Apple Mail

Configuring for Office 365
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Configuring Apple Mail for Office 365

For users with older versions of Apple Mail you may encounter performance issues. We recommend configuring your account as an IMAP account instead. Please go to the section titled IMAP.

**El Capitan/Yosemite**

1. Open Apple Mail.
2. If the Add Account does not automatically appear click **Mail**, and select **Preferences**.... If it does, skip to step 4.

3. Click the **Accounts** tab, and click the plus sign (+) along the bottom to add a new account.
4. Select **Exchange** and click **Continue**.
5. Enter the following information:
   - **Name**: Your name.
   - **Email Address**: Your University address (e.g. `s.ibis@miami.edu`)
   - **Password**: Your password.
6. Click **Continue**.
7. If you receive an error message that says “Internet Accounts couldn’t log in to the Exchange server “autodiscover.miami.edu” with the user name ‘username’. Make sure the email address and password you entered are correct. Then, enter your user name and click Continue.”, hold down the Option button on your keyboard then click Continue. If you do not receive this error message, skip to step 12.
8. The Incoming Mail Server window displays. Enter the following Incoming Mail Server settings:
   - **Account Type**: Exchange
   - **Description**: Any title you wish
   - **User Name**: Enter your email address (i.e. s.ibis@miami.edu)
   - **Password**: Enter your password
   - **Server Address**: outlook.office365.com
9. Click **Continue**.
10. An Account Summary window will appear when done verifying.
11. Click **Continue**.
12. Check the box next to “Contacts” and “Calendars” if you wish to use those applications.
13. Click **Done** to begin downloading your messages.
Account appears offline or you receive a prompt to sign into your account
1. If you notice that your account is offline or a prompt to sign in to your account appears, go to Mail > Preferences.
2. In the Accounts window ensure that your email address is listed in the user name field. If it is not, update the field to display your email address.
3. Click the Junk Mail icon at the top of the window and you’ll receive a prompt to save your changes. Click **Save**.

![Image of Junk Mail icon]

4. Click the Accounts icon and look at the User Name field again making sure it displays your email address. If it does not, repeat steps 2 and 3. If it does, close the window and your mail will begin to download. If you receive a prompt to take your account online, click **Take account online**. If you do not receive the prompt your mail may begin to download automatically.

![Image of Accounts icon]
IMAP

Please note that setting up your account as an IMAP account will only set up your mail. If you wish to set up your contacts and calendar you will have to do that separately.

1. Open Apple Mail.
2. If the Add Account does not automatically appear click Mail, and select Preferences.... If it does, skip to step 4.

3. Open the Accounts tab, and click the plus sign (+) along the bottom to add a new account.
4. Check **Add Other Mail Account**… and click **Continue**.
5. Enter the following information:
   - **Full Name**: Your name.
   - **Email Address**: Your University address (e.g. s.ibis@miami.edu)
   - **Password**: Your password.

6. Click **Create** when done.

![Add a Mail Account](image)

7. A message saying “Account must be manually configured” will appear. Click **Next**.

![Add a Mail Account](image)
8. The Incoming Mail Server Info window will appear. Enter the following Incoming Mail Server settings:
   - **Account Type**: IMAP
   - **Mail Server**: outlook.office365.com
   - **User Name**: Enter your email address (i.e. s.ibis@miami.edu)
   - **Password**: Enter your password

9. Click **Next**.
10. The Outgoing Mail Server window box display. Enter the following settings.
   - **SMTP Server**: smtp.office365.com
   - **User Name**: Enter your email address (e.g. s.ibis@miami.edu)
   - **Password**: Enter your password if it does not already appear

11. Click **Create**.

12. Your mailbox will begin to download.
Configuring Calendar and Contacts
1. Open the Calendar (or iCal) application in the Mac OS X Applications folder.
2. Select Preferences from the Calendar (or iCal) menu.
3. Select the Accounts icon in the Preferences window.
4. Click the plus (+) sign near the bottom of the Preferences window.
5. Select Exchange and click Continue.
6. Enter the following information:
   - **Name**: Your name.
   - **Email Address**: Your University address (e.g. s.ibis@miami.edu)
   - **Password**: Your password.
7. Click **Continue**.
8. The application will verify that your username and password are correct and locate your server information. An Account Summary window will appear when done verifying. Click Continue.

![Account Summary Window](image-url)
9. Check the box next to Contacts if you want your contacts synced as well.
10. Click Done to begin downloading your calendar events and contacts.