

This article will assist you with setting up Outlook 2016 with your Hosted Exchange mailbox.

Note: Outlook 2016 requires the Auto discover DNS record to be set for your domain. If you are not sure, please discuss, with your IT Administrator, whether this DNS record is configured.

*We are aware of a bug in Outlook 2016 (for Windows) that affects public folder connectivity for Exchange 2010 users. Our partners at Microsoft have confirmed that a future patch release will be provided to address this bug. There is no timeline available for this release currently. In the meantime, Outlook 2016 users who require access to public folders are encouraged to use OWA (Outlook Web Access). If you have any additional questions or concerns, please contact your support team.*

1. Windows 7: Start Menu -> Control Panel. Double-click on "Mail".  
Windows 8/10: Open the "Charms" by moving your mouse to the top right of your screen. Select Search. (Search for "Mail")
2. When the Mail Control Panel opens, select "**Show Profiles**".
3. Select "**Add**" to add a new profile. Enter any name you wish and select "**OK**".
4. Select "**E-Mail Account**". Enter the following details:
  - a. "**Your Name**": Your name
  - b. "**E-mail Address**": example@XYZ.mail.com
  - c. "**Password**": Your mailbox password

**Add Account**

**Auto Account Setup**  
Outlook can automatically configure many email accounts.

**E-mail Account**

Your Name:   
Example: Ellen Adams

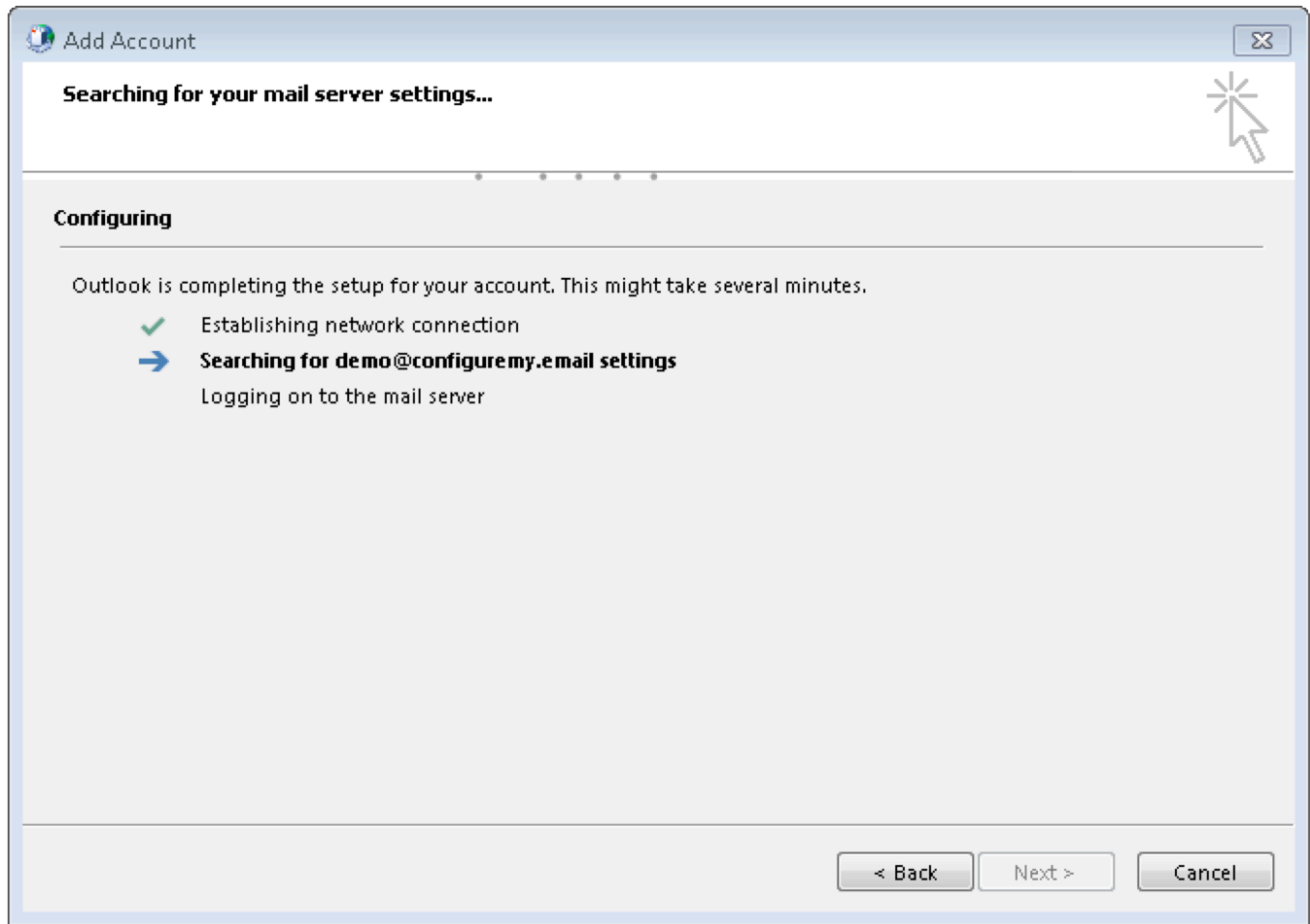
E-mail Address:   
Example: ellen@contoso.com

Password:   
Retype Password:   
Type the password your Internet service provider has given you.

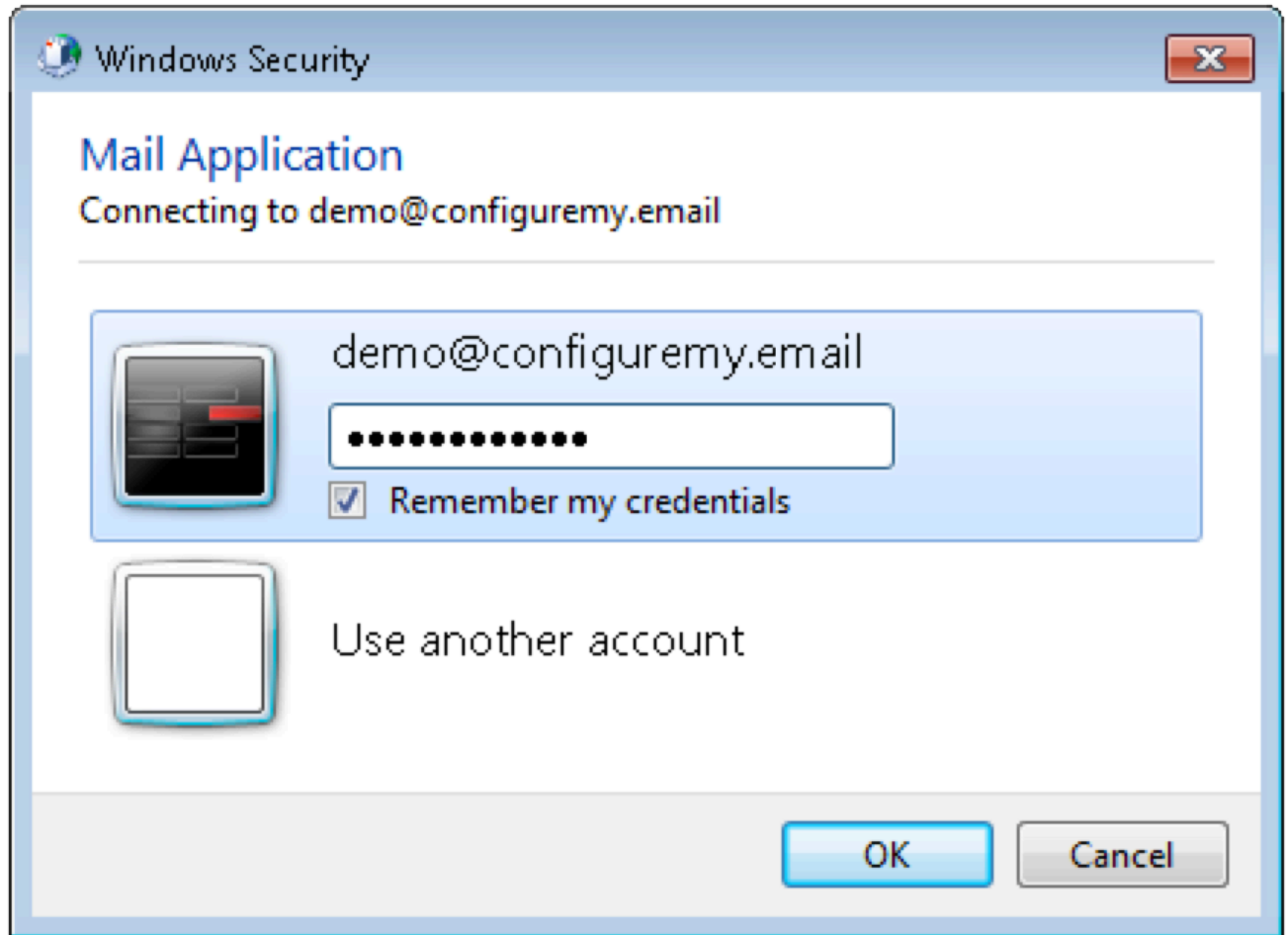
**Manual setup or additional server types**

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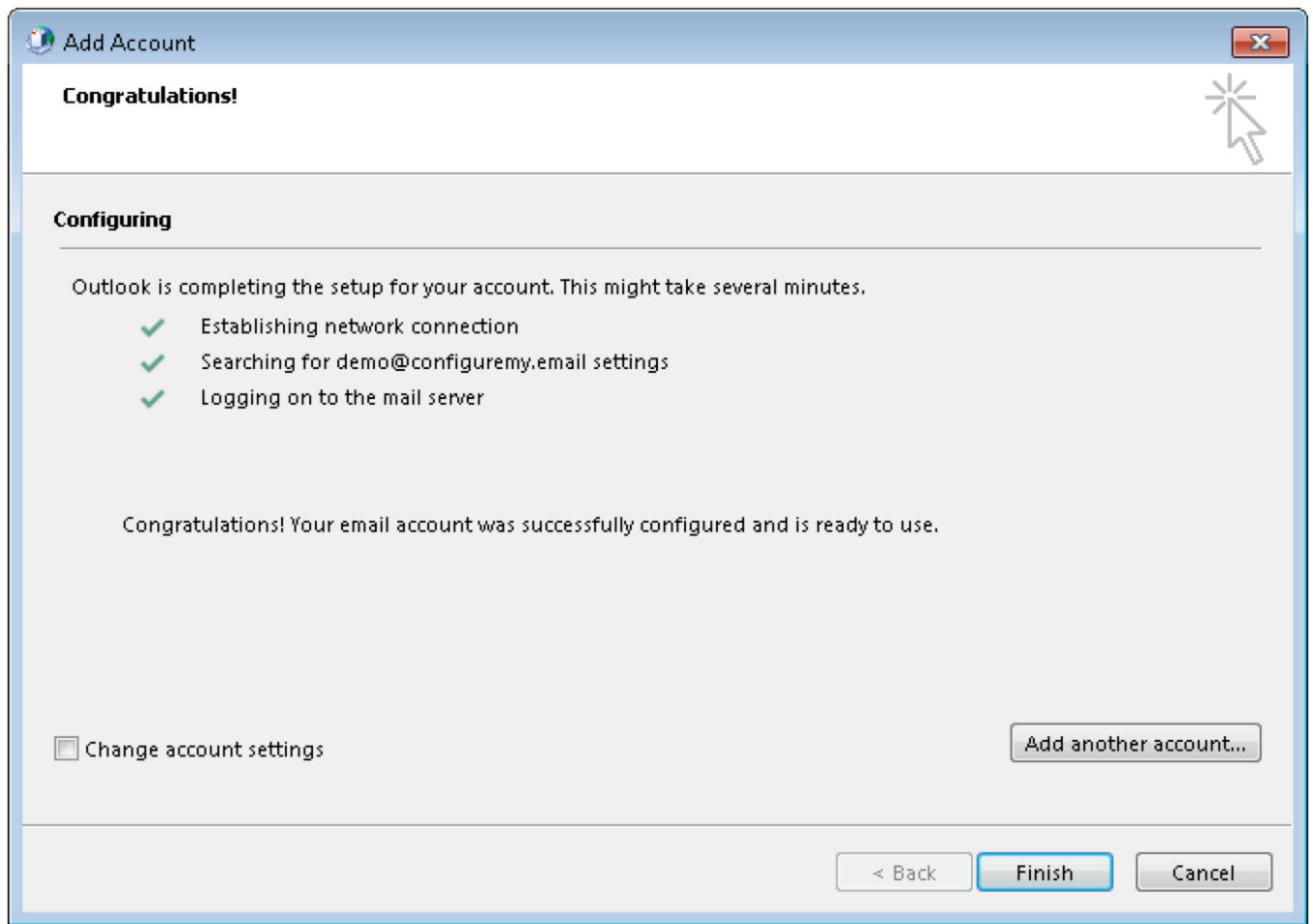
5. Click "**Next**". Please wait. This searching process may take up to 5 minutes.



6. When the "**Windows Security**" dialog appears, enter your password:



7. Once configuration is complete, you should see the following screen. Click "**Finish**".



8. Finally, launch Outlook. Your email should begin downloading shortly.