

## How do I set up an Exchange mailbox in Outlook 2011 (Mac)?

Outlook 2011 has full support for automated setup, so configuring your mailbox is very simple:

1) Open Outlook. If this is your first time running the software, a "Welcome to Outlook" screen will be displayed. Select "Add Account" and go to step 4, otherwise go to step 2.

2) Select "Outlook" from the menubar, and select the "Preferences" option.

3) Select "Accounts".

4) Select "Exchange Account".

5) Enter the following into the visible fields:

**E-mail address:** Your Exchange mailbox address.

**Method:** User Name and Password.

**User Name:** Your Exchange mailbox address.

**Password:** Your mailbox password.

Leave "Configure automatically" ticked.

6) Select 'Add Account'.

7) Outlook will then attempt to automatically detect your mailbox settings. During detection, a message should pop up informing you that "Outlook was redirected to the server 'Exchange.outitgoes.com to get new settings" - tick 'Always use my response for this server' and select "Allow".

If automated setup doesn't work, complete steps 1-5 as above, but untick "configure automatically".

We currently have multiple hosted Exchange clusters in operation. To find the server address for the cluster that your Exchange mailbox is on you would need to use the link to log into the OWA from the the Exchange Mailboxes page in your control panel. That will either go to [exchange.outitgoes.com](https://exchange.outitgoes.com) or [cluster1.exchange.outitgoes.com](https://cluster1.exchange.outitgoes.com).

6) In the "Server" field, enter <https://exchange.outitgoes.com/EWS/Exchange.asmx>

Or if the cluster your mailbox on is [cluster1.exchange.outitgoes.com](https://cluster1.exchange.outitgoes.com) enter <https://cluster1.exchange.outitgoes.com/EWS/Exchange.asmx>

7) Select "Add Account".

8) Select "Advanced"

9) In the "Server" Tab, set the following:

### Microsoft Exchange

**Server:** <https://exchange.outitgoes.com/EWS/Exchange.asmx> : 443

Or if the cluster that your mailbox is on is [cluster1.exchange.outitgoes.com](https://cluster1.exchange.outitgoes.com) enter:

<https://cluster1.exchange.outitgoes.com/EWS/Exchange.asmx> : 443

Use SSL to connect - ticked

### Directory Service

**Server:** EXCHDC2.exchange-outitgoes.com : 3268

Or if the cluster that your mailbox is on is [cluster1.exchange.outitgoes.com](https://cluster1.exchange.outitgoes.com) enter: EXHC1DC1.cluster1.exchange-outitgoes.com : 3268

Log in with my Exchange account credentials - ticked