How to reconfigure Windows Mail in Windows 10 (for existing users)

Before you start: If you have never done so, sync your UIS Password to the Blue Active Directory by running through the Change Password procedure using the UIS Password Management app at password.csx.cam.ac.uk. You can keep using your current password – the important part is that you run through the process one time only in order to trigger the sync with Blue, and then onwards to Azure, Microsoft’s Active Directory which ultimately controls your access to Exchange Online services. It may take up to 3 hours for your password to sync to Azure. You can’t complete the Exchange Online configuration until your UIS Password has synced with Azure, and will get error messages when you try to log in. These errors will stop once your password has synced.

These instructions explain how to add your new Exchange Online mailbox, if you were already using the Windows Mail application.

1. Click the Start menu...

2. ...and click the Mail tile:

3. Click the + Add account button:

4. Click the Exchange option:

5. Enter your CRSid@cam.ac.uk email address, and click the Next button:

6. Enter your UIS Password, and click the Sign in button:
7. Enter your **CRSid@cam.ac.uk** in the **User name** field, and click the **Sign in** button:

8. This will trigger an error message; click the **Advanced** button:

9. Enter the following **Server** and **Account name**:
   - **Server** = outlook.office365.com
   - **Account name** = UCam Exchange Online

   Click the **Sign in** button:

10. Click **Yes** in the alert box:

11. Click the **Done** button to close the window:

12. Click the **Ready to go** button in the **Accounts** window:

13. You will now see your new **UCam Exchange Online** account shown in **Mail**, and your inbox will begin to sync: