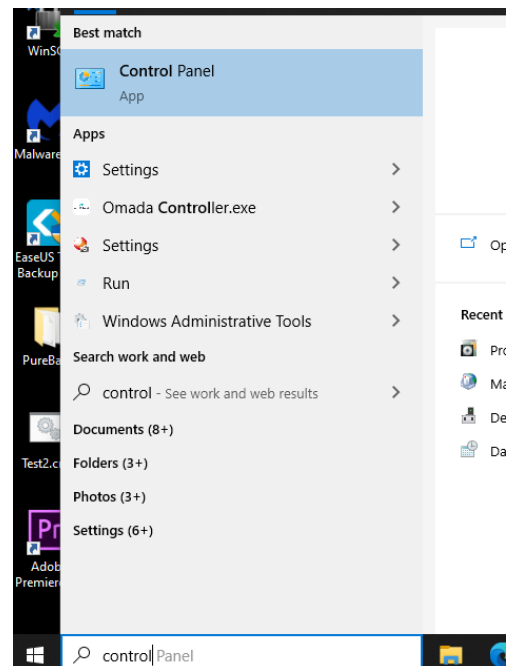
Before you start, you will need your full email address and your email address password. Also, might be a good idea to verify that you are using Hosted Exchange 2013 as opposed to 2016. Phone Megganet if you wish to confirm this. Most users will be using Hosted Exchange 2016.

Megganet do not send passwords along with what the password is for, but we will send it to you by TXT to your registered mobile phone by request.
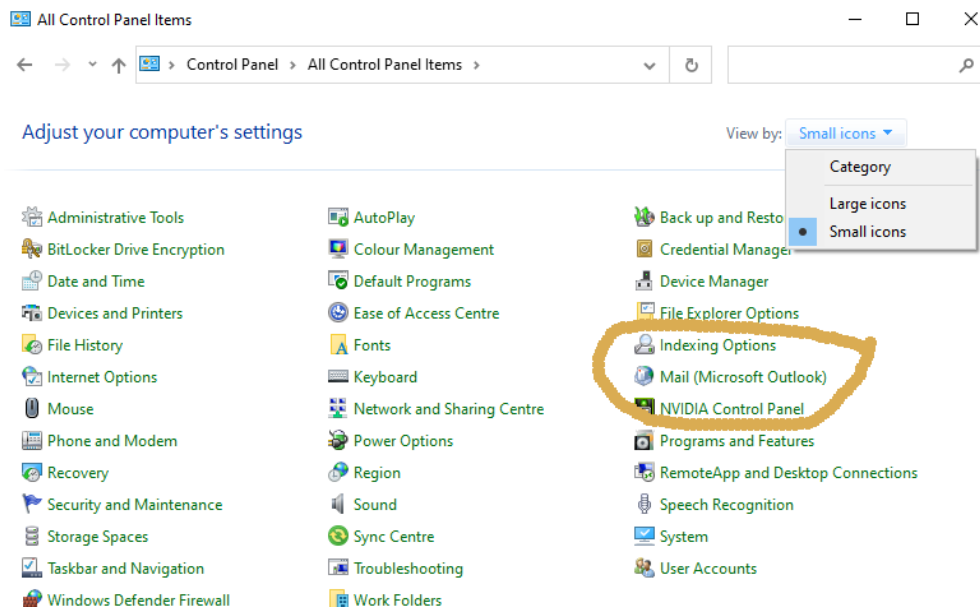
There are 2 Methods used to set up a Hosted Exchange 2013 email account in Outlook. Automatic or Manual.
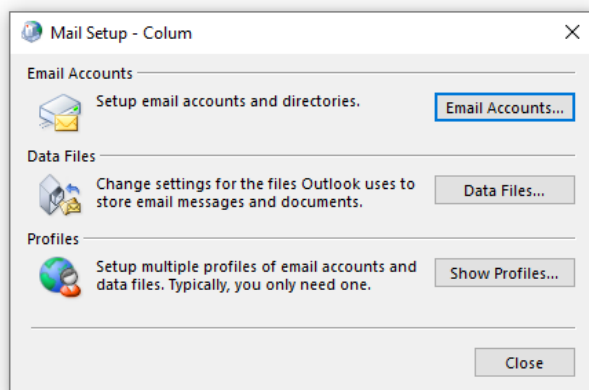
Let's go with the automatic method first.

First load the control Panel as shown on the pic on the right.

Then select 'Mail (Microsoft Outlook)'. As shown in the pic below. Different versions of Outlook may say something different such as 'Mail 32' or just 'Mail', but it is the same thing.
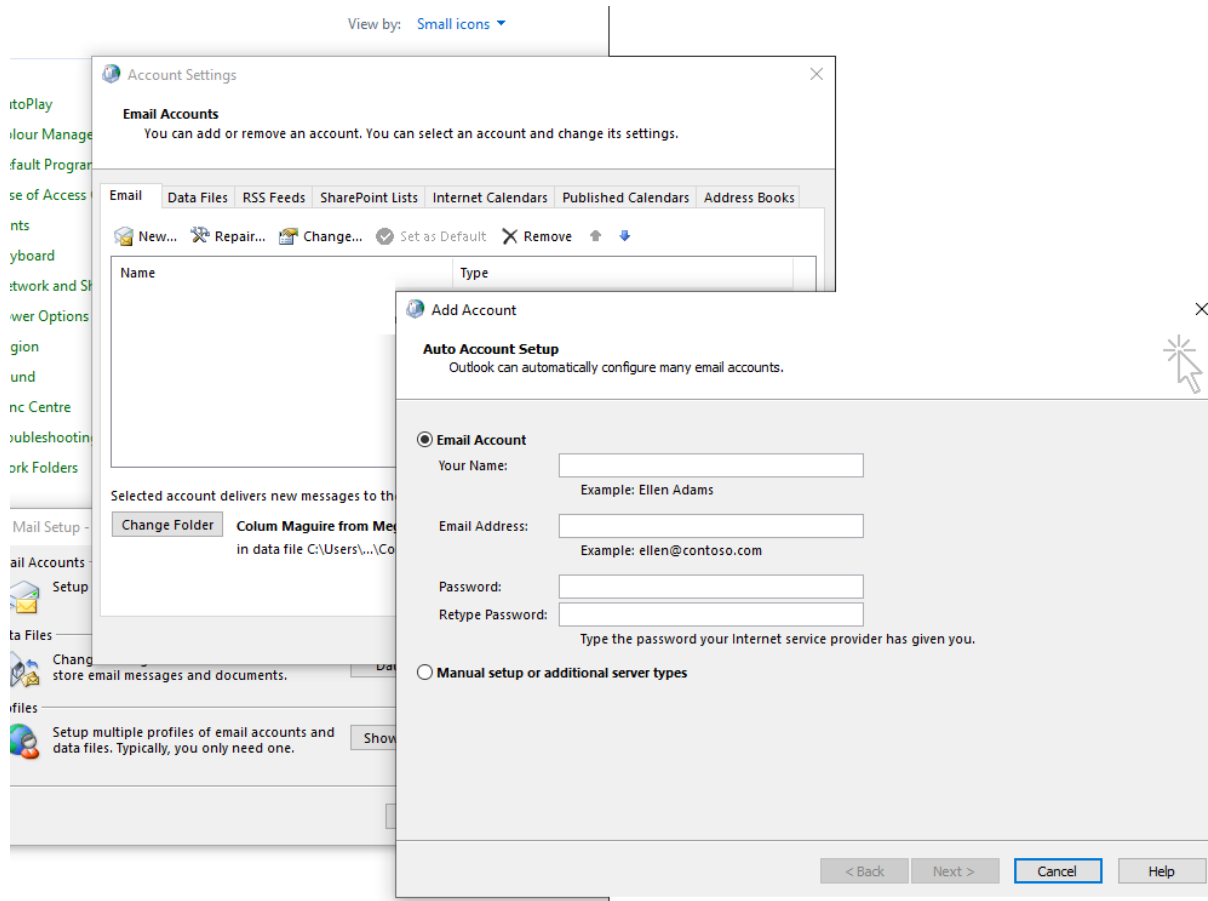

Select 'Email Accounts…'

The 'Your Name:' section (in the pic) will be the text displayed in the recipient's outlook when they receive email from you.

You could enter your name followed by your company name if you wish or you could just enter your email address here.

The 'Email Address:' is the full email address. No spaces or special characters. Email addresses are not case sensitive.
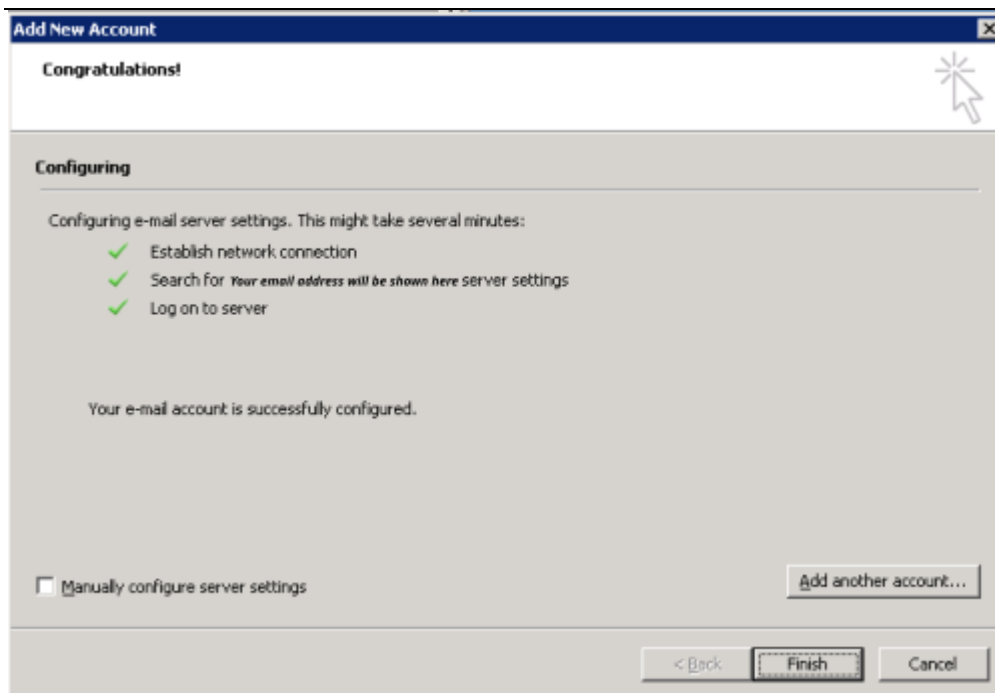
Then Enter your password twice. Passwords are exact and are case sensitive.

When you have filled in all the boxes, select 'Next >'.

This part may take a few minutes, but it usually works eventually.

If you are prompted to allow redirection click Allow and 'Don't ask me about this website again if you do not want to see further messages'.

If the details provided are correct and Autodiscover has been set-up correctly then you will see the confirmation screen.

If you get an error, it may be because of an Autodiscover error in Windows. The fix involves downloading a registry file and applying it.

Download and run the fix from the headoffice.it web page. The link is called 'Outlook 2016 registry fix. Apply the fix, restart the PC, and retry start the process.

Select Finish when profile creation is completed.

If you are having trouble with the automatic method, you may try the manual method.

Browse to Control Panel - Mail/Mail (32-bit) - Show Profiles as before.

Make sure to pre-select Prompt for a profile to be used.

Select Add . . . and input the full email address of the user on the new server and select OK

Select Manual setup or additional server types and select Next

Select Microsoft Exchange Server or compatible service and click Next

Under Server Settings:

Use cached Exchange Mode is ticked. (This is necessary in order for the Offline Address Book)

Server = CP1-L1-MB-1006

Username = full exchange mailbox email address (Do not select "Check Name" at this point)

Select More Settings

Browse to Connection

Tick Connect to Microsoft Exchange using HTTP

Select Exchange Proxy Settings

Under Connection Settings input cas.cloudplatform1.com

Tick Only connect to proxy servers that have this principal name in their certificate

Input in the field below: msstd:cas.cloudplatform1.com

Tick On fast networks . . .

Change Proxy authentication settings to Basic Authentication and Select OK then OK again. Now Check Name and wait for the username to underline.

Once again, we are here to help so please contact us if you are having any difficulty with this.