

Email Software Autodiscover Setup Guide

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Exchange 2013 Mailbox Setup Guide

Your 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 2016 to connect to your Exchange 2013 mailbox.



Quick tip: You don't need to download and setup Outlook to access your Exchange mailbox. You can also access your mailbox using Outlook Web App at: <https://1.exchange2013.livemail.co.uk>

Setup Autodiscover

In order for Autodiscover to complete the setup of your email account, your domain needs to be correctly configured. Contact your domain provider and request the following CNAME addition.

Host Name	Points to
autodiscover	autodiscover.1.exchange2013.livemail.co.uk

Here's an example:

DNS CNAME Record

Host Name .ralphsdomainname.com

Points To *

[Cancel](#) [Save](#)

Setting up Outlook 2016 using Autodiscover

Within Outlook 2016, you are no longer able to manually configure an Exchange account. Autodiscover records are required on your domain for the connection to be successfully configured.

Outlook 2016 supports multiple email profiles, but each profile is only able to support one Exchange or Professional mailbox. If you are already using Outlook with an Exchange or Professional, you will need to [create a new email profile](#).

Step 1

Open Outlook 2016. If this is the first time you have used Outlook 2016 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 2

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.

The screenshot shows the 'Add Account' dialog box in Outlook. The window title is 'Add Account'. Below the title bar is a section titled 'Auto Account Setup' with the text 'Outlook can automatically configure many email accounts.' and a help icon. The main area has a radio button selected for 'E-mail Account'. Below this are four text input fields: 'Your Name' (containing 'Ralph Smith' with an example 'Example: Ellen Adams'), 'E-mail Address' (containing 'ralph@ralphsdomainname.com' with an example 'Example: ellen@contoso.com'), 'Password' (containing '*****'), and 'Retype Password' (containing '*****'). A note below the password fields says 'Type the password your internet service provider has given you.' At the bottom, there is a radio button for 'Manual setup or additional server types' and three buttons: '< Back', 'Next >', and 'Cancel'.

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

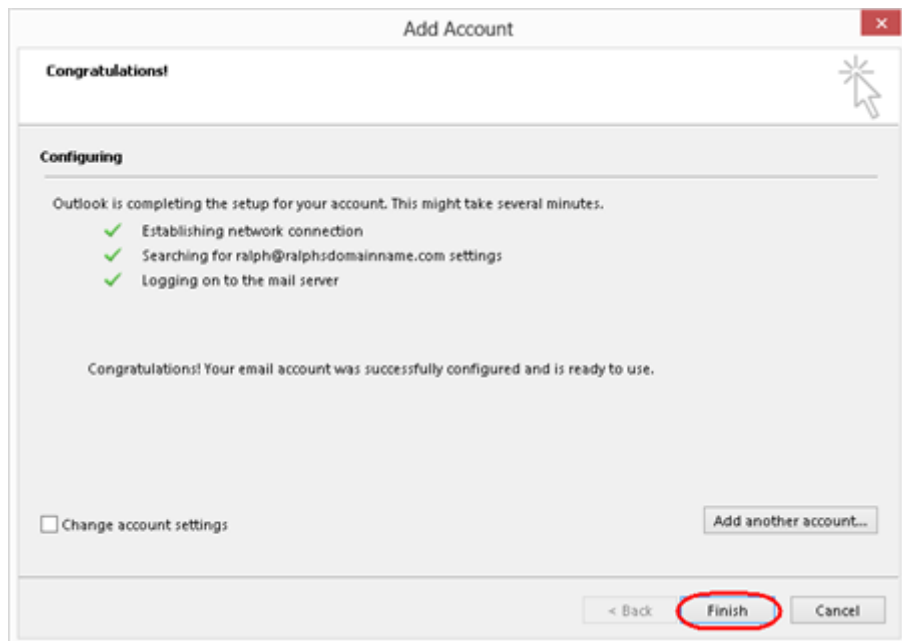
Step 3

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 4

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.

Finished

You may be informed that Outlook will need to restart for the changes to take effect. Click **OK**.

Setting up Outlook 2016 for Mac using Autodiscover

Step 1

Open Outlook 2016 and select **Accounts** from the **Tools** menu.

Step 2

Select Exchange or Office 365

Step 3

In the text boxes provided enter the following details:

- **E-mail Address:** This is the name of the Exchange 2013 mailbox that you have just created, for example: *ralph@ralphsdomainname.com*.
- **Method:** User Name and Password
- **Password:** This is the password you chose when you created your new mailbox.
- **Configure Automatically:** Yes

Enter your Exchange account information.

E-mail address:

Authentication

Method:

User name:

Password:

Configure automatically

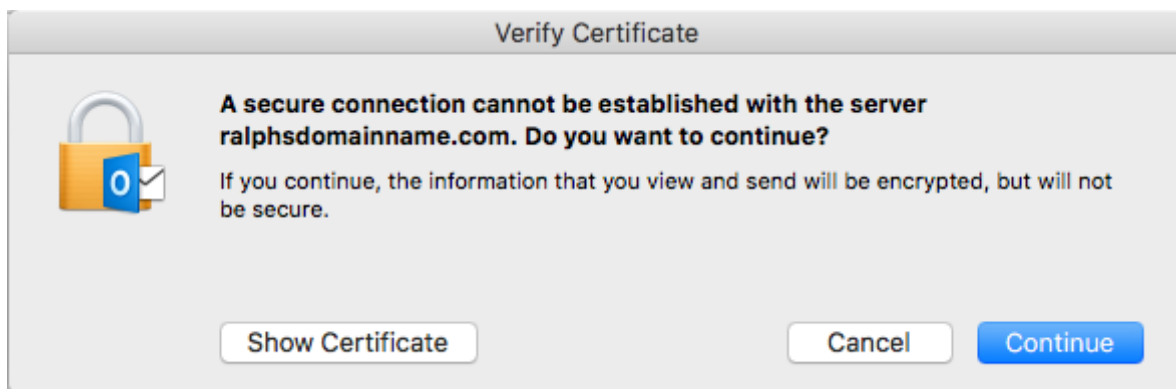
Step 4

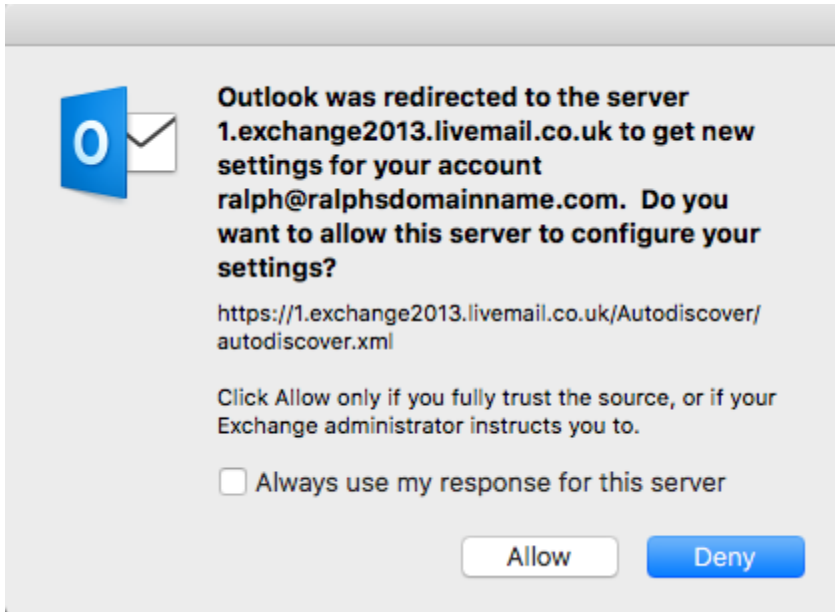
Click **Add Account**.

Step 5

Outlook 2016 will now begin connecting to our Exchange servers and obtain the settings needed to complete the setup of your mailbox.

You may encounter a couple of warning messages as it does so, these are perfectly normal so Allow or Continue these warnings.





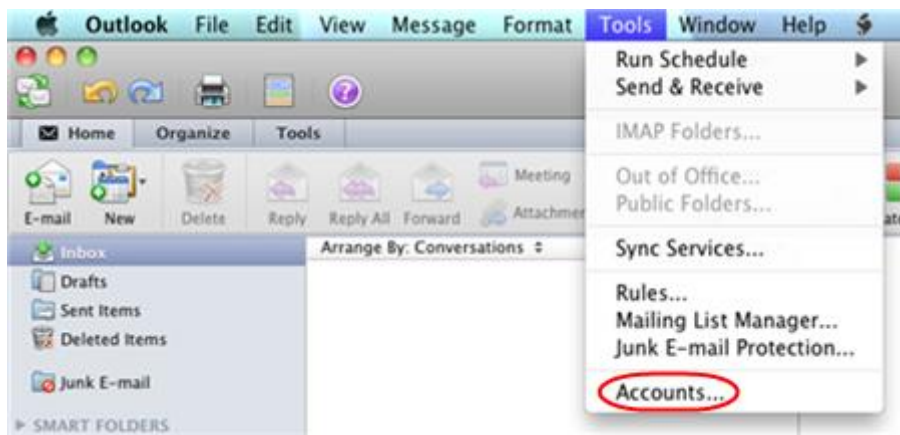
Finished

Your mailbox will now be setup.

Setting up Outlook 2011 for Mac using Autodiscover

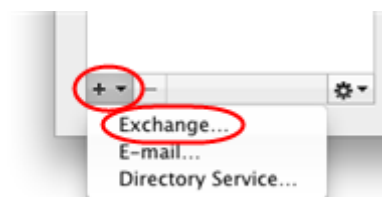
Step 1

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



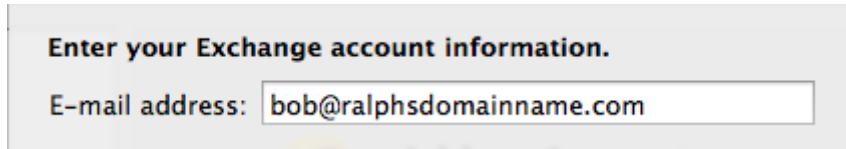
Step 2

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.

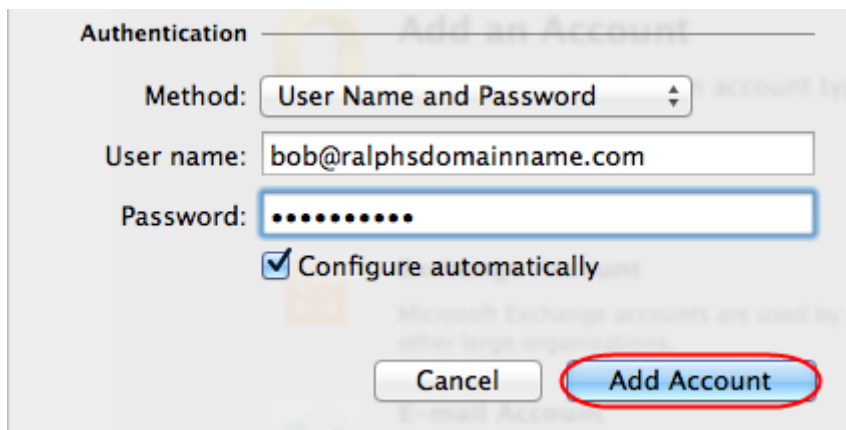


Enter your Exchange account information.

E-mail address:

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.



Authentication

Method:

User name:

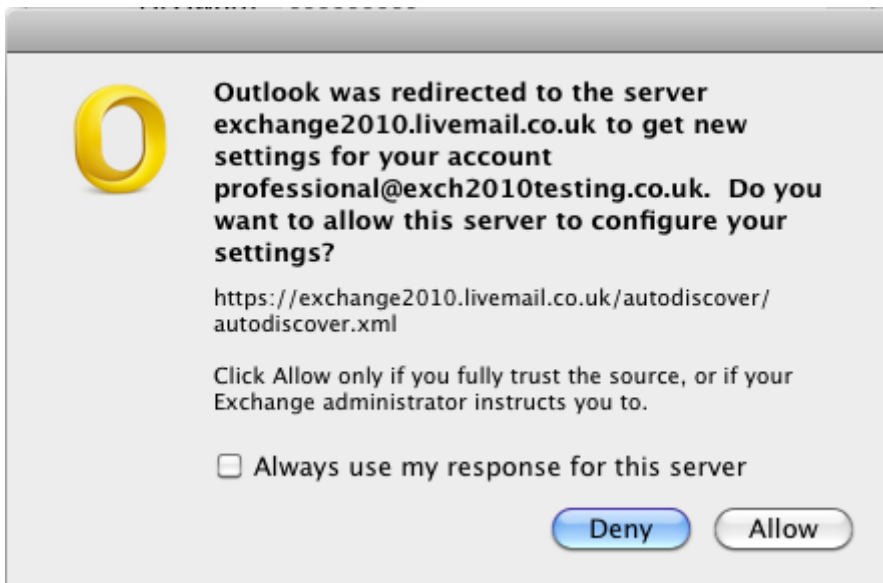
Password:

Configure automatically

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.