How to configure Outlook after your migration to Exchange Online, for Administrative Computing Network (ACN) users

This guide is for users of standard desktop computers, laptops and remote access, who log on to the Administrative Computing Network (ACN). It is split in to 2 sections, depending on working practices and requirements. The first section, **How to configure Outlook using a network account**, is for users in a normal office environment who are connected directly to the network.

The second section, **How to configure Outlook on a laptop using a local account**, is specifically for laptop users who log on to their laptop using a local account that has been set up for them, rather than their usual network login. Laptop users will need to be connected to the ACN in their office in order to complete this configuration process.

**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.

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**How to configure Outlook using a network account**

*For users connecting directly to the Academic Computing Network (ACN) in a normal office environment.*

Once your email account has been migrated to Exchange Online by UIS, configuration of your account is automatic. When informed to do so by the team migrating your account, please restart your computer, log back on and follow the instructions below:

1. Launch Microsoft Outlook
2. You will be prompted to log on to Exchange Online. The **username** will be in the format below and will need changing:

```
user1@internal.admin.cam.ac.uk
```

3. Edit the **username** to your **CRSid@cam.ac.uk** email address, and enter your **UIS Password**. Ensure the **Remember my credentials** checkbox is ticked, and click **OK**:

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**How to configure Outlook on a laptop using a local account**

*For users connecting directly to the Academic Computing Network (ACN) in a normal office environment.*

Once your email account has been migrated to Exchange Online by UIS, configuration of your account is automatic. When informed to do so by the team migrating your account, please restart your computer, log back on and follow the instructions below:

1. Launch Microsoft Outlook
2. You will be prompted to log on to Exchange Online. The **username** will be in the format below and will need changing:

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user1@internal.admin.cam.ac.uk
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3. Edit the **username** to your **CRSid@cam.ac.uk** email address, and enter your **UIS Password**. Ensure the **Remember my credentials** checkbox is ticked, and click **OK**:

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**How to configure Outlook on a laptop using a local account**

*For users connecting directly to the Academic Computing Network (ACN) in a normal office environment.*

Once your email account has been migrated to Exchange Online by UIS, configuration of your account is automatic. When informed to do so by the team migrating your account, please restart your computer, log back on and follow the instructions below:

1. Launch Microsoft Outlook
2. You will be prompted to log on to Exchange Online. The **username** will be in the format below and will need changing:

```
user1@internal.admin.cam.ac.uk
```
4. Outlook will now finish configuring your account, and launch when completed.

Once set up, Outlook will begin to cache your emails for faster access and searching. During this process you may find that not all items are visible. This will be temporary and will rectify itself over time. The time required by this process varies greatly, depending on the size of your mailbox.

Note: If you have additional mailboxes that have also been moved to Exchange Online and wish to add them, but are unsure how to, please contact the UIS Service Desk on 01223 332999.

How to configure Outlook on a laptop when connecting via a local account or the Remote Access Service

For users of laptops who log on to the ACN using a local account. In order to configure Exchange Online, your laptop will need to be connected to the Administrative Computing Network (ACN) in your office to update its settings before configuring.

Configuration of your account requires manual steps once your email account has been migrated to Exchange Online by UIS. When informed to do so by the team migrating your account, please follow these instructions:

1. Click the Start button:

2. Click All Programs:

3. Select UIS Exchange Online Configuration from the programs list:

4. Click Yes to proceed and configure Outlook for Exchange Online:

5. Ensure Outlook is not running by clicking the X icon in the top right corner:

6. Click OK to continue:
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7. Click **OK** to complete and close the configuration tool:

![Configuration Tool](image)

8. Launch Outlook.

9. Click **Next**:

![Welcome to Outlook 2013](image)

10. Ensure the **Yes** radio button is selected, and click **Next**:

![Add an Email Account](image)

11. Enter your full name, **CRSid@cam.ac.uk** and **UIS Password**, then click **Next**:

![Add an Email Account](image)

12. Re-enter your **UIS Password** and select **Remember my credentials**. Click **OK**:

![Microsoft Outlook](image)

13. Once complete you should see a success screen as below. Click **Finish** to finalise settings:

![Success Screen](image)

14. Outlook will now complete configuring your account and launch.

Once set up, Outlook will begin to cache your emails for faster access and searching. During this process you may find that not all items are visible. This will be temporary and will rectify itself over time. The time required by this process varies greatly depending on the size of your mailbox.

**Note:** If you have additional mailboxes that have also been moved to Exchange Online and wish to add them, but are unsure how to, please contact the UIS Service Desk on 01223 332999.