

Add your Exchange 2013 Email Account to Outlook for Windows

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Once your mailbox is ready to go, you can add your account to your preferred email application. Whilst you can add your account to most modern email clients, the recommendation is to use Outlook.

For Exchange 2013, the supported versions of Outlook are:

Outlook 2010 (Service Pack 2 update required)

Outlook 2013

Outlook 2016

Outlook 2019

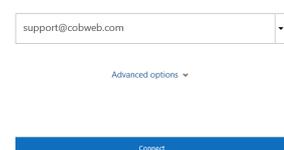
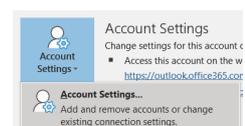
Outlook for Office 365

You will need to have the password for your account ready when setting up in Outlook.

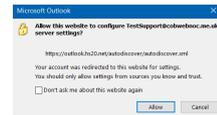
Outlook 2016 and later

If you already have an account already in use in Outlook, you can add a further account alongside it. If it is the first account you are adding to Outlook, you will automatically be taken to the Add Account screen to set up your first account.

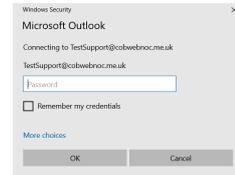
1. Open Outlook
2. Go to **'File > Account Settings > Account Settings'**
3. Press the **New** button
4. Enter the email address you want to add
5. Press **Connect**



6. If prompted, Allow the redirect to <https://outlook.hs20.net/autodiscover/autodiscover.xml>

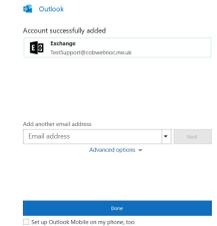


7. When prompted, enter the password for the account



8. Allow time for Outlook to pick up your settings

9. Press Done



NOTE: When the account is first added, Outlook will need to process a lot of data. During this time, it may be unresponsive. Please allow time for Outlook to finish this processing.

If you have a lot of existing data in your account, Outlook will take some time to finish synchronising with the Office 365 servers. During this time, folders may appear empty until the sync is complete.

These steps will use a set of default settings, where Outlook will cache 12 months of data.

If Outlook does not pick up your Account

When an Exchange account is added to Outlook, Outlook performs a number of searches to find the settings for your mailbox. If Outlook is unable to find your mailbox settings, it will not be able to add your account.

You should also make sure your domain is pointing it's Autodiscover service to our Exchange platform, as this is how Outlook can pick up your account. For this, ensure the below record is added with your domain host:

Type: CNAME

Host: Autodiscover

Points to: autodiscover-redirect.hs20.net

TTL: 3600 (or provider default)

Outlook 2013 and Outlook 2010

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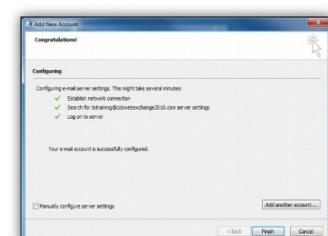
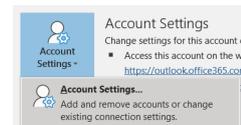
1. Open Outlook
2. Go to 'File > Account Settings > Account Settings'
3. Press the **New** button
4. Enter the email address you want to add
5. Enter your password for your Exchange account (twice)
6. Press **Next**
7. If prompted, **Allow** the redirect to

<https://outlook.hs20.net/autodiscover/autodiscover.xml>

8. When prompted, enter the password for the account

9. Allow time for Outlook to pick up your settings

10. Press **Finish**



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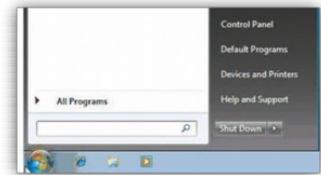
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Create a New Profile

If you need to have Outlook keep your accounts separate or just re-setup the accounts from scratch, you can create a new profile for Outlook to use.

1. Close Outlook
2. Open your **Start** menu and open the **Control Panel** application

Note: if you don't see this, try searching for it within the Start menu



3. Select Mail

Note: if you don't see the Mail option, try searching in the top right corner



1. Select Show Profiles



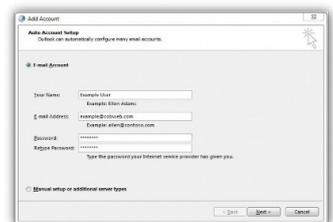
1. Select Add



2. Give the Profile a name

3. Press OK

4. Enter the email address you want to add

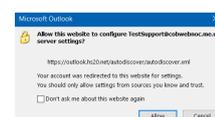


5. Enter your password for your Exchange account (twice)

6. Press Next

6. If prompted, Allow the redirect to

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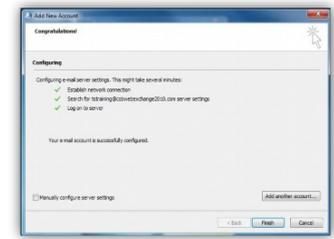


7. When prompted, enter the password for the account



8. Allow time for Outlook to pick up your settings

9. Press **Finish**



Generally Outlook will prompt to select a profile when you launch Outlook. If you want to have this automatically load the new profile, select the new profile from the **Always use this profile** dropdown on the **Show Profiles** screen.

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