Web Impressions

Because first impressions last

Exchange 2013 Mailbox

Email Software Setup Guide

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Exchange 2013 Mailbox Setup Guide

Your new Exchange 2013 mailbox uses Microsoft Exchange 2013 technology. The built-in Autodiscover feature automatically detects your settings for you, allowing you to complete the setup within a few minutes.

To take advantage of all the features available in Microsoft Exchange 2013 we recommend that use Outlook 2013 (or Outlook 2011 for Mac users) to connect to your Exchange 2013 mailbox

Setting up Outlook 2013

Before you start

Outlook 2013 supports multiple email profiles, but each profile is only able to support one Microsoft Exchange or Professional mailbox. If you are already using Outlook with a Professional mailbox you will need to create a new email profile.

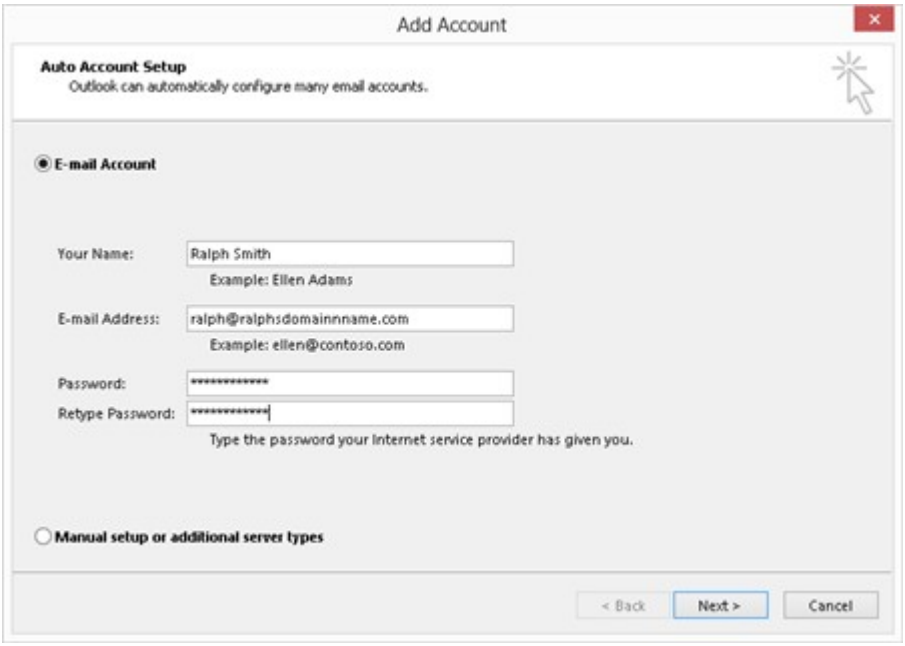
Using Autodiscover to configure Outlook 2013

Open Outlook 2013. If this is the first time you have used Outlook 2013 click Next and Next again to start the new account wizard. If you already have an account set up you should click **File**, then **Add account** to open this wizard.

Step 1

In the text boxes provided enter the following details:

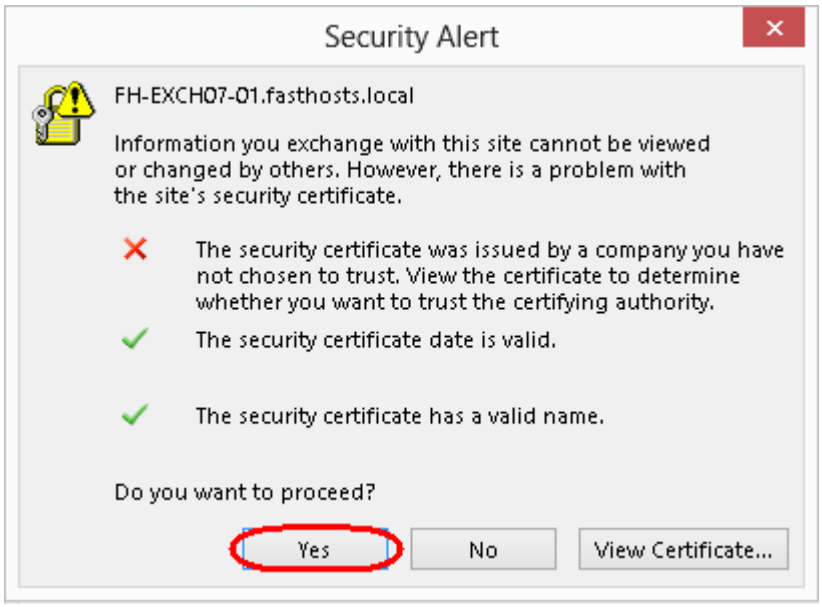
- **Your Name**: This is the name that other people will see when you email them.
- **E-mail Address**: This is the name of the Exchange 2013 mailbox that you have just created, for example ralph@ralphsdomainname.com.
- **Password**: This is the password you chose when you created your new mailbox.
- **Retype Password**: Re-enter the password you chose when creating your mailbox.



Once you have entered these details click **Next**.

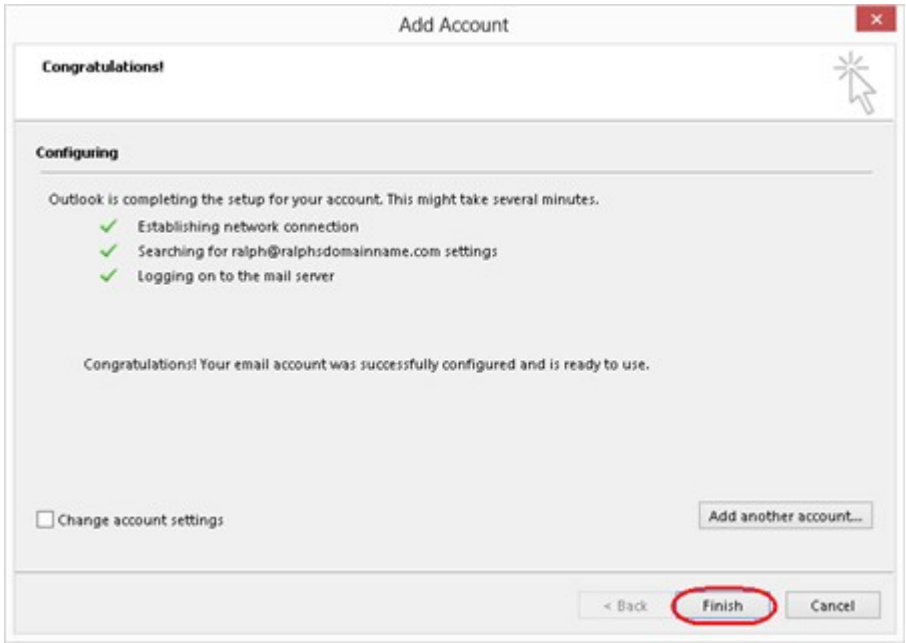
Step 2

Your computer will attempt to connect to our Exchange servers. Each of our Exchange servers are secured by SSL, but this certificate will not match your domain name. Each time Outlook encounters a server it will ask if you want to proceed. Click **Yes** to these alerts. Repeat this process for each of the servers Outlook connects to.



Step 3

You will be prompted to re-enter the password for your new mailbox. Once done click **OK**. Outlook will now set up your new Exchange 2013 mailbox on your computer. This may take a couple of minutes to complete.



Once complete, click **Finish** to close the wizard and start using your new mailbox.

The Autodiscover wizard has not worked

If the Autodiscover wizard doesn't work, this is an indication that Autodiscover is not setup within your DNS records. This record can be added manually in your domain's DNS records.

Creating a new CNAME record.

Simply contact your domain administrator and request the following addition to your domains DNS CNAME record.

Host Name	Points to
autodiscover.<domainname>	autodiscover.1.exchange2013.livemail.co.uk

For example if your domain name is ralphsdomainname.com your domain provider can create a CNAME record for *autodiscover.ralphsdomainname.com* to point to *autodiscover.1.exchange2013.livemail.co.uk*.

Once the CNAME record has been added, you will be able to complete the steps in the previous chapter and Outlook will automatically set up your Professional mailbox for you.

If you do not have control over your DNS records, or do not want to add an additional CNAME record to your domain name, you can still set up Outlook manually. The following chapter will show you how.

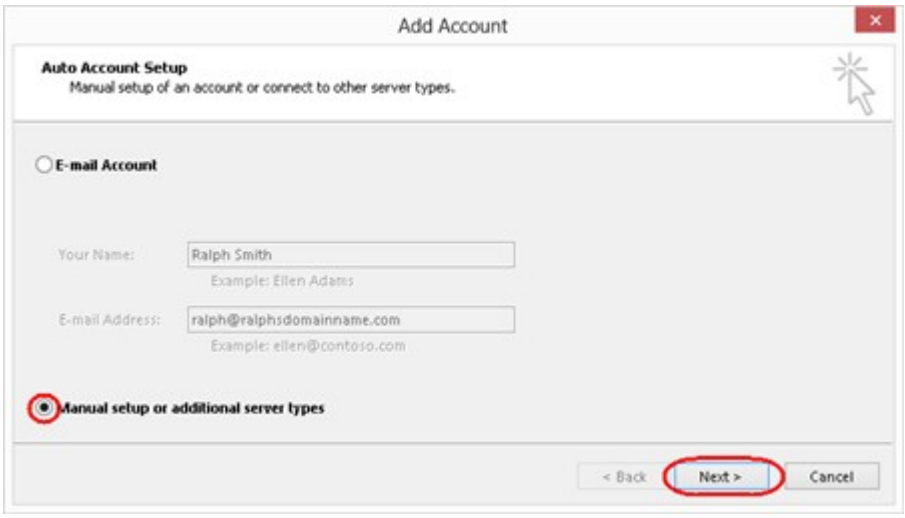
Setting up Outlook Manually

Before you set up your Exchange 2013 mailbox manually, you will need to make a note of the following details:

- Username
- Password
- Email address
- Exchange server name

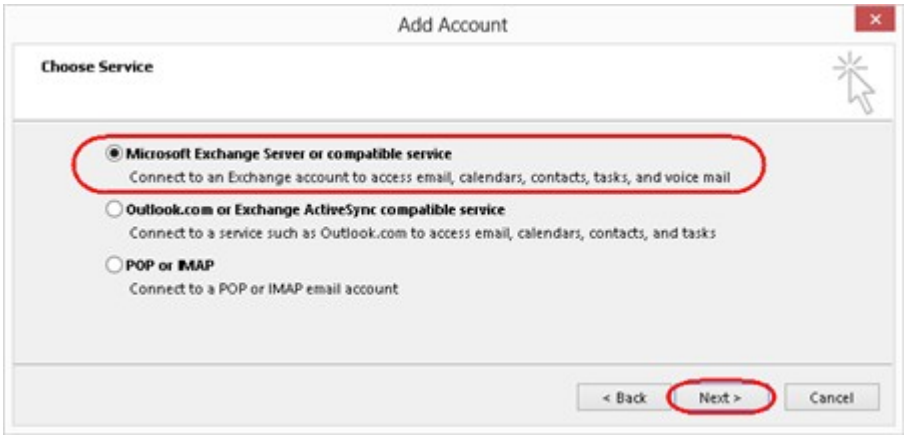
Step 1

With the Add New Email Account wizard open, check the box *Manually configure server settings or additional server types* and click **Next**.



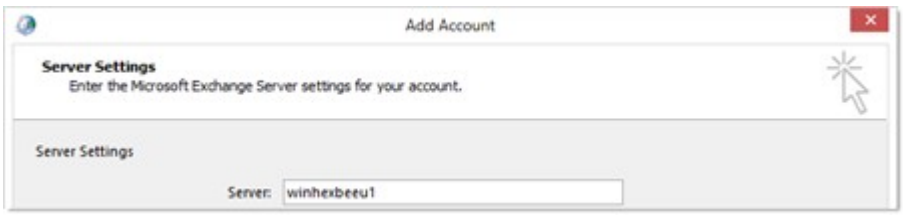
Step 2

Select **Microsoft Exchange or compatible service** and then click the **Next** button.



Step 3

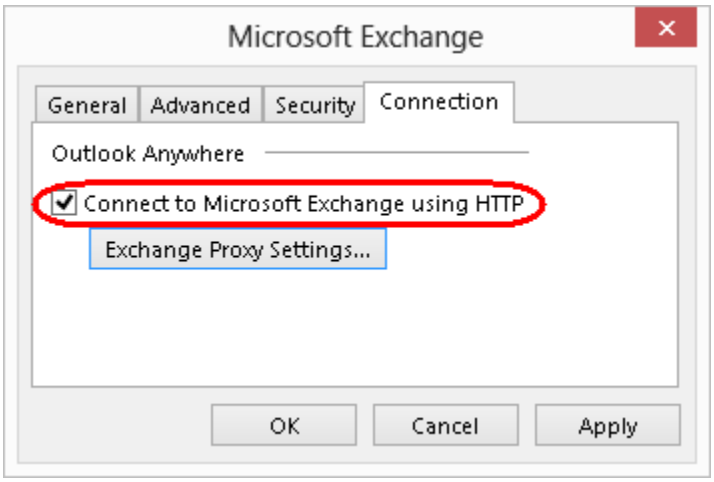
Enter *winhexbeeu1* in the *Server* field.



Enter your full email address in the *User name* text box and ensure *Use cached Exchange mode* is selected. Then click the **More Settings** button.

Step 4

A window with the heading *Microsoft Exchange Server* will open. Click the **Connection** tab, under this tick *Connect to Microsoft Exchange using HTTP*.



Step 5

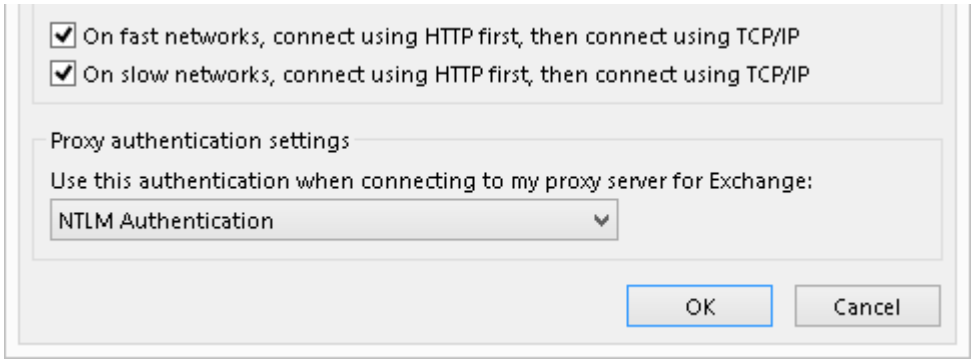
Click the button marked **Exchange Proxy Settings.**

Step 6

A new window will open. Under Connection settings, enter *1.exchange2013.livemail.co.uk*.

Step 7

Tick the box marked *On fast networks, connect using HTTP first*, then *connect using TCP/IP*, then check that the drop-down list under Proxy authentication settings is set to **NTLM Authentication**.

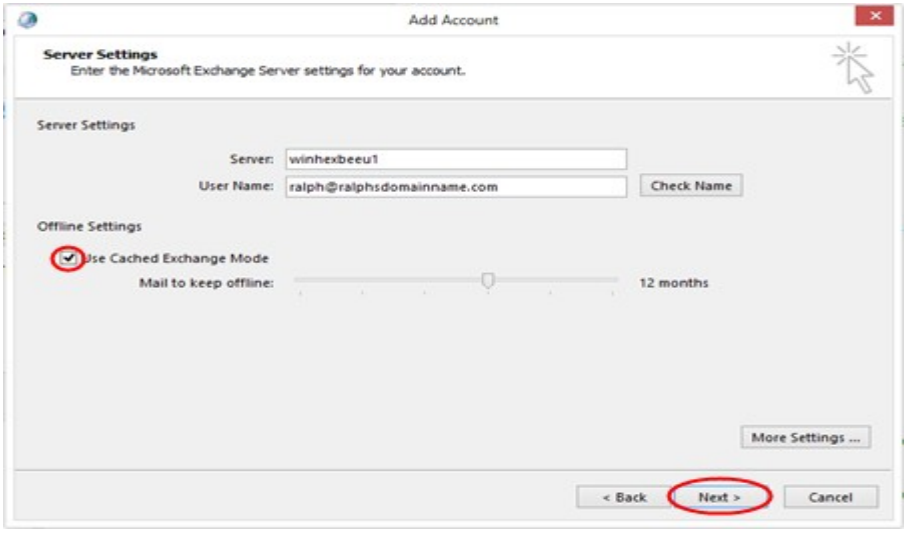


Step 8

Click **OK** and then click **OK** in the *Microsoft Exchange Server* window. You will be informed that Outlook will need to restart for the changes to take effect. Click **OK**.

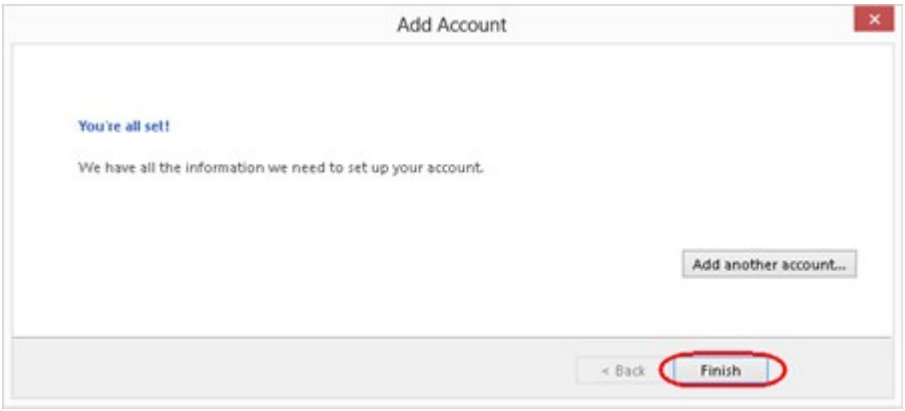
Step 9

Click **Next** in the *Add new E-mail Account* window.



Step 10

Click **Finish** to complete the setup.



Open Outlook 2013 to start using your Exchange 2013 mailbox.

Our Exchange platform is supported by a number of servers, to ensure the best performance you will be automatically connected to the server that can respond to your requests the fastest. When you automatically switch to another server you will see a security alert, simply click **Yes** to continue. Once you have accepted a server you will not be prompted again.

Setting up Outlook 2010

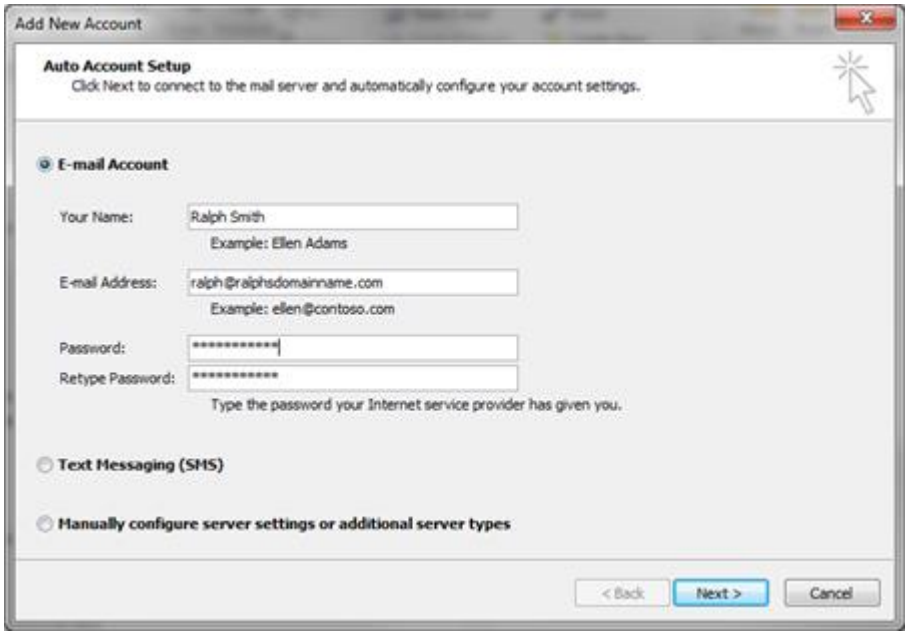
Using Autodiscover to configure Outlook 2010

Open Outlook 2010. If this is the first time you have used Outlook 2010 click **Next** and **Next** again to start the new account wizard. If you already have an account set up you should click **File**, then **Add account** to open this wizard.

Step 1

In the text boxes provided enter the following details:

- **Your Name**: This is the name that other people will see when you email them.
- **E-mail Address**: This is the name of the Exchange 2013 mailbox that you have just created.
- **Password**: This is the password you chose when you created your new mailbox.
- **Retype Password**: Re-enter the password you chose when creating your 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:
Ralph Smith
Example: Ellen Adams
E-mail Address:
ralph@ralphsdomainname.com
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

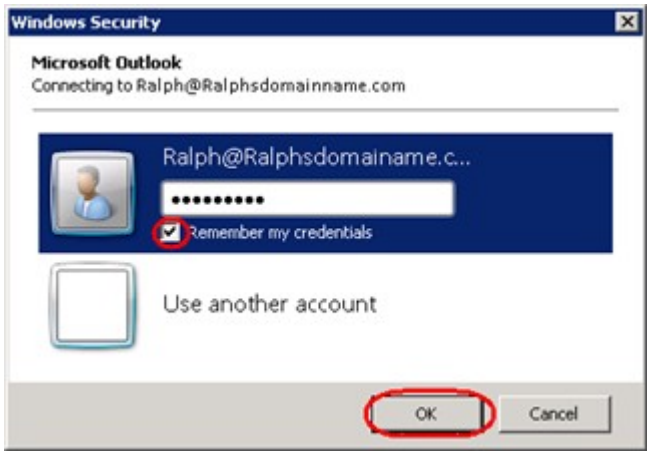
Step 2

Once you have entered these details click **Next**.

A security box will appear asking if the livemail.co.uk domain can provide you with the settings for your mailbox. Click **Allow**.

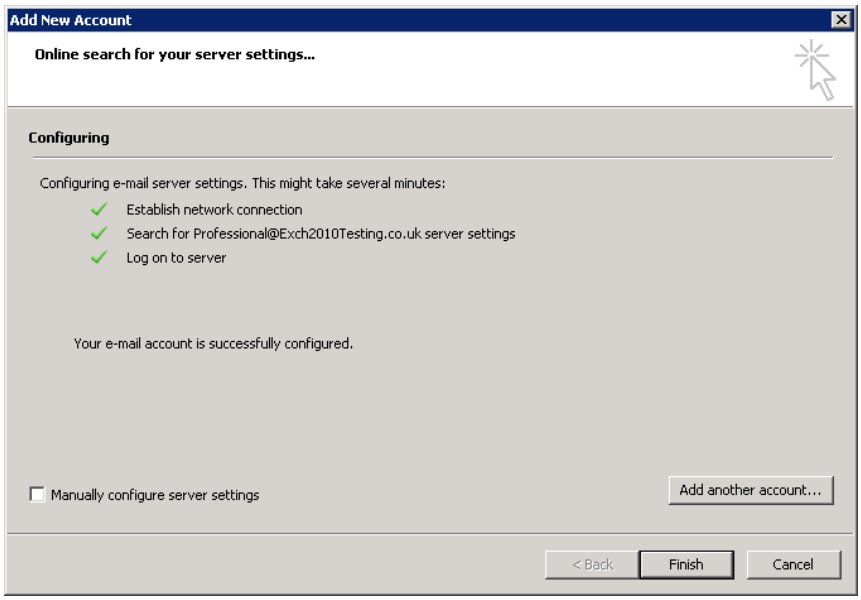
Step 3

You will be prompted to re-enter the password for your new mailbox. Once done click **OK**.



Quick tip: Tick the Remember my credentials box to avoid being asked for your password in the future.

Outlook will now set up your new Exchange 2013 mailbox on your computer. This may take a couple of minutes to complete.



Once complete, click **Finish** to close the wizard and start using your new mailbox.

The Autodiscover wizard has not worked

If the Autodiscover wizard doesn't work, this is an indication that Autodiscover is not setup within your DNS records. This record can be added manually in your domain's DNS records.

Creating a new CNAME record

Simply contact your domain administrator and request the following addition to your domains DNS CNAME record.

Host Name	**Points to**
autodiscover.<domainname>	autodiscover.1.exchange2013.livemail.co.uk

For example if your domain name is ralphsdomainname.com your domain provider can create a CNAME record for *autodiscover.ralphsdomainname.com* to point to *autodiscover.1.exchange2013.livemail.co.uk*.

Once the CNAME record has been added, you will be able to complete the steps in the previous chapter and Outlook will automatically set up your Exchange 2013 mailbox for you.

If you do not have control over your DNS records, or do not want to add an additional CNAME record to your domain name, you can still set up Outlook manually. The following chapter will show you how.

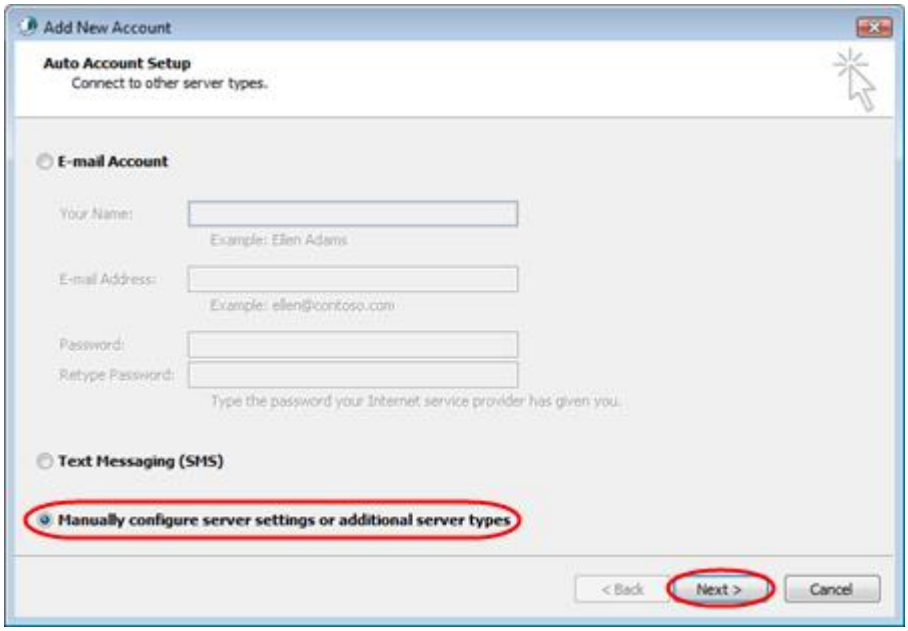
Setting up Outlook Manually

Before you set up your Exchange 2013 mailbox manually, you will need to make a note of the following details:

- Username
- Password
- Email address
- Exchange server name

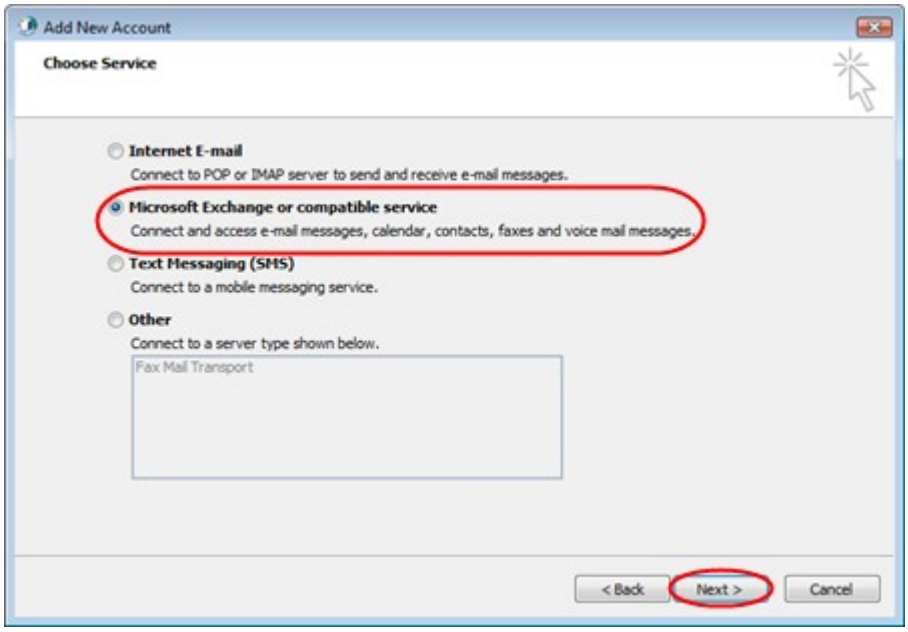
Step 1

With the Add New Email Account wizard open, check the box *Manually configure server settings or additional server types* and click **Next**.



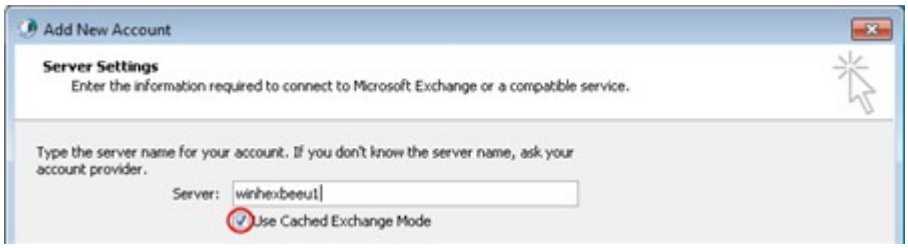
Step 2

Select *Microsoft Exchange or compatible service* and then click the **Next** button.



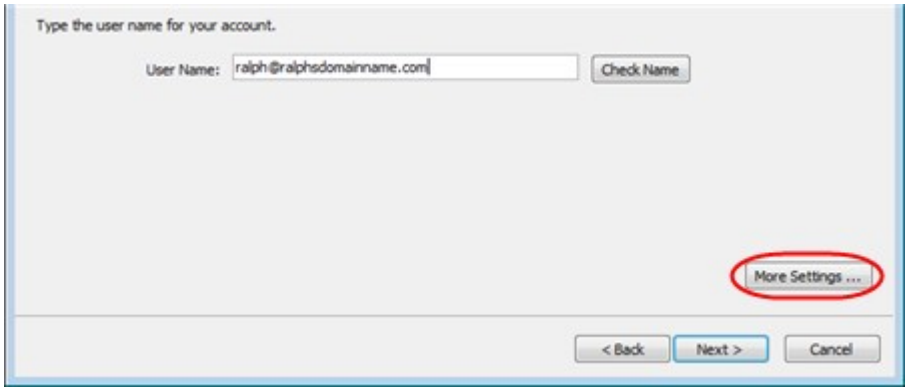
Step 3

Enter *winhexbeeu1* in the **Server** field and ensure that *Use cached Exchange mode* is selected.



Step 4

Enter your full email address in the *User name* text box. Click the **More Settings** button.


Type the user name for your account.
User Name:
ralph@ralphsdomainname.com
Check Name
More Settings ...
< Back
Next >
Cancel

Step 5

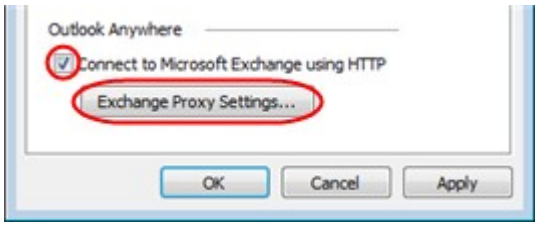
A window with the heading *Microsoft Exchange Server* will open. Click the **Connection** tab.

Step 6

Ensure the **Connect using my Local Area Network (LAN)** radio button is selected.

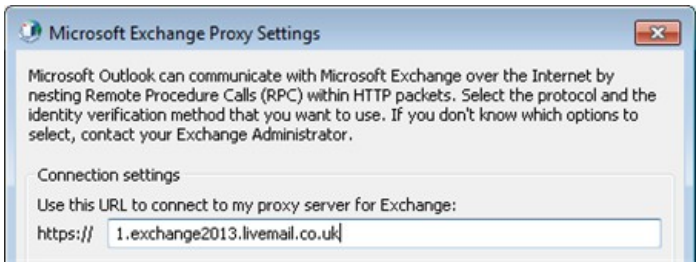
Step 7

Towards the bottom of the window, there should be a section with the heading *Outlook Anywhere*. Select the **Connect to Microsoft Exchange using HTTP** check box and then click the **Exchange Proxy Settings** button.



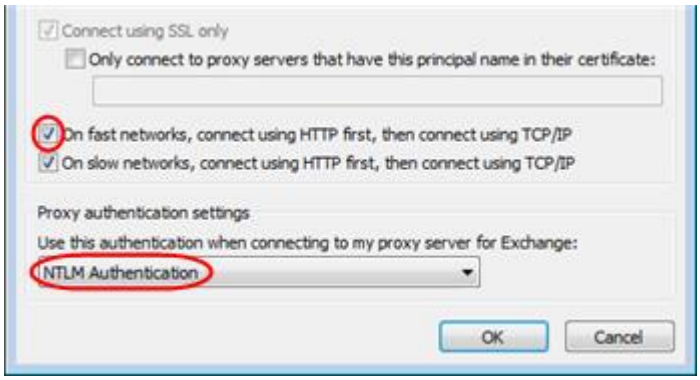
Step 8

A new window will open. Under *Connection settings*, enter *1.exchange2013.livemail.co.uk* in the *https:// field.*



Step 9

Tick the box marked *On fast networks, connect using HTTP first, then connect using TCP/IP*, then check that the drop-down list under *Proxy authentication settings* is set to **NTLM Authentication**.



Step 10

Click **OK** and then click **OK** in the *Microsoft Exchange Server* window.

Step 11

Click **Next** in the *Add new E-mail Account* window.

Step 12

Click **Finish**.

Step 13

Open Outlook 2010 and enter your full email address in the username text box, then your password, when prompted.

Outlook will now load and synchronize with your Microsoft Exchange mailbox. For a new mailbox, this will take no more than a few seconds.

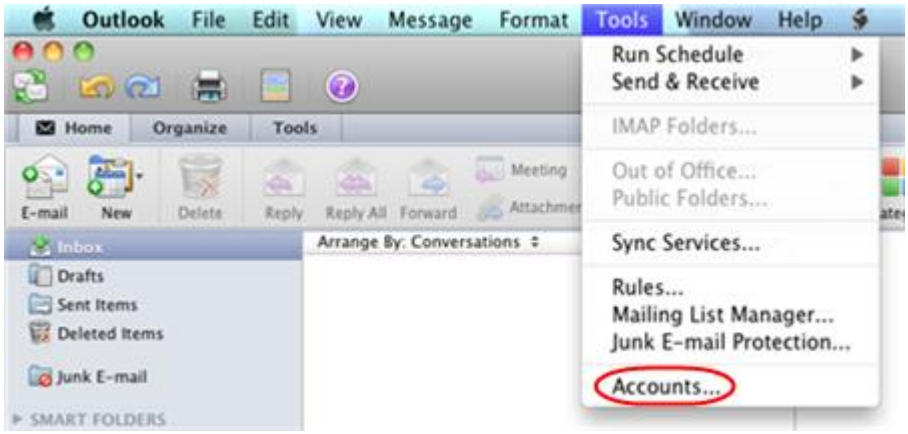
You have now configured Outlook 2010 for use with your Microsoft Exchange mailbox.

Setting up Outlook 2011 for Mac

Using Autodiscover to configure Outlook 2011 for Mac

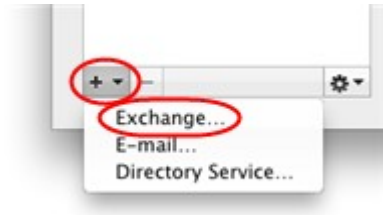
Step 1

Open Outlook 2011 and select **Accounts** from the **Tools** menu.



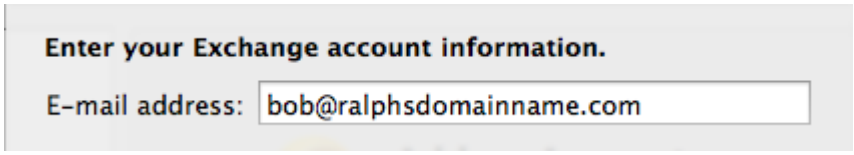
Step 2

In the *Accounts* window, click the **Add an account** button at the bottom of the window, and select **Exchange** from the popup menu.



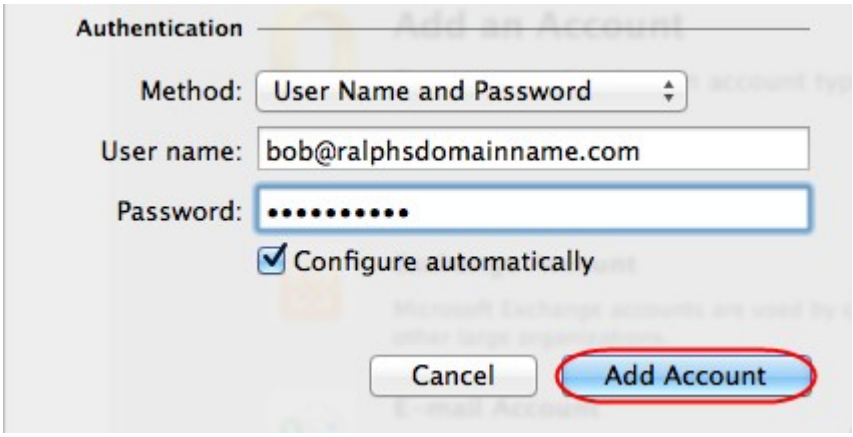
Step 3

Enter your email address in the **E-mail address** field.



Step 4

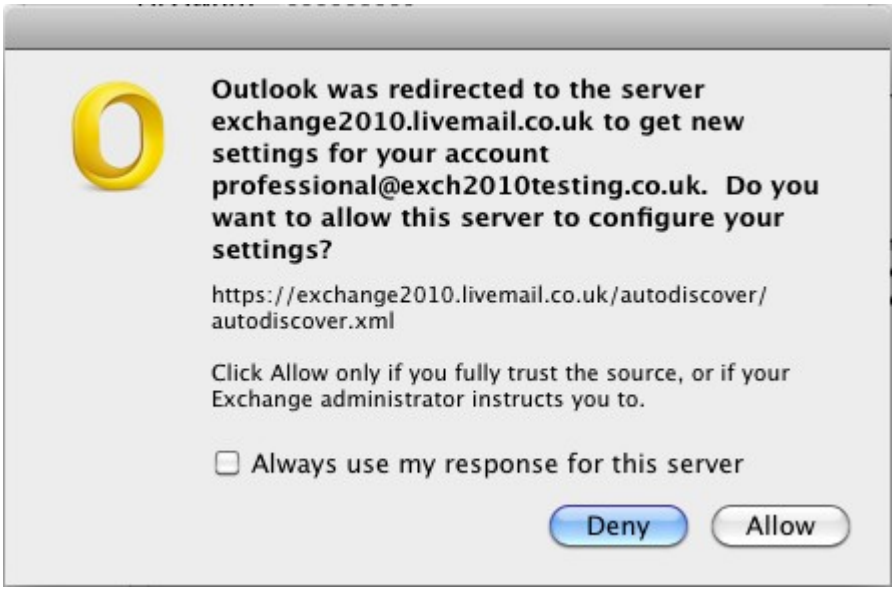
In the *Authentication* settings enter your email address in the **User name** text field, and type your password. Select the **Configure automatically** check box.



Step 5

Once you have entered these details click **Add account**.

A security box will appear asking if the livemail.co.uk domain can provide you with the settings for your mailbox. Click **Allow**.



Outlook will now set up your new Exchange mailbox on your computer. This may take a couple of minutes to complete.

The Autodiscover wizard has not worked

If the Autodiscover wizard doesn't work, this is an indication that Autodiscover is not setup within your DNS records. This record can be added manually in your domains' DNS records.

Creating a new CNAME record.

Simply contact your domain administrator and request the following addition to your domains DNS CNAME record.

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For example if your domain name is ralphsdomainname.com your domain provider can create a CNAME record for *autodiscover.ralphsdomainname.com* to point to *autodiscover.1.exchange2013.livemail.co.uk*.

Once the CNAME record has been added, you will be able to complete the steps in the previous chapter and Outlook will automatically set up your Professional mailbox for you.

If you do not have control over your DNS records, or do not want to add an additional CNAME record to your domain name, you can still set up Outlook manually. The following chapter will show you how.

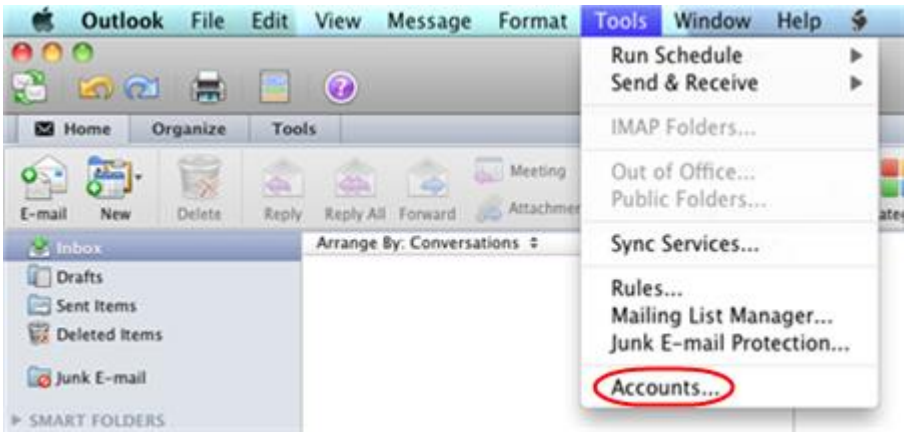
Setting up Outlook Manually

Before you set up your Exchange 2013 mailbox manually, you will need to make a note of the following details:

- Username
- Password
- Email address
- Exchange server name

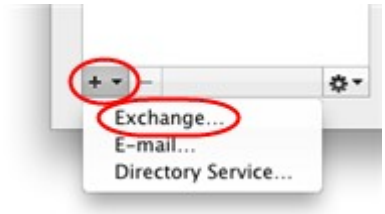
Step 1

Open Outlook 2011 and select **Accounts** from the **Tools** menu.



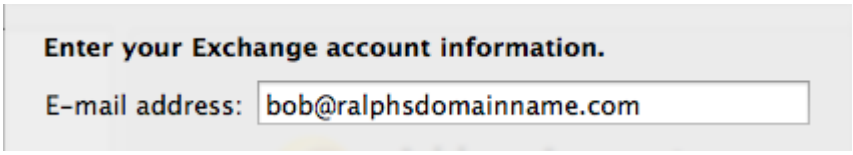
Step 2

In the *Accounts* window, click the **Add an account** button at the bottom of the window, and select **Exchange** from the popup menu.



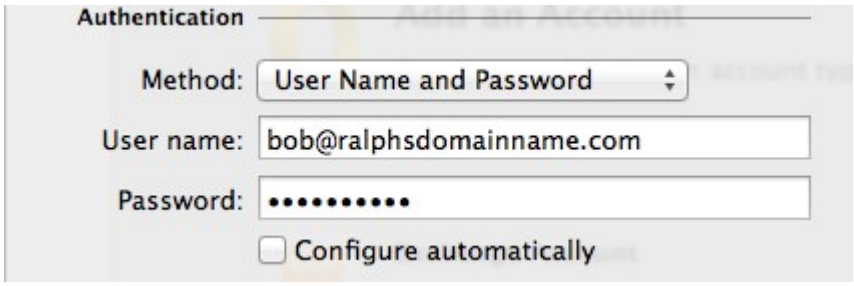
Step 3

Enter your email address in the **E-mail address** field.



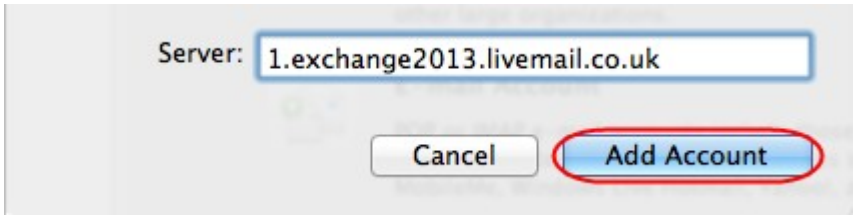
Step 4

In the Authentication settings enter your email address in the User name text field, and type your password. De-select the Configure automatically check box.



Step 5

Enter *1.exchange2013.livemail.co.uk* in the **Server** text box and click **Add Account**.

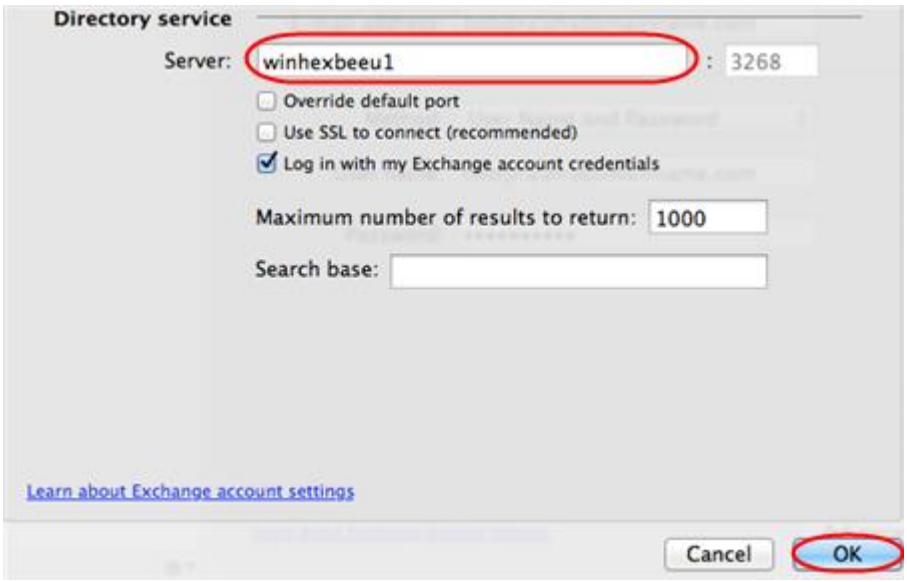


Step 6

Click the **Advanced** button at the bottom of the *Accounts* window.

Step 7

In the *Directory Service* settings, enter *winhexbeeu1* in the **Server** text field.



Step 8

Click **OK**.

Outlook will now load and synchronize with your Exchange 2013 mailbox. For a new mailbox, this will take no more than a few seconds.

You have now configured Outlook 2011 for use with your Exchange 2013 mailbox.