

Exchange mailbox 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.

If you are using our name servers, then we will have automatically configured your domain. You will be using our name servers if you have purchased both your domain and hosting package with us, or if you have configured your domain to use **NS1.livedns.co.uk** and **NS2.livedns.co.uk**

If you are **not** using our Nameservers, 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](#)

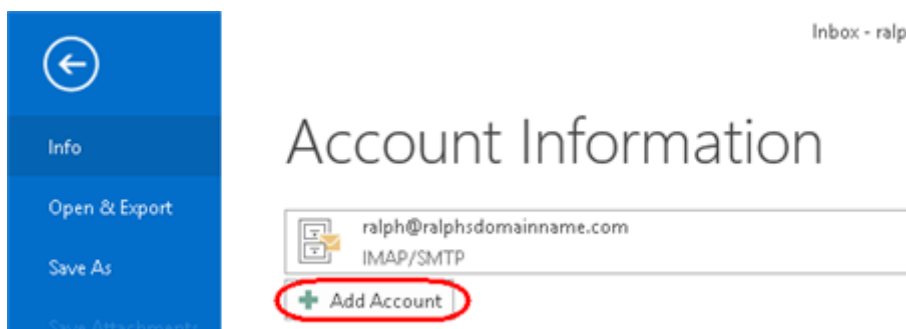
Setting up Outlook 2016 using Autodiscover

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. This record is created by default if you are using our nameserver's, but can be added manually if your domain's DNS records are being administered elsewhere.

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 dialog is titled 'Add Account' and has a close button (X) in the top right corner. Below the title bar, it says 'Auto Account Setup' and 'Outlook can automatically configure many email accounts.' There is a help icon (question mark) on the right. The main area has two radio buttons: 'E-mail Account' (selected) and 'Manual setup or additional server types'. Under 'E-mail Account', there are four text boxes: 'Your Name' (containing 'Ralph Smith', with 'Example: Ellen Adams' below it), 'E-mail Address' (containing 'ralph@ralphsdomainname.com', with 'Example: ellen@contoso.com' below it), 'Password' (containing '*****'), and 'Retype Password' (containing '*****'). Below the 'Retype Password' box is the text 'Type the password your Internet service provider has given you.' At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

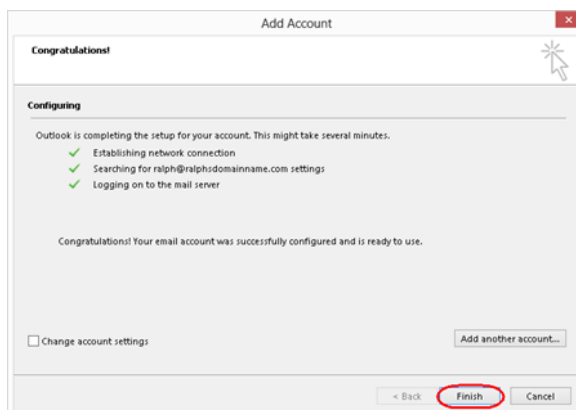
Once you have entered these details click **Next**.

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

The screenshot shows a dialog box titled "Enter your Exchange account information." It contains the following fields and controls:

- E-mail address:** A text box containing "ralph@ralphsdomainname.com".
- Authentication:** A section header.
- Method:** A dropdown menu set to "User Name and Password".
- User name:** A text box containing "ralph@ralphsdomainname.com".
- Password:** A text box filled with dots, indicating a password.
- Configure automatically:** A checked checkbox.
- Buttons:** "Cancel" and "Add Account" buttons at the bottom right.

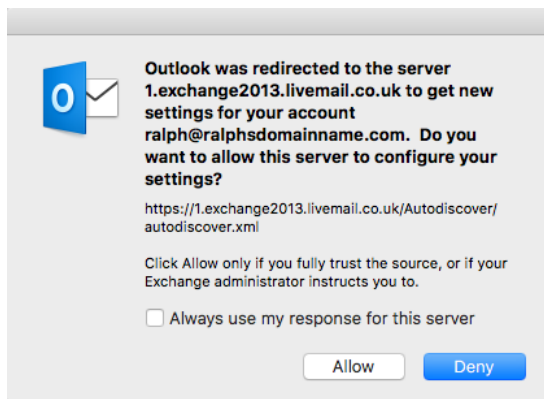
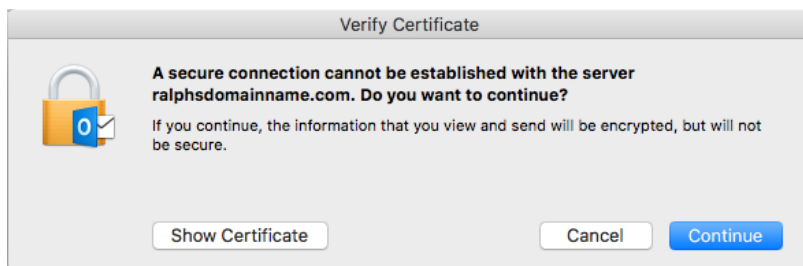
Step 4

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.



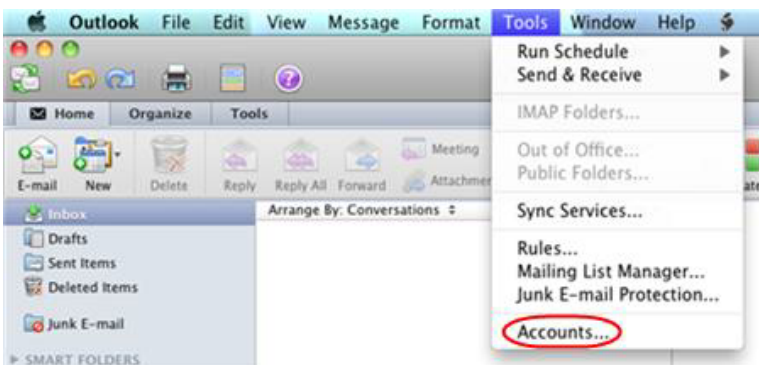
Finished

Your mailbox will now be setup

Setting up Outlook 2011 for Mac using Autodiscover

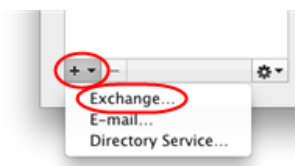
Step 1

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



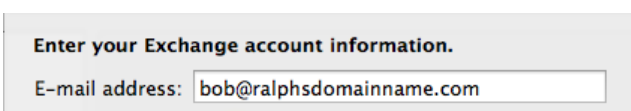
Step 2

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



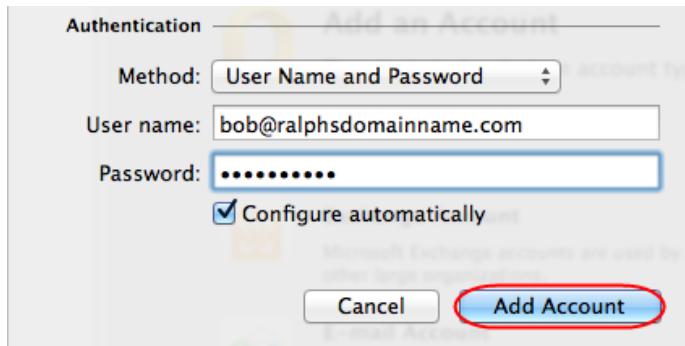
Step 3

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



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 and Password

User name: bob@ralphsdomainname.com

Password:

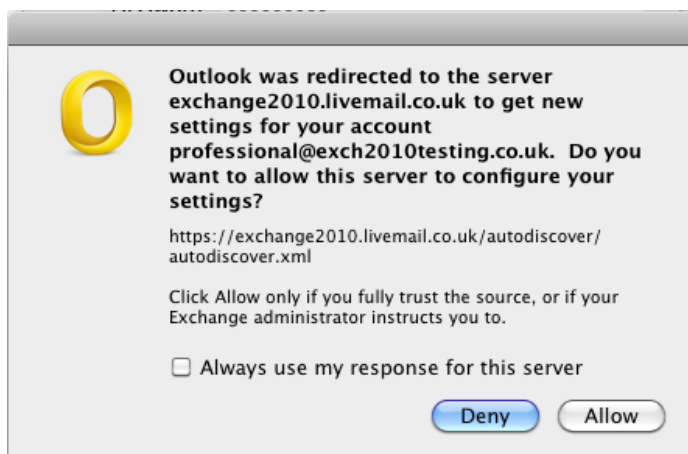
Configure automatically

Cancel Add Account

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**.



O Outlook was redirected to the server exchange2010.livemail.co.uk to get new settings for your account professional@exch2010testing.co.uk. Do you want to allow this server to configure your settings?

https://exchange2010.livemail.co.uk/autodiscover/autodiscover.xml

Click Allow only if you fully trust the source, or if your Exchange administrator instructs you to.

Always use my response for this server

Deny Allow

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

Setting up Outlook 2011 Manually

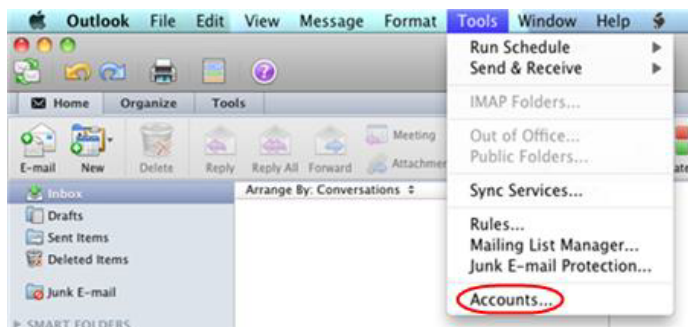
Before you set up your Exchange 2013 mailbox manually, you will need to make a note of the following details:

- Username
- Password
- Email address
- Exchange server name

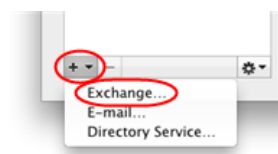
This information is available within your control panel. Our guide will show you how to find them: [Finding your mailbox details](#).

Step 1

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



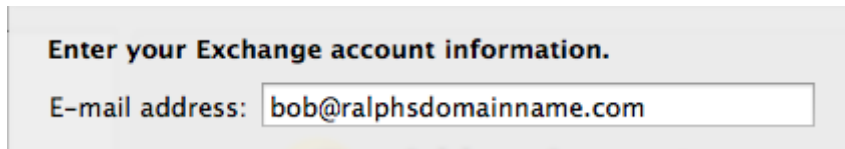
Step 2



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.

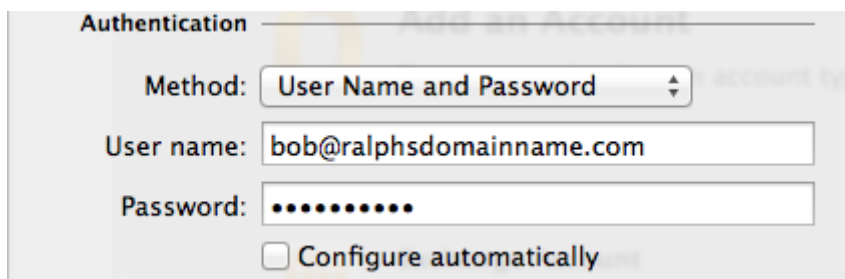


Enter your Exchange account information.

E-mail address:

Step 4

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



Authentication

Method:

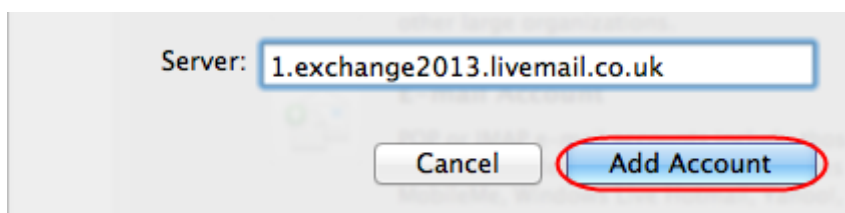
User name:

Password:

Configure automatically

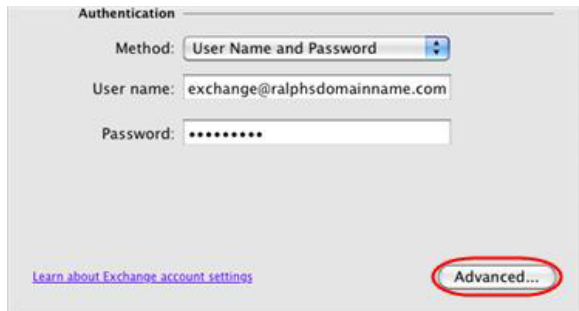
Step 5

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



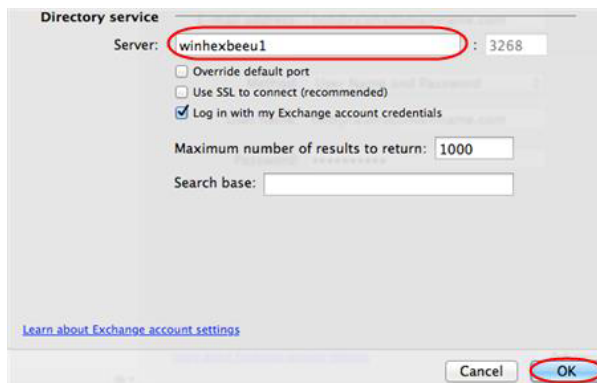
Server:

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.