Mac Mail: Setting up your university Outlook 365 email account

This guide describes how to setup your University of Exeter email if you are using the Mac Mail app. You can synchronise your email, contacts and calendar with the University system.

The guide was created written with Mac OS X 10.10 (Yosemite) in mind, but the process will be almost identical for Mavericks (OS X 10.9) and Mountain Lion (OS X 10.8). If you are using an earlier version of Mac OS X than this, please consider upgrading as soon as possible.

Please note: this guide is designed for users who have an **Office365** mailbox. You can check if you have one here: Do I have an Office365 or Exchange Mailbox? If you have an Exchange mailbox please consult the Exchange Help pages.

Before you start

Please make sure that you
- Quit Mail and Calendar, if open;
- Are either directly connected to the campus network (via campus WiFi or cable) or have signed in with the VPN client (Junos Pulse);
- Allow time for your email to synchronise again. For large mailboxes this can take quite a while.

1. Add the account

Open **System Preferences** - either from the Dock or from the **Apple > System Preferences…** menu
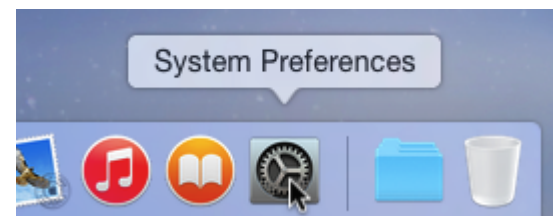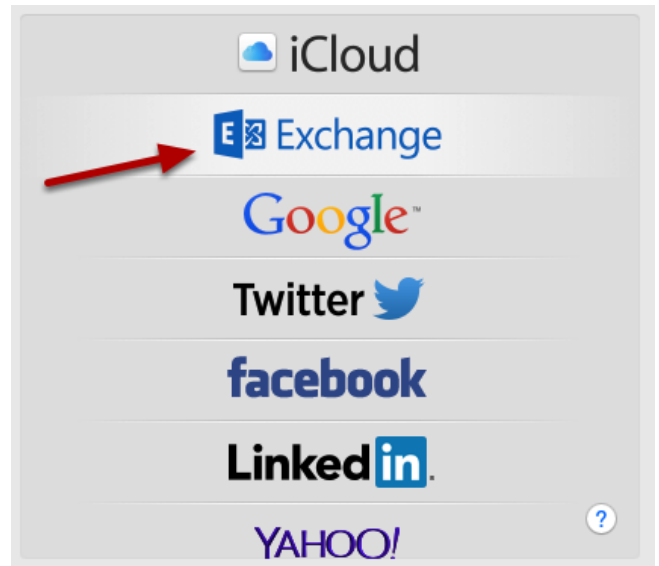

Click on **Internet Accounts**
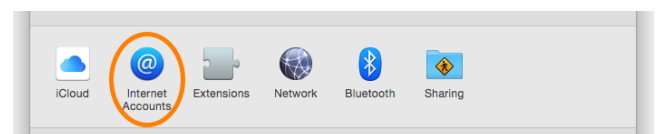
2. Add your new account

Still in the Internet Accounts control panel, select **Exchange** from the list of account types.
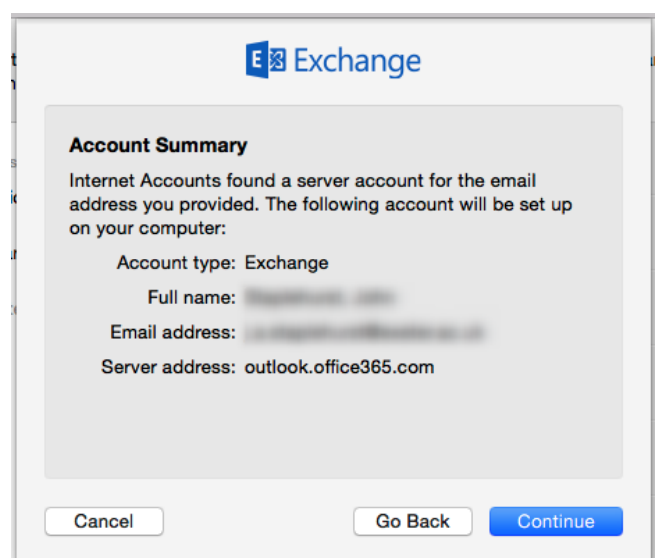

Fill in your name, full university email address and password.

Make sure the details are correct if they have been pre-filled for you, and that your full email address is shown. This is an important change from the previous email account settings which used your short university username instead. Click **Continue**.
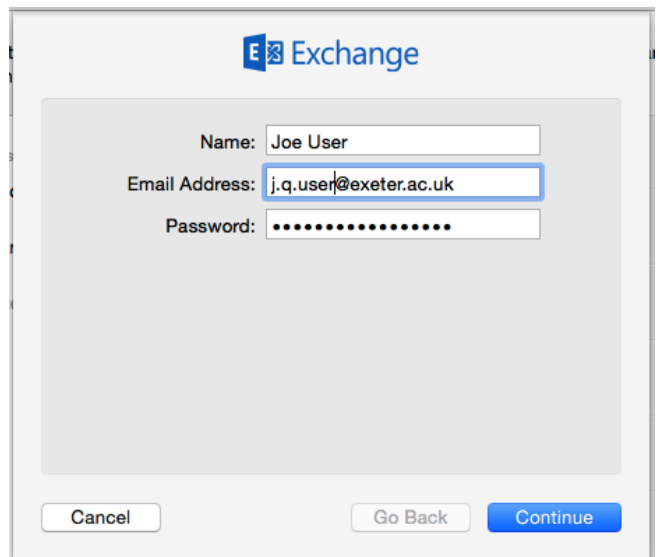

If everything is correct, your account will be found, and the details shown in the Account Summary panel. If something is wrong, hit the **Go Back** button and re-check your details; otherwise click **Continue**.


Account Summary

Internet Accounts found a server account for the email address you provided. The following account will be set up on your computer:

Account type: Exchange
Full name:
Email address:
Server address: outlook.office365.com

Note:

If you are not connected to the university network your account details may not be found, and you will be prompted to add some more details before continuing. You should set the Server Address to **outlook.office365.com**
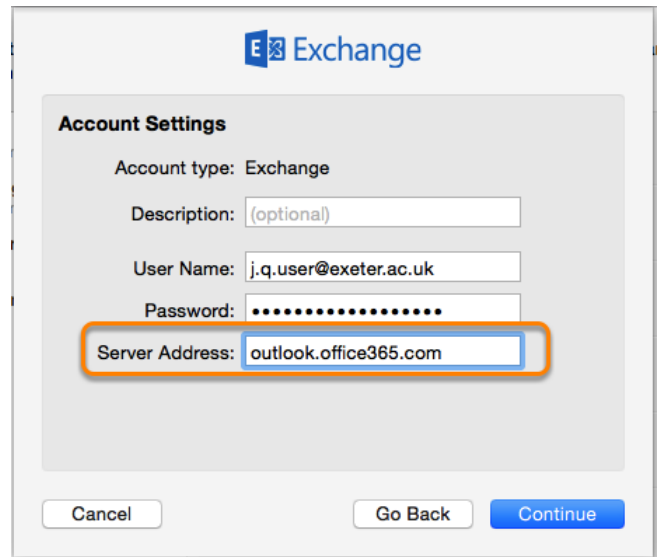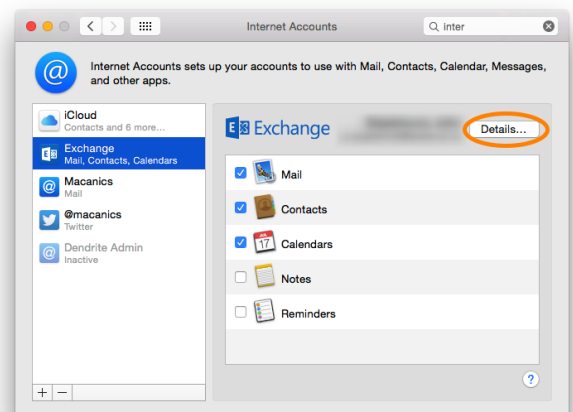
Finally, select the services you require synced with your Exchange account. Mail, Contacts and Calendars is a recommended minimum. Click **Done** to finish setting up the account.
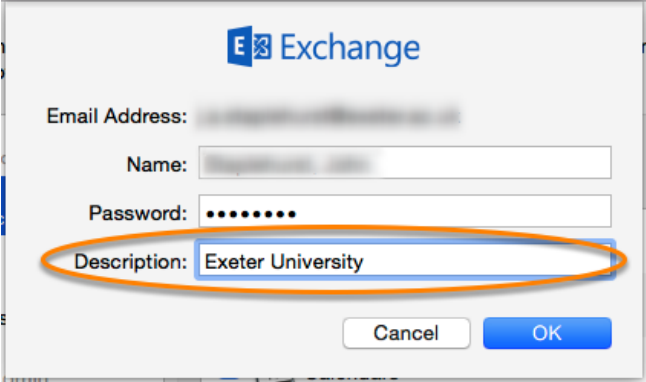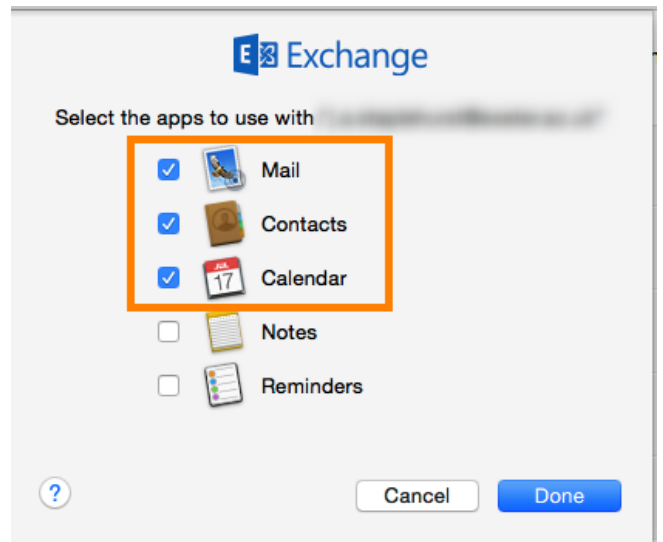
Account is now set up

You can verify that your account is set up by selecting it from the list and clicking the **Details…** button

You can also change the name of the account from the default *Exchange* to something more descriptive. This is the name that will show up in the mailbox list in Mail.
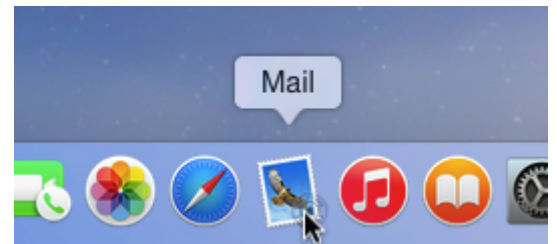

Close the System Preferences panel.

3. Checking Mail

Open the Mail app either from the **Dock**, from **Launch Pad** or **Spotlight**

When the Mail app opens, check that the Exchange Inbox appears in the left-hand column of the window. Your mail should start synchronising and appear in the list view. Note that this process can take quite a while if you have a large number of messages, and that the messages will be transferred in batches.

Your mail account should now be ready to use.

If you need any further assistance please contact the SID desk