



## Pro Logic Computers (UK) Ltd

### Introduction

This document is to explain how to setup Outlook to use our Cloud Based Exchange service.

### Prerequisites

Before we begin you will need;

- Your Cloud Exchange Email Address,
- The Password for your Cloud Exchange account,
- Microsoft Outlook 2007 or above.

*(Microsoft Outlook 2003, 2000 or 97 are not supported)*

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**Created By** : Paul Fox

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**Technical Level** : Low-Mid

### Version History

1.0 – First Published Version. (PF)

### Disclaimers & Acknowledgements

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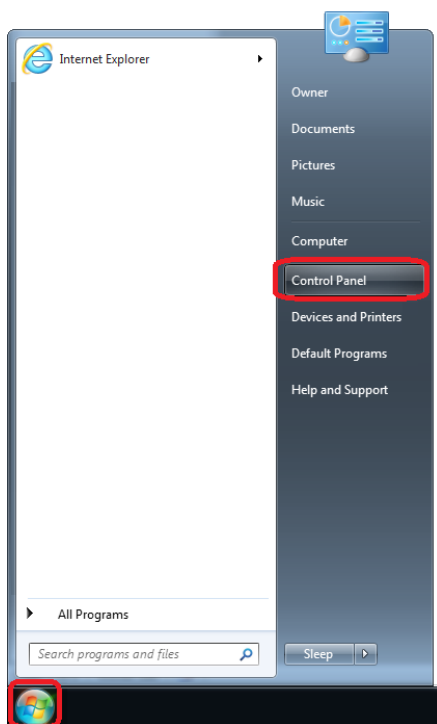


## SETTING UP OUTLOOK FOR THE CLOUD

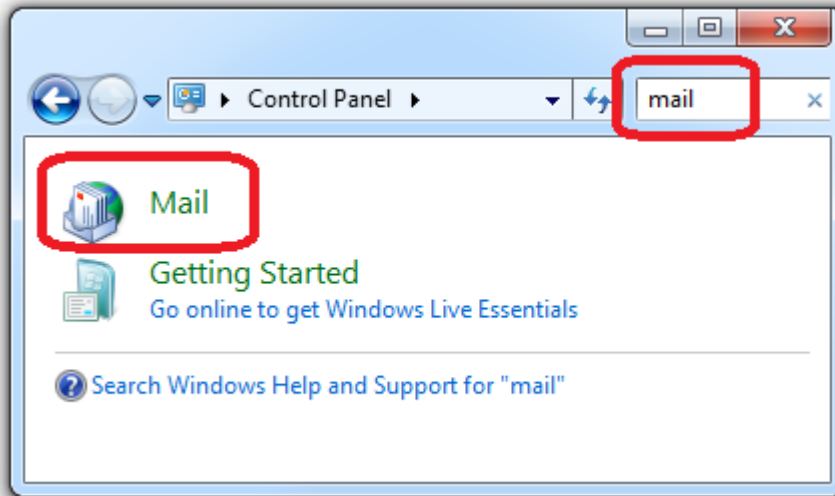
### 1. Setting up a new Profile.

If you are using Microsoft Outlook for the **first time** skip to **Step 2**.

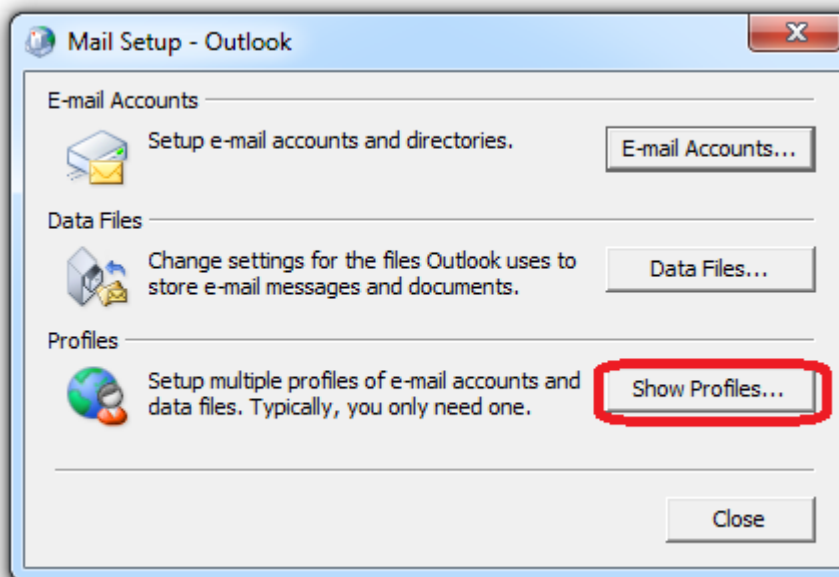
If you have **ever used** or **are using** Microsoft Outlook on this device, we advise you to create a new profile, please read on...



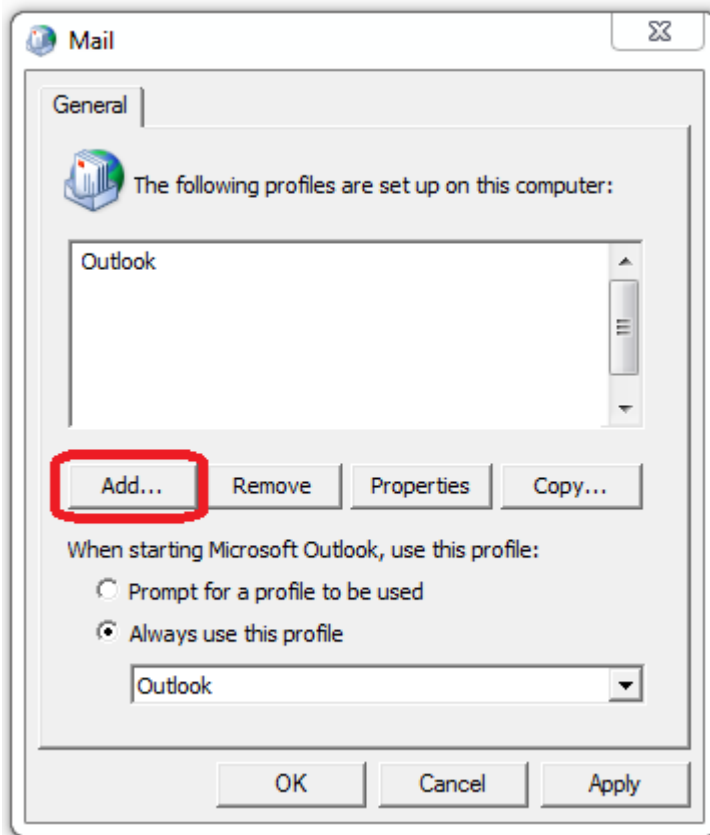
Click the **Start Menu** button at the bottom of the screen and go to **Control Panel**.



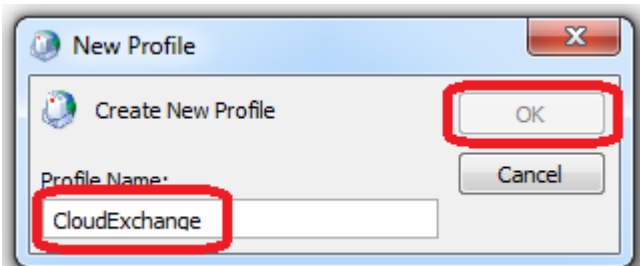
In the **Search bar** top right of the Control Panel **type** "mail" then **double click** on the **Mail** icon.  
(Windows XP uses -> Switch to Classic View and you should see mail listed)



Click on **Show Profiles...**



Click Add...



Type in a Profile name ie **CloudExchange** and click **OK**.



## 2. Setup the Exchange Account.

**Add New Account**

**Auto Account Setup**  
Connect to other server types.

**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.

**Text Messaging (SMS)**

**Manually configure server settings or additional server types**

< Back   **Next >**   Cancel

Select **Manually configure server settings or additional server types**. Then click **Next**.

**Add New Account**

**Choose Service**

**Internet E-mail**  
Connect to POP or IMAP server to send and receive e-mail messages.

**Microsoft Exchange or compatible service**  
Connect and access e-mail messages, calendar, contacts, faxes and voice mail messages.

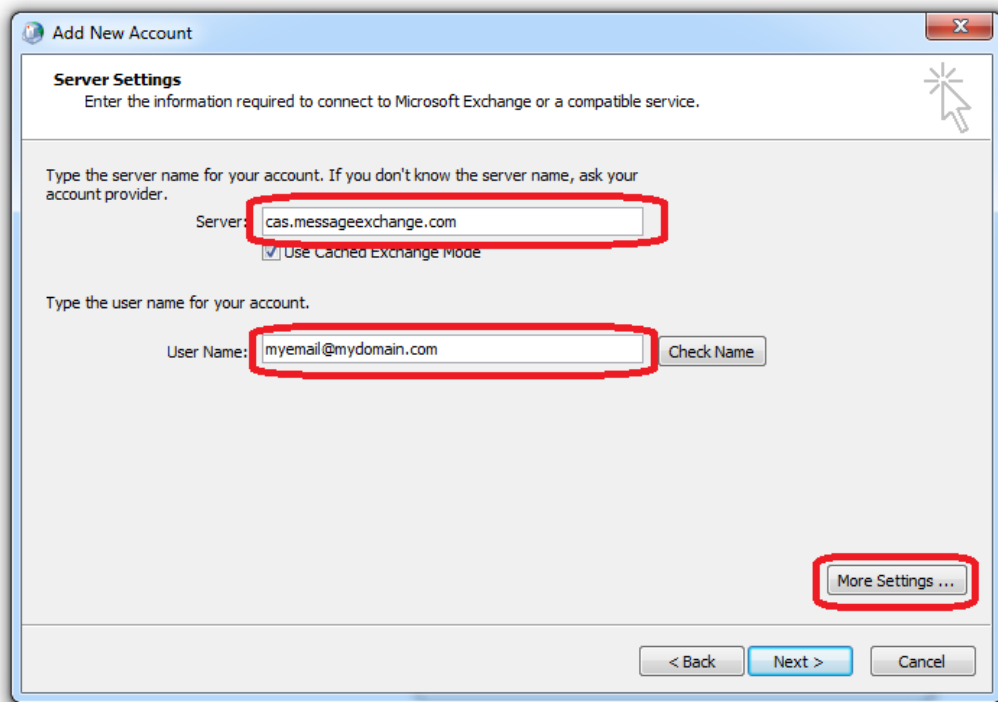
**Text Messaging (SMS)**  
Connect to a mobile messaging service.

< Back   **Next >**   Cancel

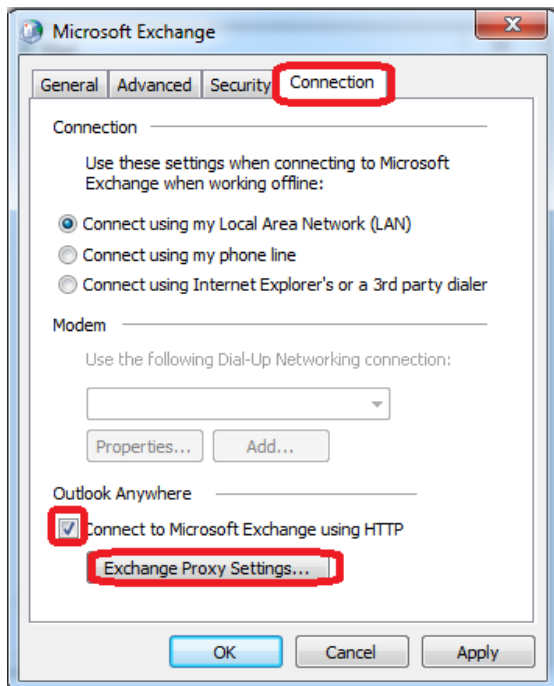
Select **Microsoft Exchange or compatible service**, then click **Next**.



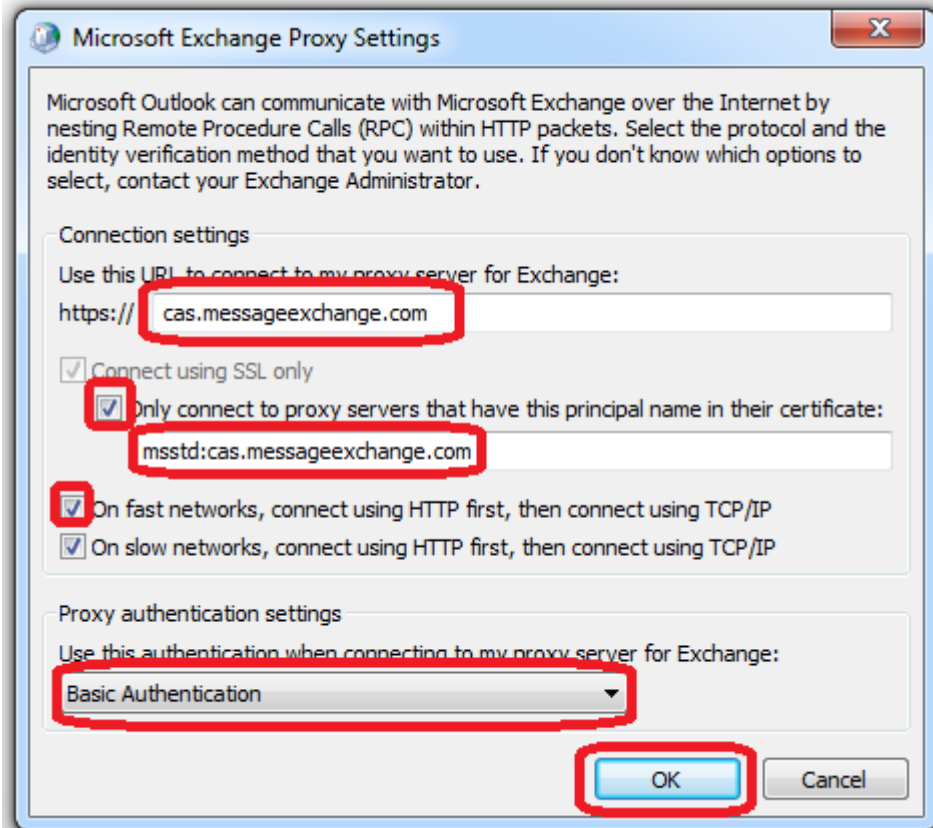
**Please follow the next set of instructions to the letter else you may have to start again with a new profile.**



In the Server box type in “**cas.messageexchange.com**” without the quotes.  
 In the User Name box type in **your cloud email address**.  
 Then Click **More Settings...**  
 (Do NOT Click Next at this stage.)



Click **Connection**, Tick **Connect to Microsoft Exchange using HTTP**, then click the **Exchange Proxy Settings** Button.



Type “cas.messageexchange.com” without the quotes for the URL to connect to my proxy server.

**Tick Only connect to proxy server that have this principal name in their certificate.**

Type “msstd:cas.messageexchange.com” without the quotes in the next box.

**Tick On fast networks, connect using HTTP first...**

Select **Basic Authentication** then click **OK**.

Click **OK** on the Microsoft Exchange screen.



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Type the server name for your account. If you don't know the server name, ask your account provider.

Server:

Use Cached Exchange Mode

Type the user name for your account.

User Name:

Now click **Check Name**. If you have entered the previous details correctly you will be asked for a username and password.

Windows Security

**Mail Application**

Connecting to myemail@mydomain.com

Remember my credentials

Make sure your cloud **email** address is in the **top box**.  
**Type** in your cloud email **password** in the **bottom box**.  
**Tick Remember my credentials**, then click **OK**.

*(please note this screen shot may look slightly different depending on your operating system.)*





If all is well your username will change automatically to your full name, if that is the case just click next then Finish.

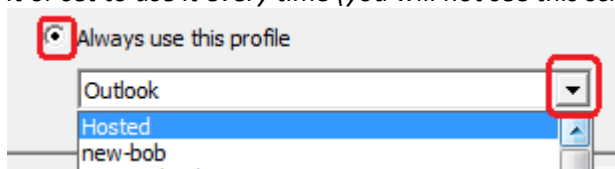
If you are asked for your username and password straight after, this could be;

You have missed some detail from the instructions.

You are not using the primary email address as your username.

You are miss typing your password.

*If you had created a new profile in step 1 you can either select this profile every time you wish to use it or set to use it every time (you will not see this screen if you are using Outlook for the first time)*





### 3. First Time Update/Sync.

Depending on how big your mail box and how quick your internet will depend on how long it will take to update. It can take minutes, hours or even days.

The bottom right of Microsoft Outlook will tell you what's happening with regards to the update process.

Updating Inbox. Connected to Microsoft Exchange

*This is updating the Inbox.*

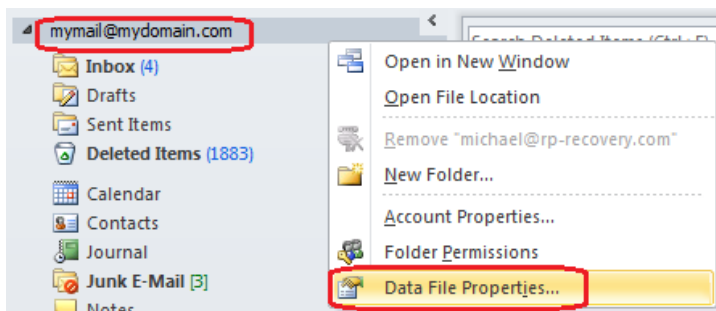
Updating Inbox. Updating Deleted Items. Connected to Microsoft Exchange

*If you click away from the Inbox it will start to update that folder also.*

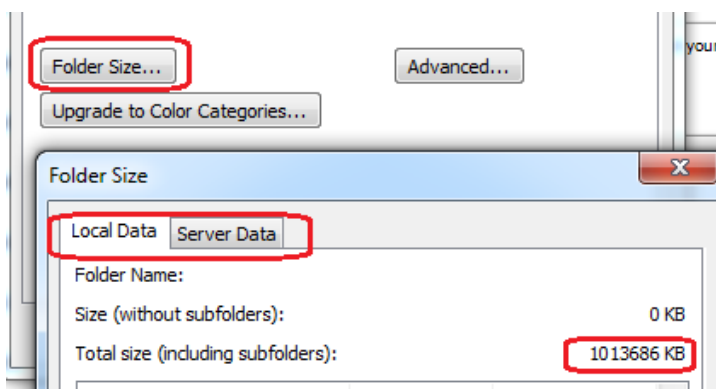
All folders are up to date. Connected to Microsoft Exchange

*When fully up to date you will see this.*

You can check the progress by.



Right Clicking your mailbox name and click **Data File Properties**.



Click on **Folder Size...**

Toggle between **Local Data** and **Server Data**, once the Total Size ALMOST matches you are up to date. Please note the values never will be equal.

**Tips while updating;**

Check the Local Data size between two time intervals to give you an idea of how many KB per Hour it's updating. Divide this by the remaining Server Data and that's the approx length of time to update.

If you decide to leave your computer running over night to update, please tweak you power setting so that your computer don't go to sleep.

**DO NOT** and **NEVER EVER** press the Send and Receive button, it will make the update slower!

Avoid click from folder to folder. Outlook will prioritise the current view so clicking about will only slow the update.

You can use Outlook while it's updating, it may take a few moments extra to send your emails or for items to come in to your Inbox, that's normal.