

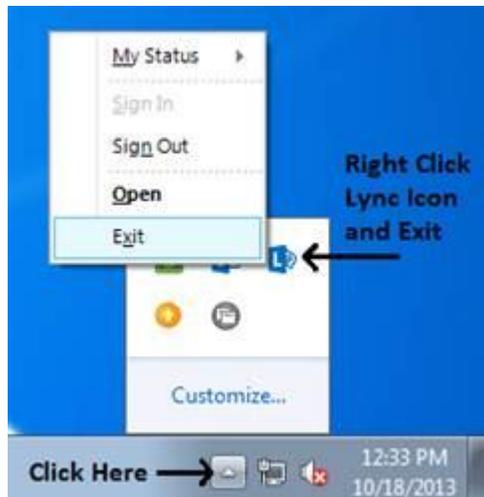
Office 365 – Outlook Setup Instructions and Basic Troubleshooting

Connecting to the Cloud

Step 1. Log off the current Outlook client

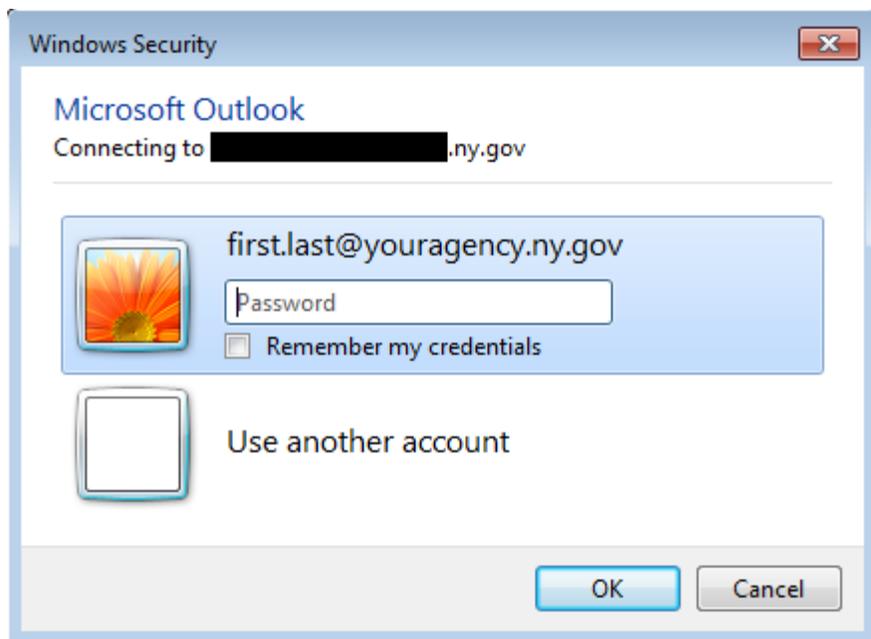
Step 2. Shutdown Lync (if used):

Left click the Show Hidden Icons button on the taskbar. (For most PCs this is the bottom right corner.) Then right click the Lync icon and select **Exit**.



Step 3. Restart Outlook

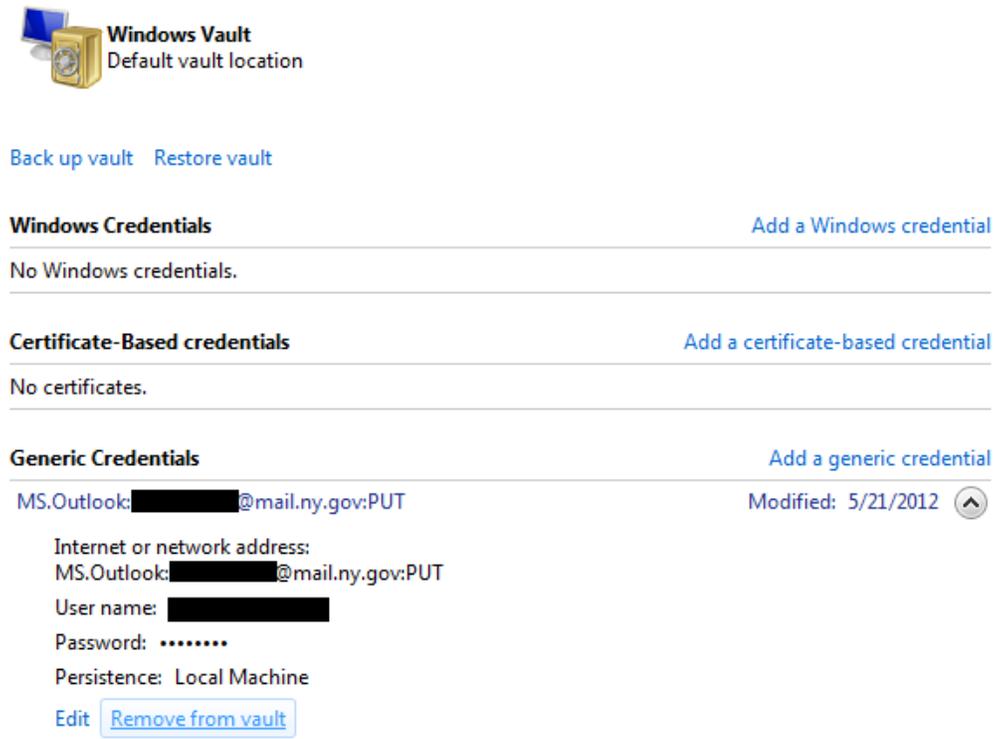
- There will be a short delay the first time Outlook starts
- You will be prompted for your credentials
 - When prompted for credentials you should log in with the email address as the username (full email address: firstname.lastname@its.ny.gov). For most users, the password will match their regular workstation domain password. Other users may have separate NYSeMail account passwords. Click **Remember my credentials** to set up automatic login.



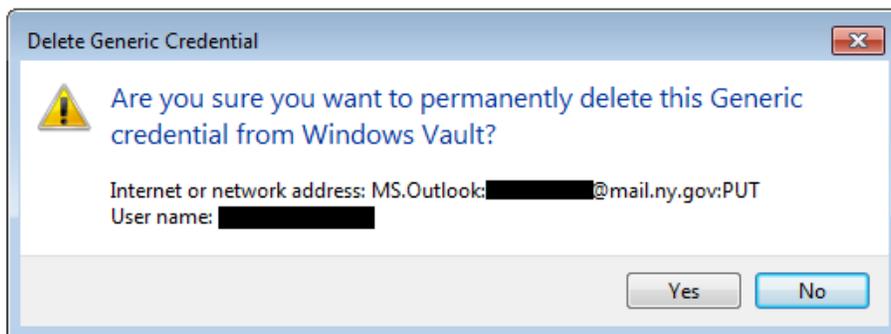
Password Prompts:

If experiencing repeated password prompts in Outlook, you may try the following procedure to clear stored passwords and reconnect.

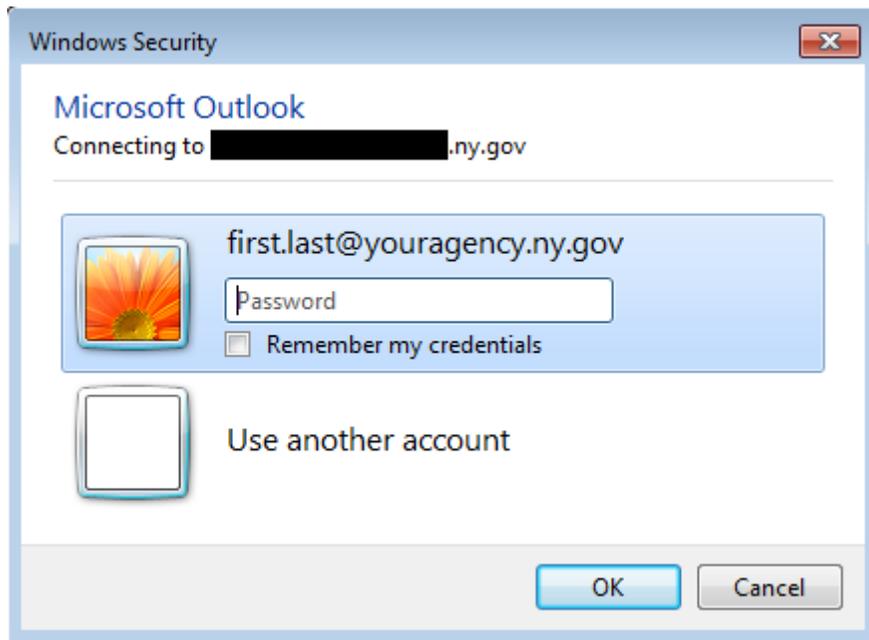
1. Close **Outlook** and Open the **Control Panel** and select the **Credential Manager** icon.
2. Remove any and all entries corresponding to MS Outlook credentials.



The screenshot shows the Windows Vault application window. At the top left is the Windows Vault icon and the text "Windows Vault Default vault location". Below this are two links: "Back up vault" and "Restore vault". The main content area is divided into three sections: "Windows Credentials" with a link "Add a Windows credential" and the text "No Windows credentials."; "Certificate-Based credentials" with a link "Add a certificate-based credential" and the text "No certificates."; and "Generic Credentials" with a link "Add a generic credential". Under "Generic Credentials", there is one entry: "MS.Outlook: [redacted]@mail.ny.gov:PUT" with a "Modified: 5/21/2012" timestamp and an expand/collapse icon. Below the entry, the following details are listed: "Internet or network address: MS.Outlook: [redacted]@mail.ny.gov:PUT", "User name: [redacted]", "Password: *****", and "Persistence: Local Machine". At the bottom of the entry is an "Edit" button and a "Remove from vault" button.



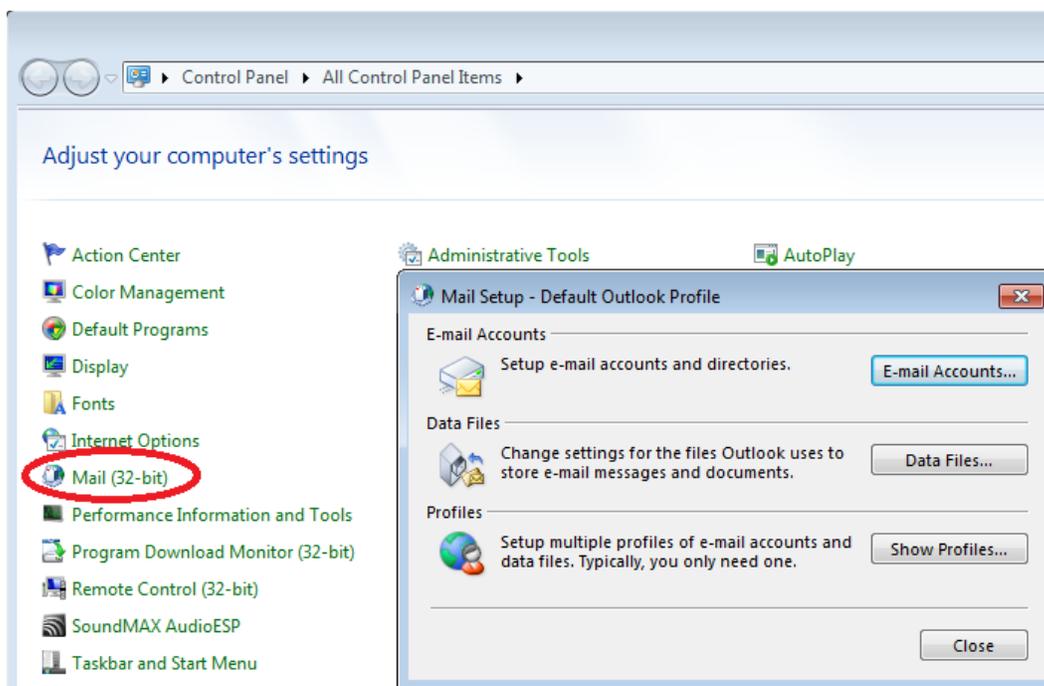
3. Reopen **Outlook**. When prompted for credentials you should log in with the email address as the username. For most users, the password will match their regular workstation domain password. Other users may have separate NYSeMail account passwords. Click **Remember my credentials** to set up automatic login.



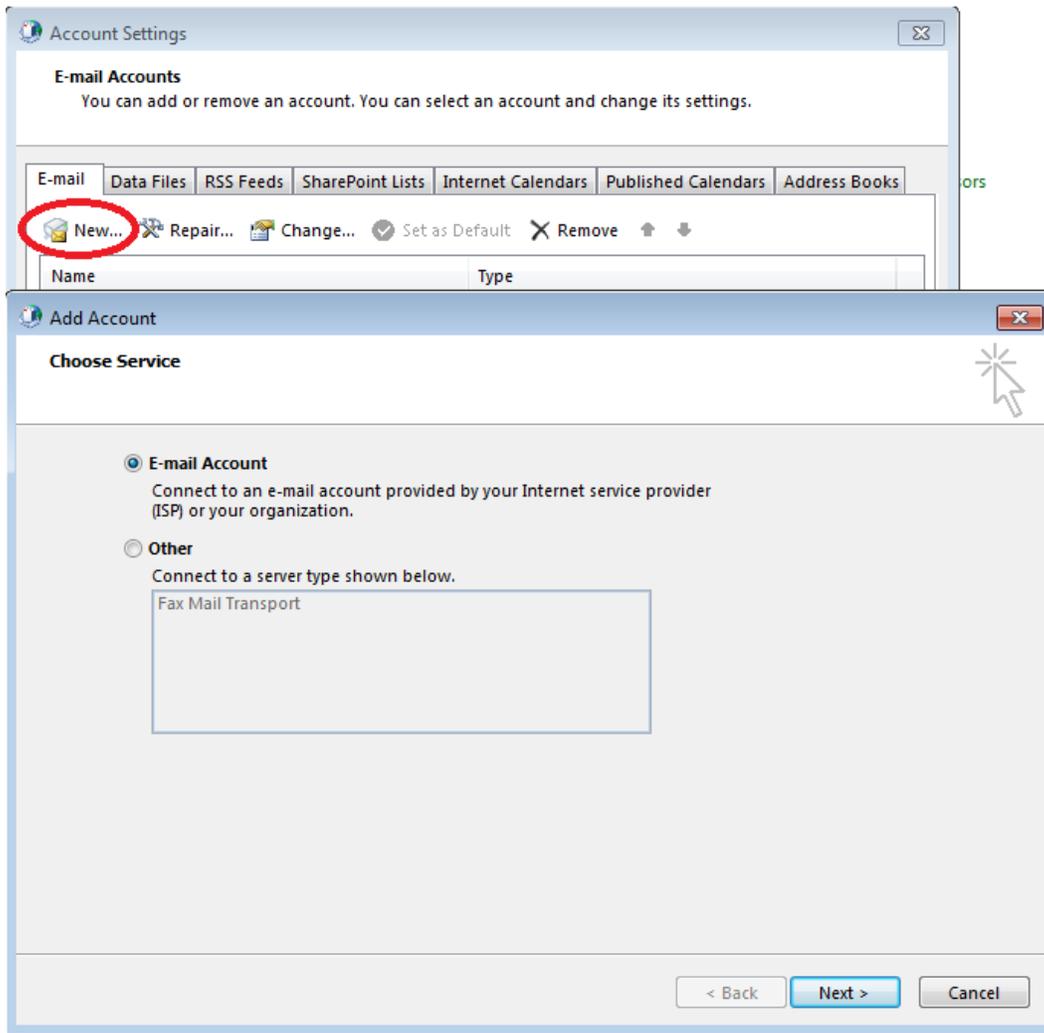
If these steps do not clear the issue, Create a New 365 Profile

Follow the steps below to set up a New Profile (Do not delete the current profile).

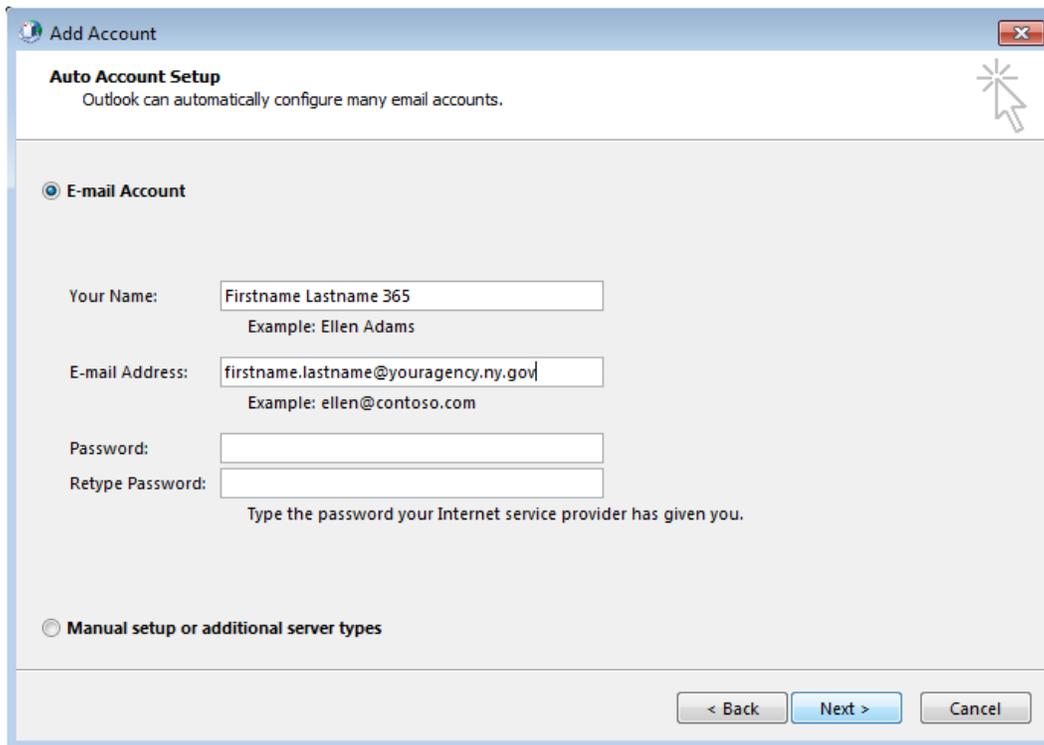
1. Open the **Control Panel** and select the **Mail** icon, then click **Email Accounts** in the Mail Setup window.



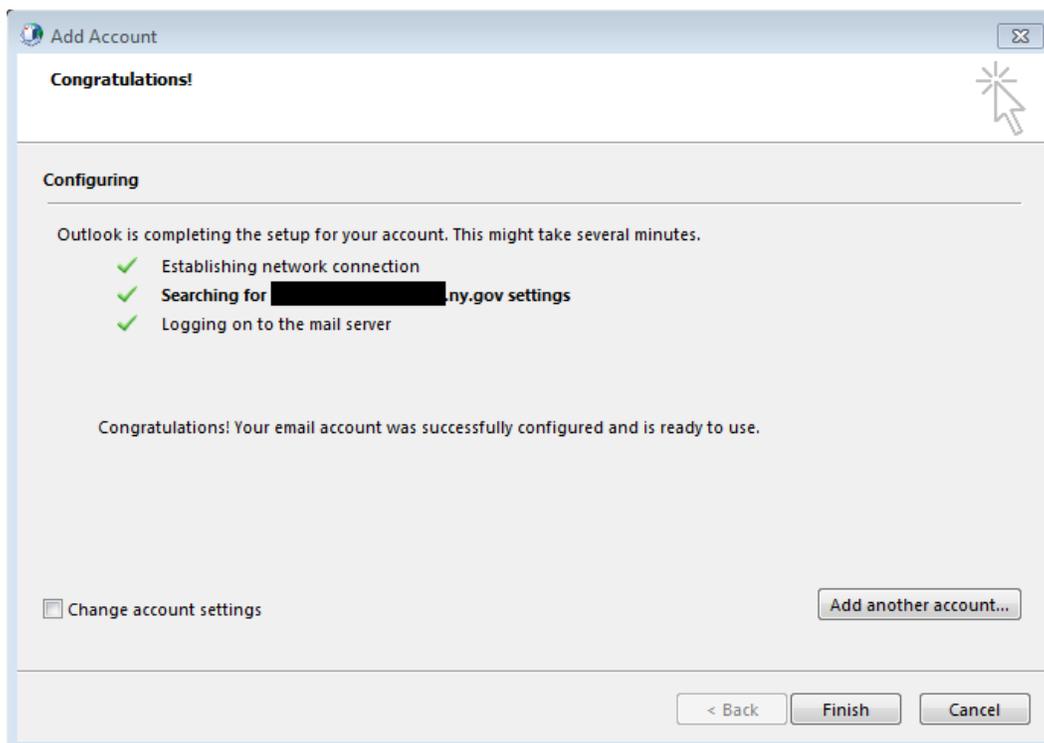
2. Click **New** and the Add Account Window will open. Make sure **E-mail Account** is selected and click **Next**.



3. In the Your Name field, enter a name for the new profile (Suggest *Name* + "365" to make it clear that this new profile is configured for use with Office 365) and then enter the email address. Do not attempt to fill in the Password fields. Click **Next**.



4. The mailbox should then complete setup automatically. If the process fails, double-check that you are using the correct email address and try again.



Re-establish Shared Mailboxes/Calendars:

If applicable, re-establish any Shared Mailboxes you had prior to the move.

To add a shared mailbox that is already in the Office 365 to your Outlook Profile:

Select File>Account Settings>Account Settings

Select New

Type the primary email address of the shared mailbox into the email address field:

(agencyacronym.sm.description@agencyacronym.ny.gov)

No other data needs to be provided.

Select Next

You will be prompted for your user address and your password. You must delete the email address of the shared mailbox within the prompt and type in your full email address and your NYS password

You will get prompted twice and you must do this twice.

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

< Back Next > Cancel