

Professional mailbox Setup Guide

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Professional Mailbox Setup Guide

Your Professional mailbox uses Microsoft Exchange 2010 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 2010 we recommend that use Outlook 2016 (or Outlook 2011 for Mac users) to connect to your Professional mailbox.



Quick tip: You don't need to download and setup Outlook to access your Professional mailbox. You can access your mailbox [using OWA](https://exchange2010.livemail.co.uk) at: <https://exchange2010.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. If you are **not** using our name servers, contact your domain provider and request the addition of an “A record”.

You will need to provide them with two pieces of information, the **hostname** and an **IP address**.

The **hostname** will be “autodiscover.<yourdomain>”

The **IP address** will depend on which **Exchange server** you are using. You will need to [check your control panel](#) to find out which server it is, but once you know, the IP address to give will be:

- If you are using CAS.EMAIL.LOCAL then use **213.171.216.54**
- If you are using CAS.EMAIL2.LOCAL then use **213.171.216.58**
- If you are using CAS.EMAIL3.LOCAL then use **213.171.216.85**

Autodiscover setup example

If <yourdomain> was ralphsdomainname.com and your Professional mailbox is using CAS.EMAIL3.LOCAL, then request the addition of an A record with the hostname of “**autodiscover.ralphsdomainname.com**” which points to “**213.171.216.85**”

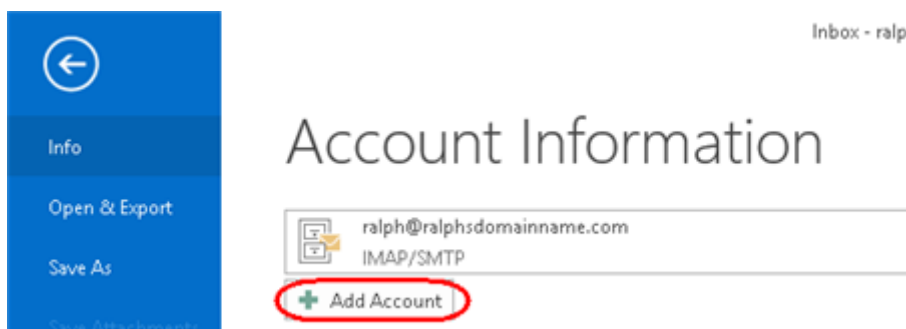
Setting up Outlook 2016 using Autodiscover

Within Outlook 2016, you are no longer able to manually configure a Professional 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 name servers, 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 Professional or Exchange mailbox. If you are already using Outlook with a Professional or Exchange mailbox, 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:

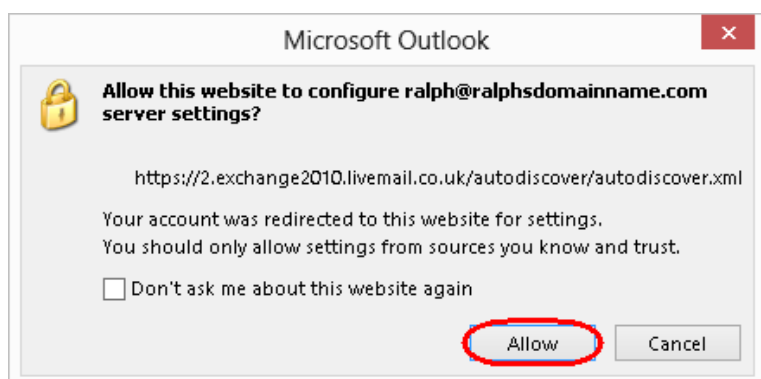
- **Your Name:** This is the name that other people will see when you email them.
- **E-mail Address:** This is the name of the Professional mailbox that you have just created, for example ralph@ralphsdomainname.com.
- **Password:** This is the password you chose when you created your new mailbox.
- **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 are two radio buttons: 'E-mail Account' (which is selected) and 'Manual setup or additional server types'. Under 'E-mail Account', there are four text input fields: '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' field is the text 'Type the password your internet service provider has given you.' At the bottom of the dialog 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 mail servers. Each of our mail 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 **Allow**.

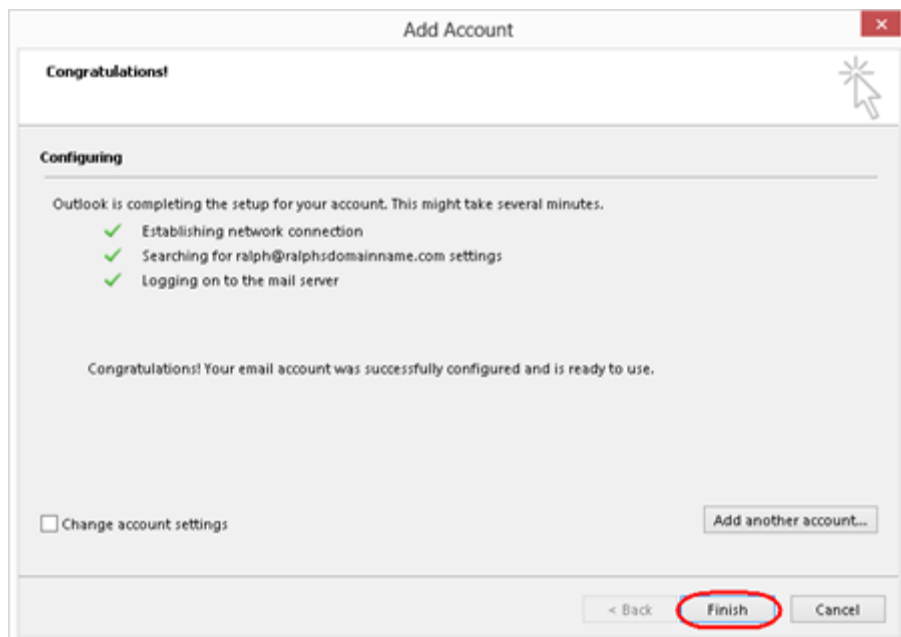


Step 4

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

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

Once complete, click **Finish** to close the wizard.



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 manually

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:** Enter the email address of the mailbox you are setting up.
- **Method:** User Name and Password
- **User name:** Enter the email address of the mailbox you are setting up.
- **Password:** This is the password you chose when you created the mailbox.
- **Configure Automatically:** No
- **Server:** This will depend on the settings which you can discover in your control panel. For example:
 - **cas.email.local**, then use this instead: **exchange2010.livemail.co.uk**
 - **cas.email1.local**, then use this instead: **1.exchange2010.livemail.co.uk**
 - **cas.email2.local**, then use this instead: **2.exchange2010.livemail.co.uk**
 - **cas.email3.local**, then use this instead: **3.exchange2010.livemail.co.uk**

MAILBOX SETTINGS

Exchange Server **cas.email3.local**

Incoming Mail Server (POP3/IMAP)
mail.livemail.co.uk

Outgoing Mail Server (SMTP)
smtp.livemail.co.uk

In our example control panel, the **professional@ralphsdomainname.com** mailbox is using server **cas.email3.local**. We therefore need to enter **3.exchange2010.livemail.co.uk** in our settings.

Enter your Exchange account information.

E-mail address:

Authentication

Method:

User name:

Password:

Configure automatically

Server:

Step 4

Click **Add Account**.

Step 5

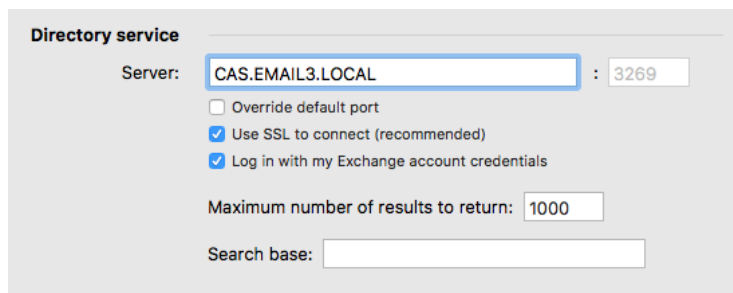
Outlook 2016 will now begin connecting to our Exchange servers and obtain the settings needed to complete the setup of your mailbox.

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

Step 6

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

Step 7



Directory service

Server: :

Override default port

Use SSL to connect (recommended)

Log in with my Exchange account credentials

Maximum number of results to return:

Search base:

In the *Directory Service* settings, enter your Exchange server name in the **Server**:

Also enable **Use SSL to connect (recommended)**.

Click **OK**.

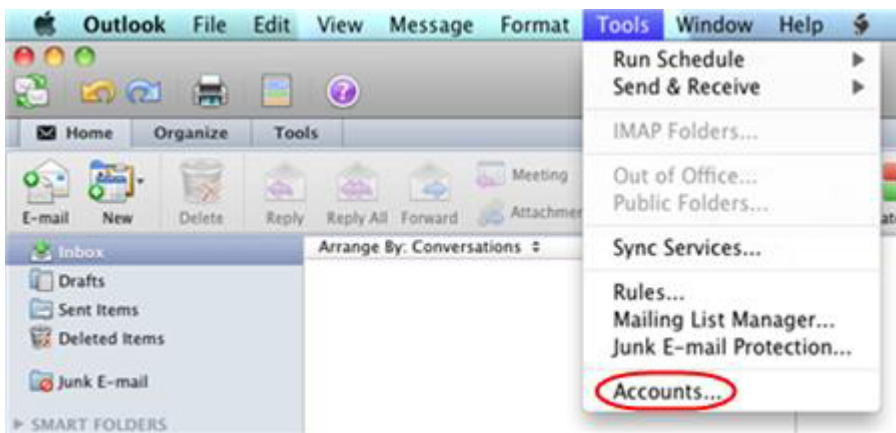
Finished

Your mailbox will now be setup

Setting up Outlook 2011 for Mac using Autodiscover

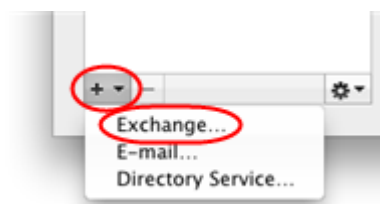
Step 1

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.



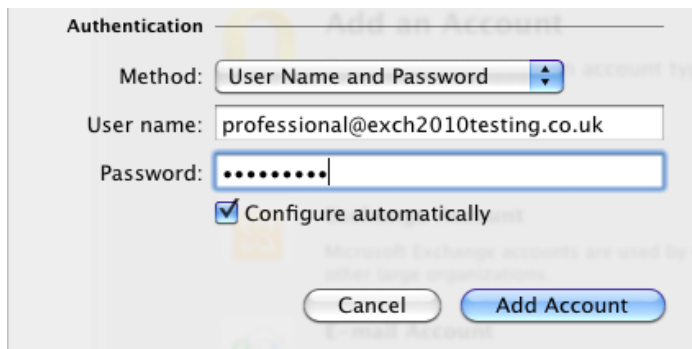
Step 3

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.

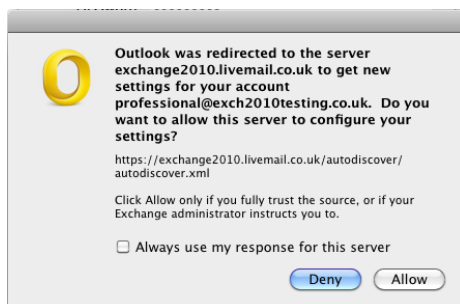
Once you have entered these details, click **Add account**.



The screenshot shows the 'Add an Account' dialog box in Outlook, specifically the 'Authentication' tab. The 'Method' dropdown is set to 'User Name and Password'. The 'User name' field contains 'professional@exch2010testing.co.uk'. The 'Password' field is filled with dots. The 'Configure automatically' checkbox is checked. At the bottom, there are 'Cancel' and 'Add Account' buttons.

Step 5

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



The screenshot shows a security warning dialog box from Outlook. It features a yellow 'O' icon. The text reads: '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?'. Below this, the URL 'https://exchange2010.livemail.co.uk/autodiscover/autodiscover.xml' is shown. A note states: 'Click Allow only if you fully trust the source, or if your Exchange administrator instructs you to.' There is a checkbox for 'Always use my response for this server' which is currently unchecked. At the bottom, there are 'Deny' and 'Allow' buttons.

Click **Allow**.

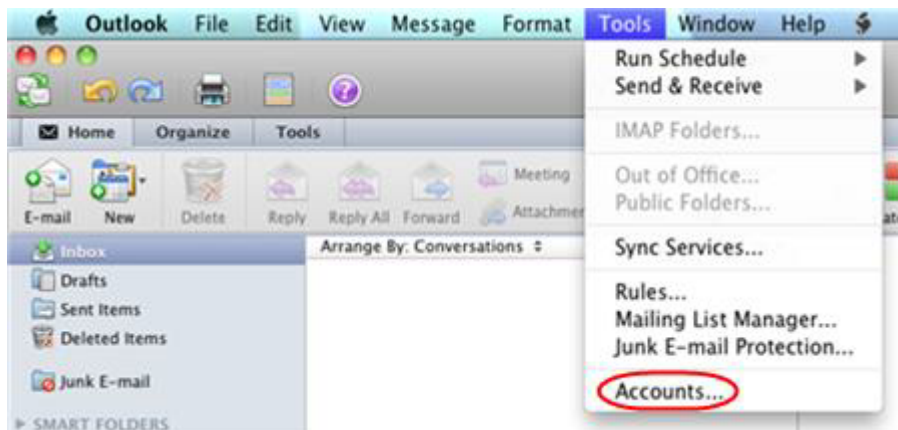
Finished

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

Setting up Outlook 2011 for Mac manually

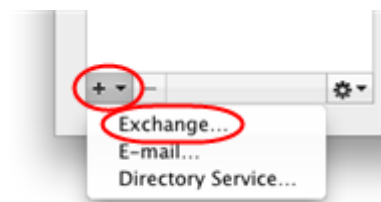
Step 1

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

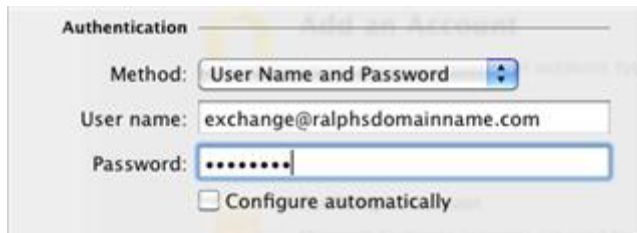
Enter your email address in the **E-mail address** field.

Step 4

In the *Authentication* settings, re-enter your email address in the **User name** text field, and type your password.

Step 5

De-select the **Configure automatically** check box as we want to set up the mailbox manually.



Authentication

Method: User Name and Password

User name: exchange@ralphsdomainname.com

Password:

Configure automatically

Step 5

Once you choose to configure manually, you will have an option to enter your Server name.

What you enter will depend on the settings in your control panel. For example:

- **cas.email.local**, then use this instead: **exchange2010.livemail.co.uk**
- **cas.email1.local**, then use this instead: **1.exchange2010.livemail.co.uk**
- **cas.email2.local**, then use this instead: **2.exchange2010.livemail.co.uk**
- **cas.email3.local**, then use this instead: **3.exchange2010.livemail.co.uk**

MAILBOX SETTINGS

Exchange Server **cas.email3.local**

Incoming Mail Server (POP3/IMAP)
mail.livemail.co.uk

Outgoing Mail Server (SMTP)
smtp.livemail.co.uk

In our example control panel, the **professional@ralphsdomainname.com** mailbox is using server **cas.email3.local**. We therefore need to enter **3.exchange2010.livemail.co.uk** in our settings.

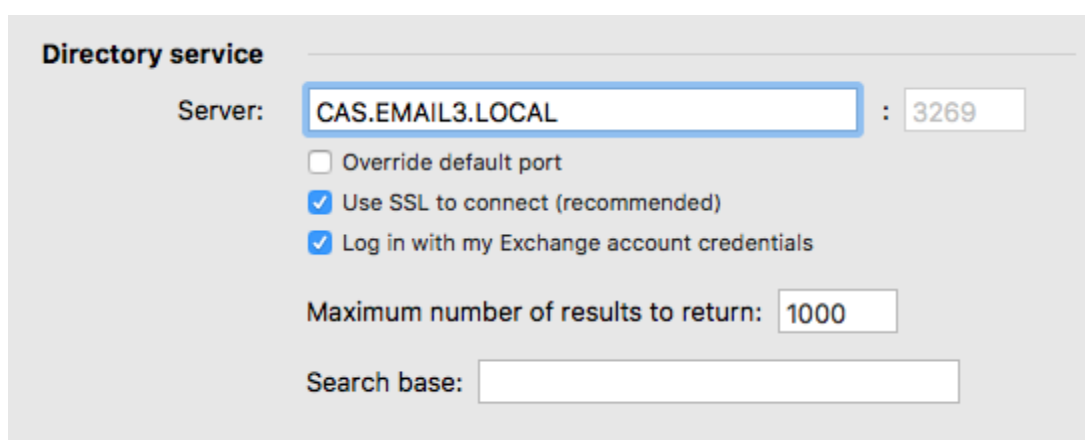
Step 6

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

Step 7

In the *Directory Service* settings, enter your Exchange server name in the **Server** text field and enable **Use SSL to connect**.

Example: *CAS.EMAIL3.LOCAL*



Directory service

Server: :

Override default port

Use SSL to connect (recommended)

Log in with my Exchange account credentials

Maximum number of results to return:

Search base:

Click **OK**.

Finished

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