

How do I set up my email client for Exchange 2016?

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The following clients are supported for Exchange 2016 Outlook 2019 Outlook 2016 Outlook 2016 for Mac Outlook 2013 Outlook for Mac for Office 365 **Automatically configuring your mailbox** Automatic configuration through Autodiscover is Microsoft's primary mechanism for Outlook configuration and is preferred. Autodiscover is also used after the initial configuration of Outlook to periodically poll Exchange for any configuration changes. Autodiscover attempts a DNS query for "_autodiscover._tcp.[Domain name]" . If your domain name is registered with our nameservers then the Autodiscover record will automatically be configured. If you use 3rd party nameservers please ensure the following SRV record is created: Service: _autodiscover

Protocol: _tcp

Server: cluster1.exchange.outitgoes.com.

Port: 443

Priority: 0

Weight: 0 **Manually configuring your mailbox** Manual configuration is only be an option for Outlook 2013 or older. 2016 + clients are entirely dependent on Autodiscover. When Automatic configuration is no longer an option, attempt the following: Open up the Control Panel, and search or click into the Mail item Click "Show Profiles" Click "Add a new Profile" - give your new profile a unique name to avoid conflict with any existing profiles Ensure the "Prompt for a profile to be used" radio button is checked (so that you are prompted for the choice of which profile to open on launch of Outlook) In the "E-mail Accounts" dialog box, click "Add a new e-mail account" Click "Next", select the Exchange option, then click "Next". Type your account information in the required fields as follows;

The Microsoft Exchange Server is:

exchc1mbx0.cluster1.exchange-outitgoes.com

Your Username is your Email Address

Your Password is as advised (contact us if you need a reminder) Click "More Settings" and clear the dialogue message that pops up. Then navigate to the Connections tab. Tick select "Connect to Microsoft Exchange using http" In the Proxy Settings, enter the following URL to connect to proxy for exchange; cluster1.exchange.outitgoes.com

Be sure to check the "Connect using SSL only" checkbox Check the "Certificate" checkbox.

This will then prompt you to complete a further field for the certificate information, in this box, enter msstd:*.exchange.outitgoes.com

Click "Apply", then "Ok", then "Next", and exit all the open dialogues. After clicking the last "Next" you will end with a "Finish" button. You can now open Microsoft Outlook and select your new profile from those presented in the dropdown. Outlook will immediately prompt you for your password - be sure to double check your email address in the top field at this time also. Enter your password carefully and check "Remember my password". Outlook will then start to sync with Exchange. **Troubleshooting** A variety of tests can be performed at testconnectivity.microsoft.com to provide detailed output of where a failure might be.

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Online URL:

<https://www.heartinternet.uk/support/article/how-do-i-set-up-my-email-client-for-exchange-2016.html>