

Exchange 2019 mailbox Setup Guide

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Exchange 2019 Mailbox Setup Guide

Your Exchange 2019 mailbox uses Microsoft Exchange 2019 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 2019 we recommend that use Outlook 2019 to connect to your Exchange 2019 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://exchange2019.livemail.co.uk/owa>

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 use the nameservers of another provider, this guide will show you what your records should be.

The autodiscover record that you'll need to use will depend on whether you have any Professional or Exchange 2013 mailboxes on the same domain as your Exchange 2019 mailboxes.

If you just have Exchange 2019 mailboxes on your domain

Host Name	Points to
autodiscover	autodiscover.exchange2019.livemail.co.uk

Here's an example:

DNS CNAME Record

Host Name
Required

autodiscover

.ralphsoffice.co.uk

Points To
Required

autodiscover.exchange2019.livemail.co.uk

If you have Exchange 2013 and Exchange 2019 mailboxes on your domain

Host Name	Points to
autodiscover	autodiscover.exchange2019.livemail.co.uk

Here's an example:

DNS CNAME Record

Host Name
Required

autodiscover

.ralphsoffice.co.uk

Points To
Required

autodiscover.exchange2019.livemail.co.uk

If you have Professional and Exchange 2013 / Exchange 2019 mailboxes on your domain

If you have Professional mailboxes on your domain, the autodiscover record you need to use will depend on which server your Professional mailboxes are hosted on. All of your professional mailboxes on your domain will use the same Exchange server, so you only need to check one mailbox.

- If your Exchange server name is CAS.EMAIL.LOCAL use:

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

- If your Exchange server name is CAS2.EMAIL.LOCAL use:

Host Name	Points to
autodiscover	autodiscover2.livemail.co.uk

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- If your Exchange server name is CAS3.EMAIL.LOCAL use:

Host Name	Points to
autodiscover	autodiscover3.livemail.co.uk

- If your Exchange server name is CAS4.EMAIL.LOCAL use:

Host Name	Points to
autodiscover	autodiscover4.livemail.co.uk

Here's an example if your Professional mailbox was on CAS3.EMAIL.LOCAL:

DNS CNAME Record

Host Name
Required

.ralphsoffice.co.uk

Points To
Required

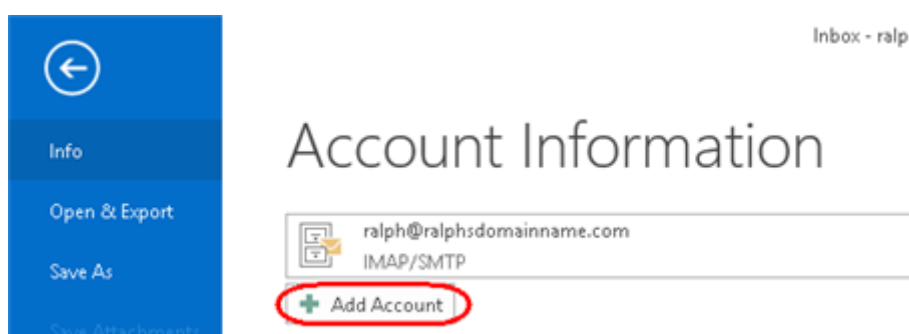
Setting up Outlook 2019 using Autodiscover

Within Outlook 2019, 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 nameservers, but can be added manually if your domain's DNS records are being administered elsewhere.

Outlook 2019 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.

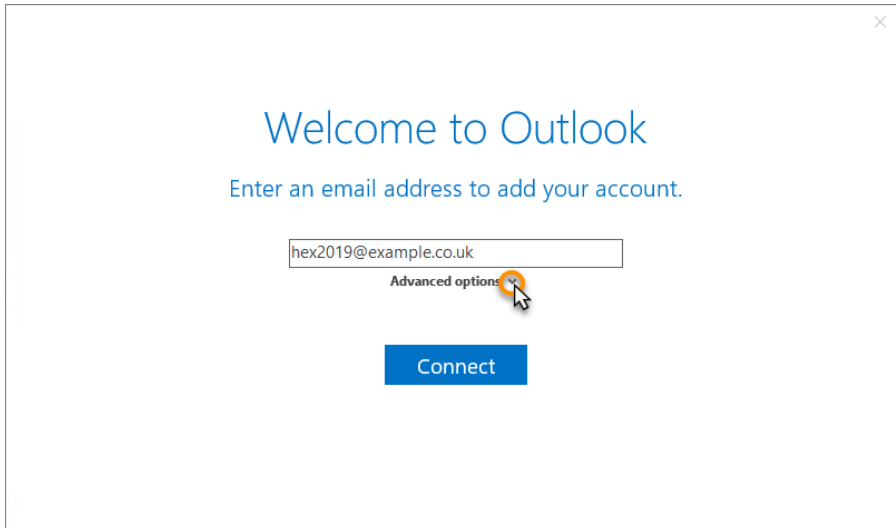
Step 1

Open Outlook 2019. If this is the first time you have used Outlook 2019 you will see the new account wizard. If you already have an account set up you should click **File**, then **Add account** to open this wizard.



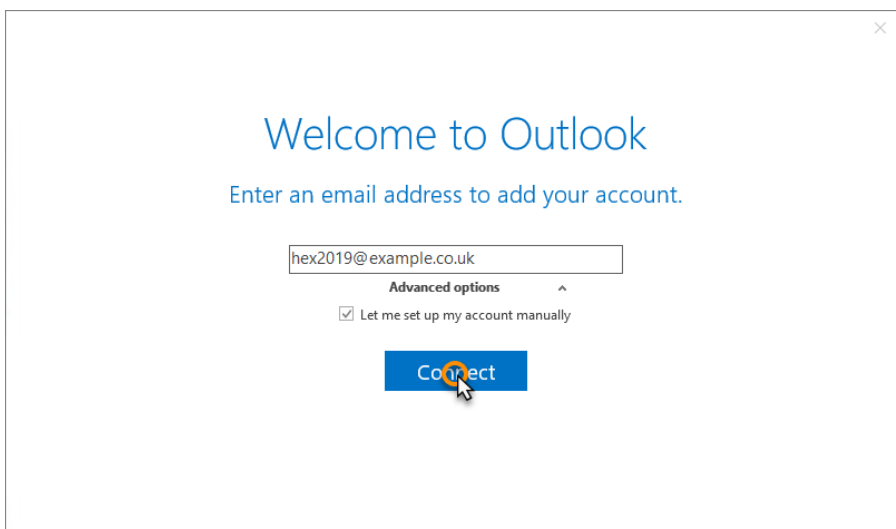
Step 2

Enter your email address and click **Advanced options**.



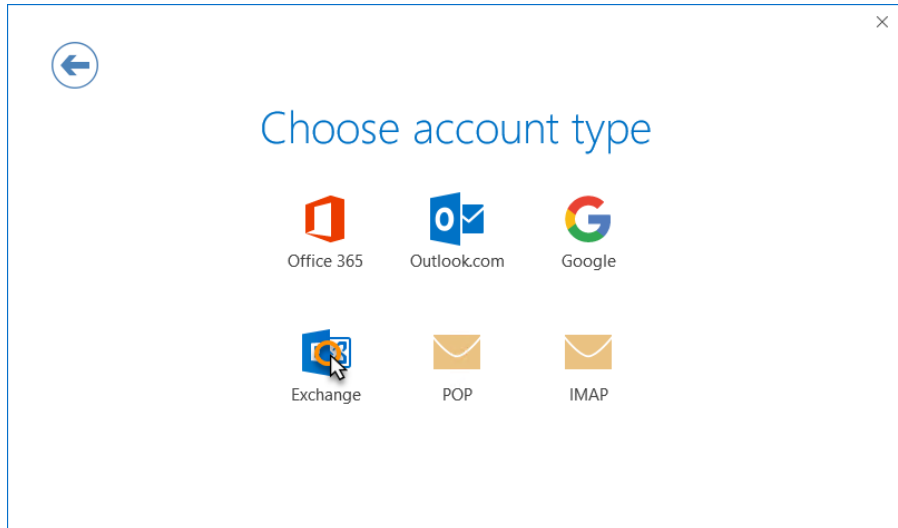
Step 3

Check the box for the option *Let me set up my account manually* and then click **Connect**.



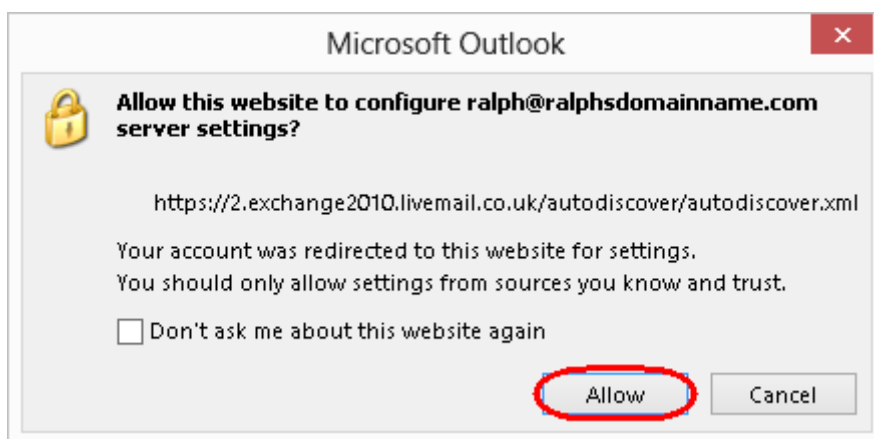
Step 4

In the *Choose account type* window, select **Exchange**.



Step 5

Your computer will attempt to connect to our Exchange servers. This may take a couple of minutes to complete. You may be prompted to authorise Autodiscover to set up Outlook on your behalf. Click **Allow**.



Step 6

You will be prompted to enter your password at this stage, enter your password and click OK. Your mailbox will now be set up and ready for use. Click OK to complete the setup process.

Finished

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

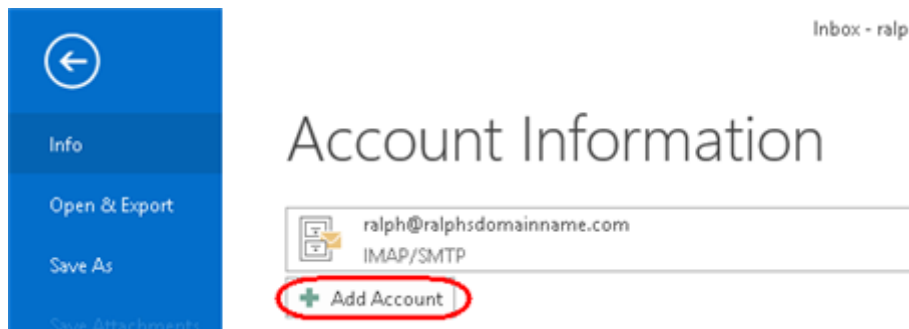
Setting up Outlook 2016 using Autodiscover

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 nameservers, 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 2019 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.

Add Account

Auto Account Setup
Outlook can automatically configure many email accounts.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:

Retype Password:
Type the password your Internet service provider has given you.

Manual setup or additional server types

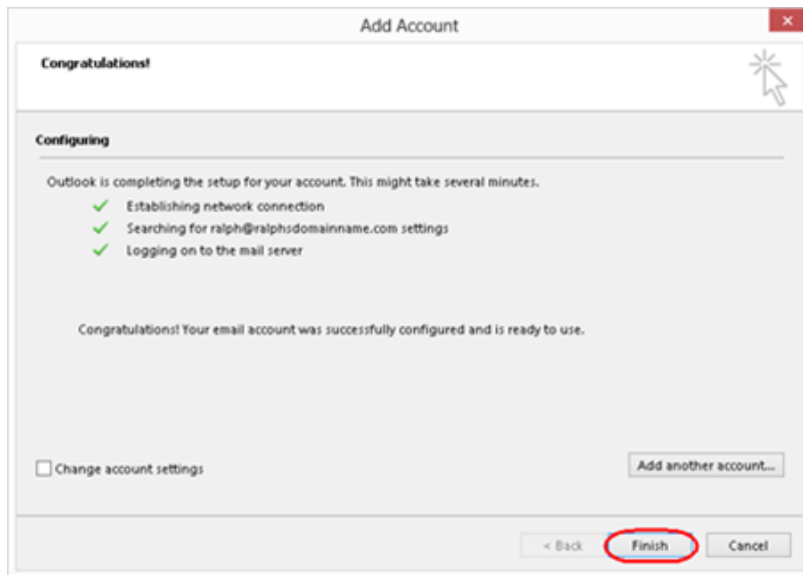
< Back Next > Cancel

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

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 2019 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 2019 for Mac using Autodiscover

Step 1

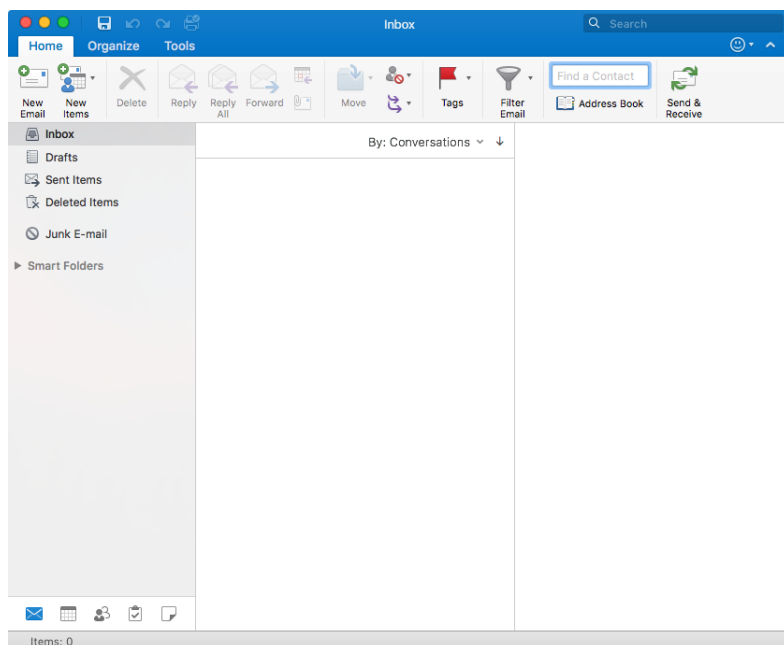
Open Outlook 2019 on your Mac

Step 2

If you are setting up your first mailbox, you'll be prompted to enter the email address you want to setup - skip to step 7 of this guide

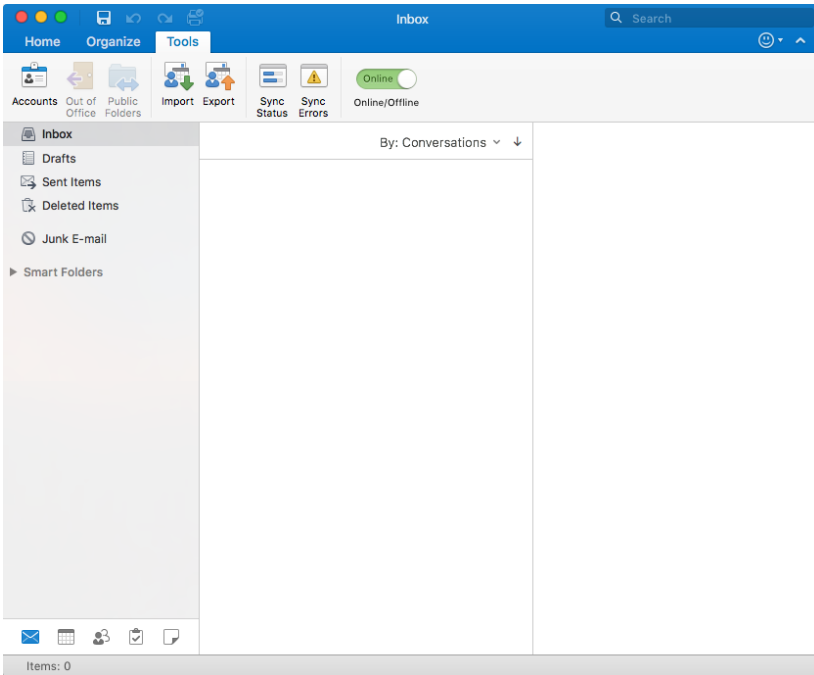
Step 3

Outlook 2019 will now load.



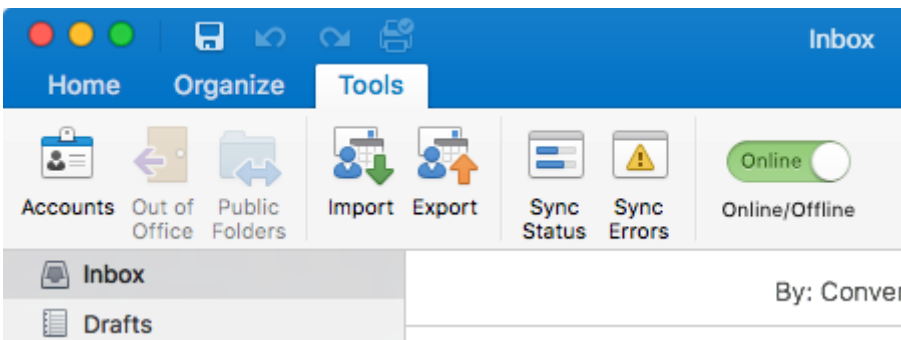
Step 4

Select Tools



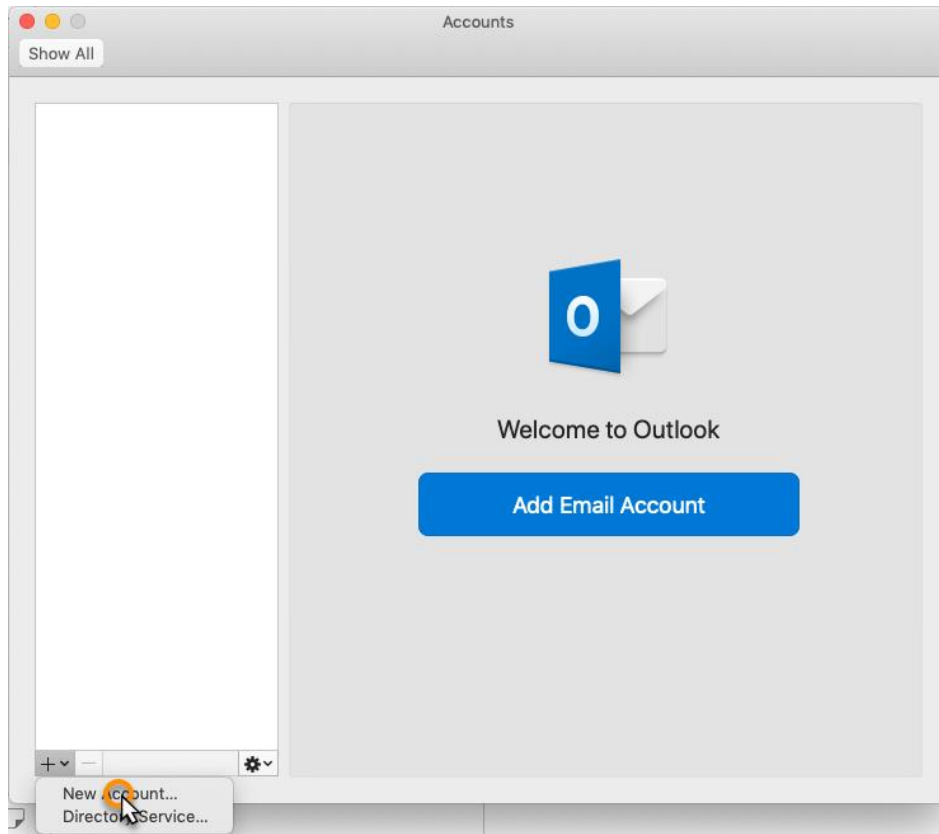
Step 5

Select Accounts



Step 6

Expand the *add account* menu and select **New Account**.



Step 7

Enter your email address and click **Continue**.

Please enter your email address

Email

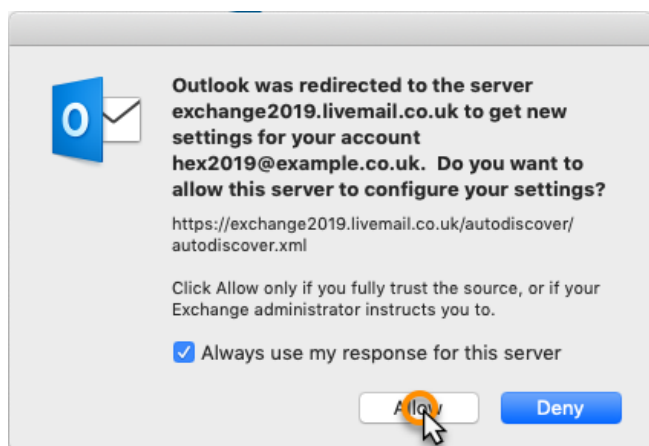
hex2019@example.co.uk



Step 8

Outlook 2019 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. Check the box *Always use my response for this server* if you want to prevent macOS asking you for permission every time you open your mailbox.



Step 9

Enter your mailbox details

1. **Method:** Username and Password.
2. **E-mail address:** Enter the email address of the mailbox you are setting up.
3. **DOMAIN\Username or email:** Re-enter the email address of the mailbox you are setting up.
4. **Password:** Enter the mailbox password.
5. **Server (optional):** Leave this field blank.

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Once you have entered the required information, click **Add Account**.



Method
Username and Password ⌵

Email Address
hex2019@example.co.uk

DOMAIN\username or Email
hex2019@example.co.uk

Password
●●●●●●●●

Show Password

Server (optional)

Add Account

Finished

Your mailbox is now set up. Click **Done** to return to Outlook.



hex2019@example.co.uk
has been added

Did you know?

Outlook supports Google, Yahoo!, and iCloud accounts.

Add Another Account

Done

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 2019 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." with the following fields and options:

- 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 with masked characters (dots).
- Configure automatically**
- Buttons:** "Cancel" and "Add Account".

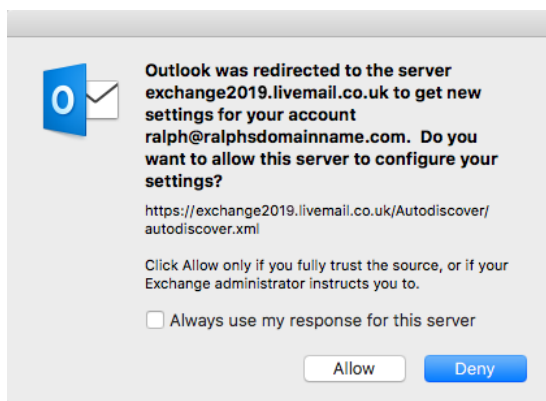
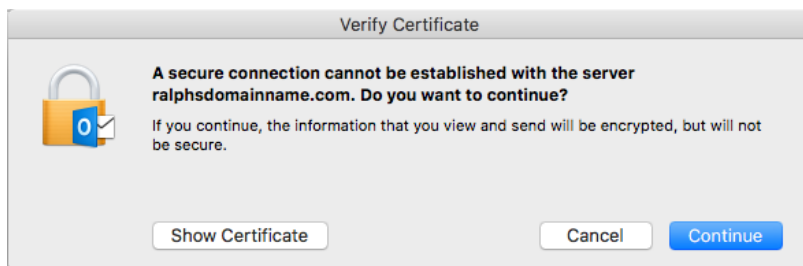
Step 4

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