

How to update Microsoft Outlook settings after the email system migration

The GTIIT email system had been migrated to the Microsoft Office 365 Global tenant, and you may find that Microsoft Outlook on your computer is unable to connect to the email server, or you may have difficulties accessing additional mailboxes that you have added within Outlook.

This guide will take you through the steps to set up a new Outlook profile and re-attach any mailboxes that you access.

1 Setting up a new Outlook profile

1.1 Make a note of your additional mailboxes

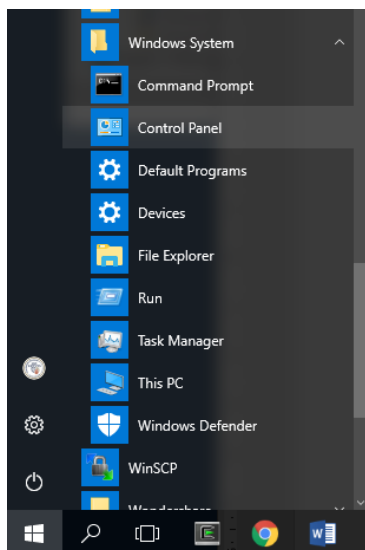
Before making a change to the current settings of Microsoft Outlook, please make a note of any other mailboxes you have. You can see your other mailboxes by checking the folder list.

1.2 Close the Microsoft Outlook

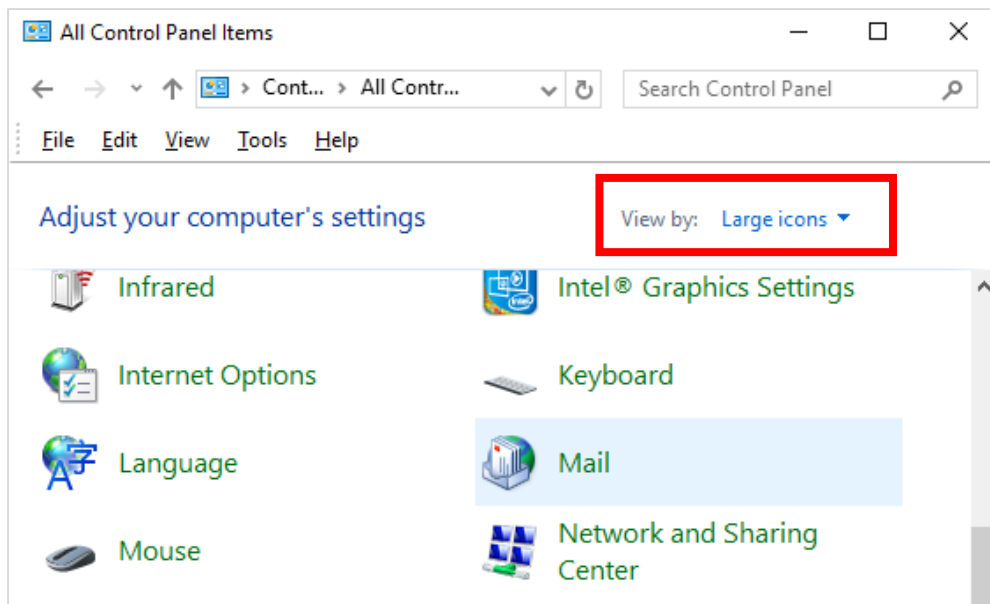
Close the Outlook Window to exit the program.

1.3 Add a new Outlook profile

Click on the Windows Start button, click the Control Panel in the folder of Windows System.

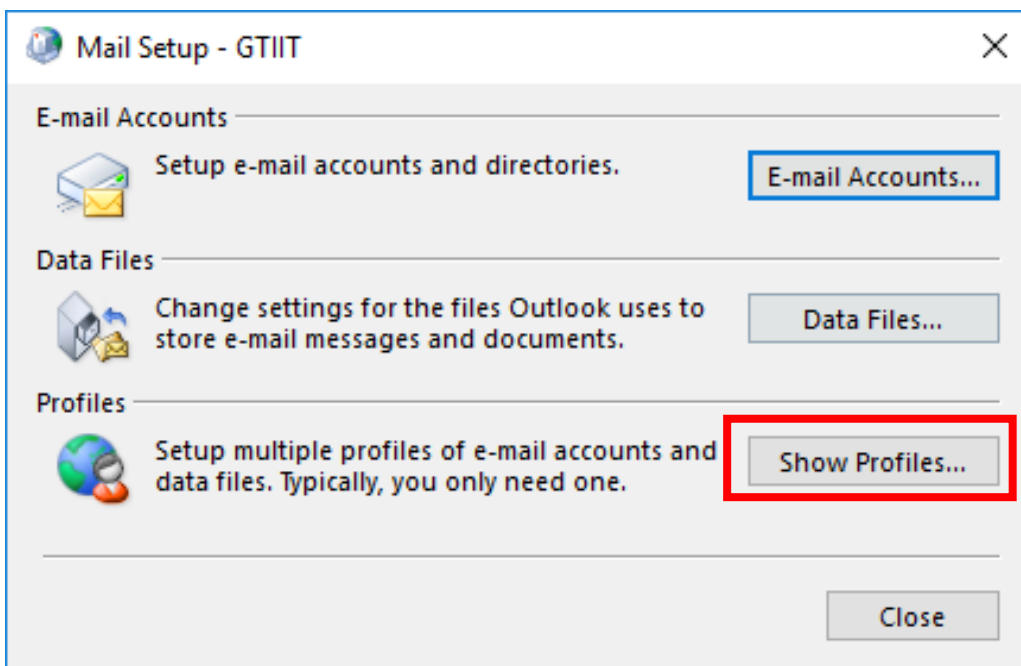


Near the top right-hand corner of the Control Panel window will be a **View by** option – ensure that **Large Icons** is selected – you will see lots of icons in the window.



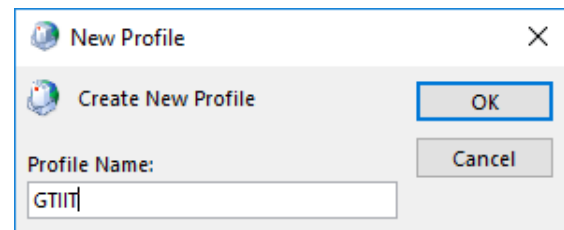
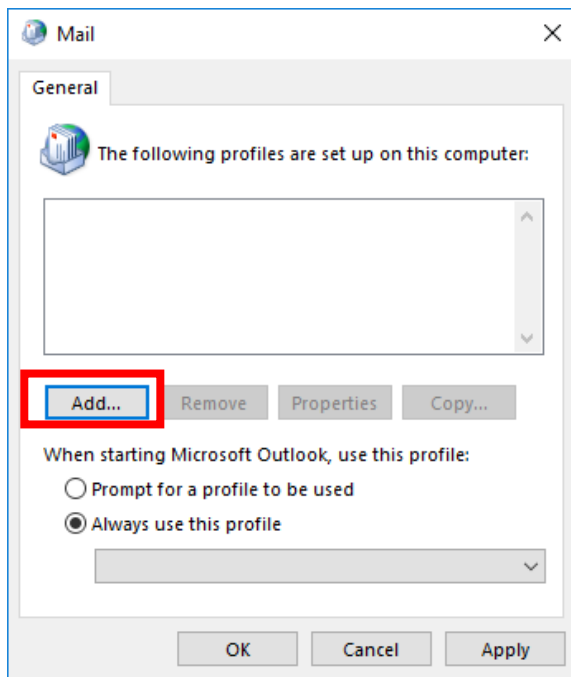
Look for **Mail**, if your computer is running Windows 7 64 bit, you will see a **Mail (32-bit)** icon. Double click this icon.

The mail setup window will appear:



Here, click the **Show Profiles** button (highlighted above).

Another window will now appear listing outlook profiles, please see screenshot below:

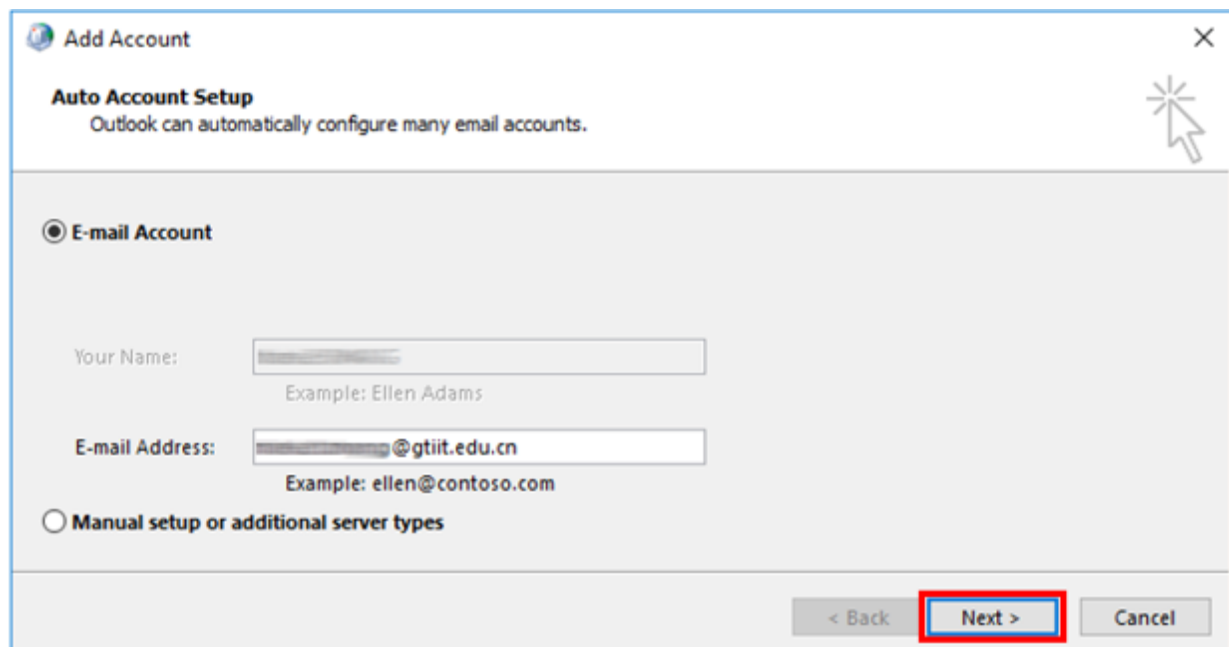


Click the 'add' button as highlighted above.

A new profile dialogue box will appear – Please give the profile a name – we suggest 'GTIIT', but anything will do!

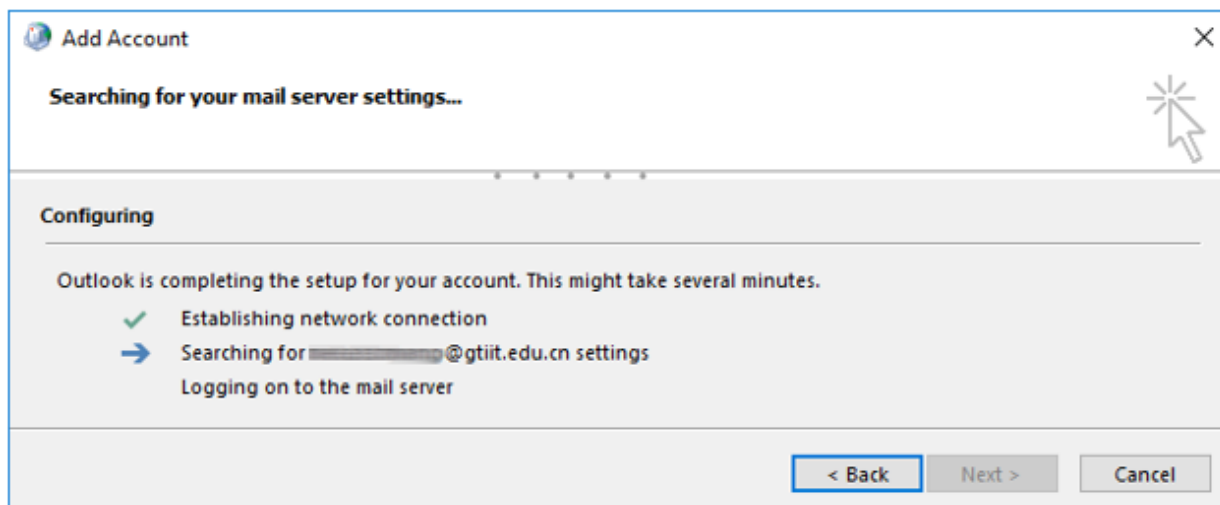
Once you have picked a name, click the **OK** button

A step-by-step wizard will now begin; the first window that appears will ask for your name and email address (it will figure this out by itself)

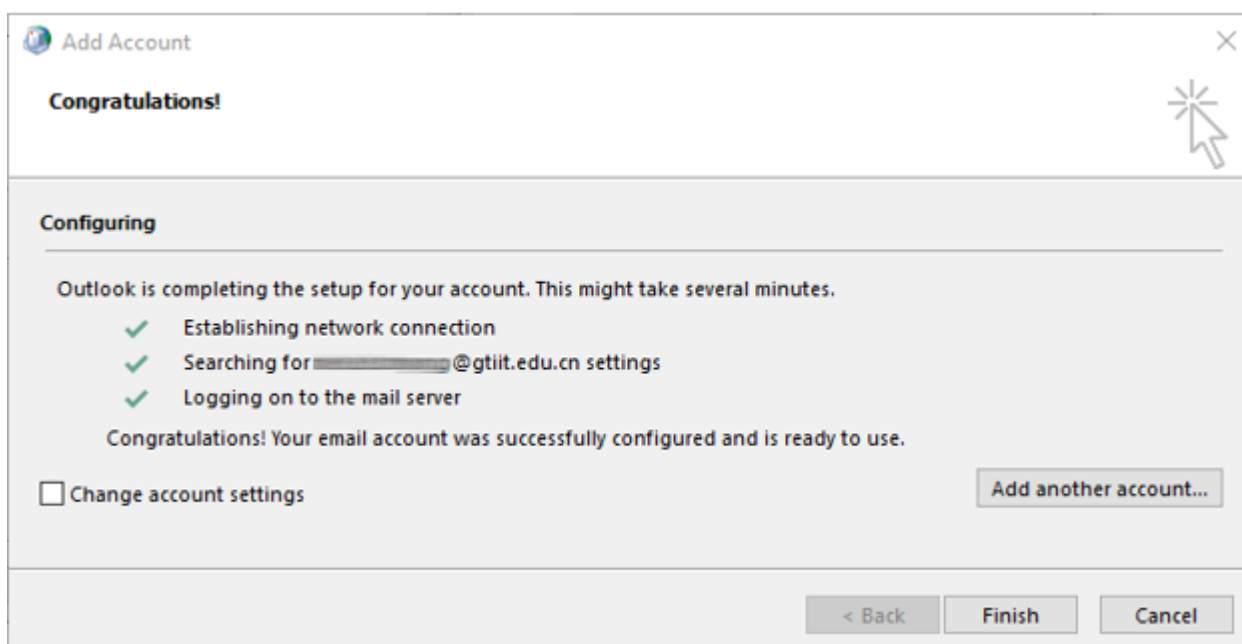


Click the **Next** button as highlighted above.

Outlook will then attempt to connect to the email server – this process may take a few minutes, so please be patient. During this step, you will see the following window with a moving bar:

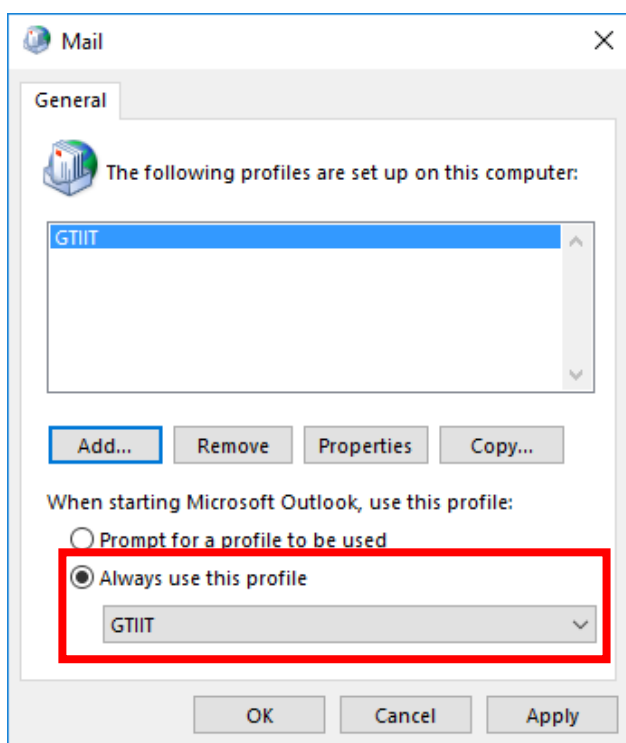


After a few minutes, you will see the window below, indicating that the profile has been successfully configured – Click the **Finish** button as highlighted below.



If you see an error message instead of the above, please contact IT staff for support.

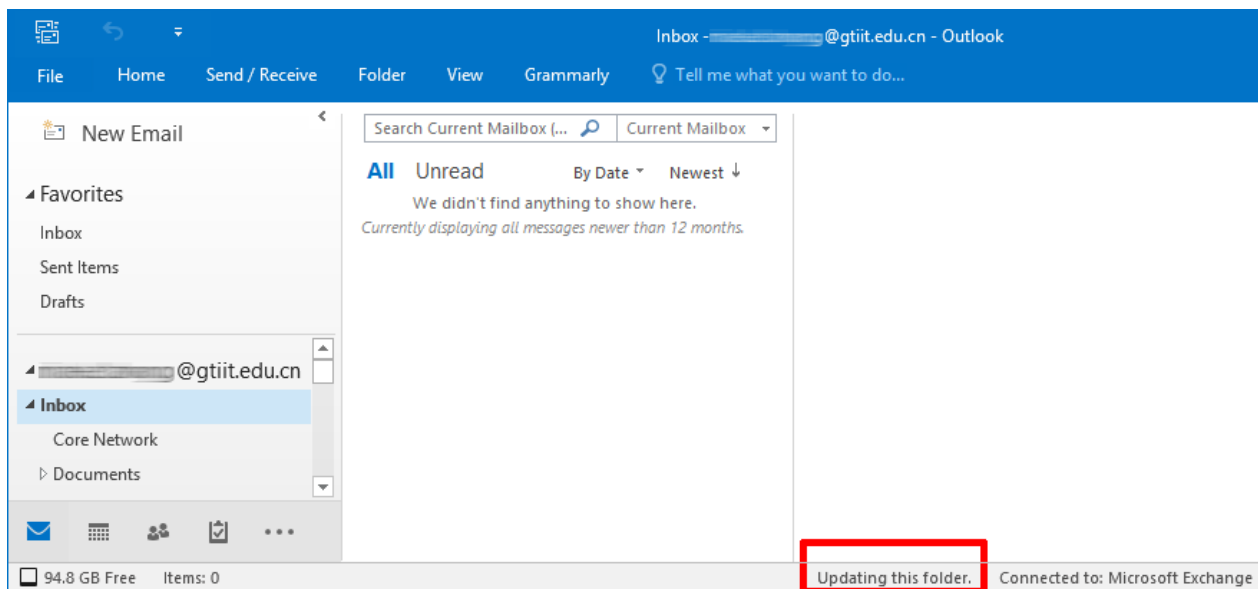
You will then be taken back to the **Mail** window. Now that the new profile has been configured – we now need to tell Microsoft Outlook to use this profile as the default. To do this, click the drop-down menu located under the **Always use this profile** radial button, then select the name of the new profile you created – please see screenshot below



Once the new profile has been select, click **Apply** first, then **OK**.

Launch Outlook – It will configure the new profile (which may take a few seconds), you will then see the main Outlook Window appear.

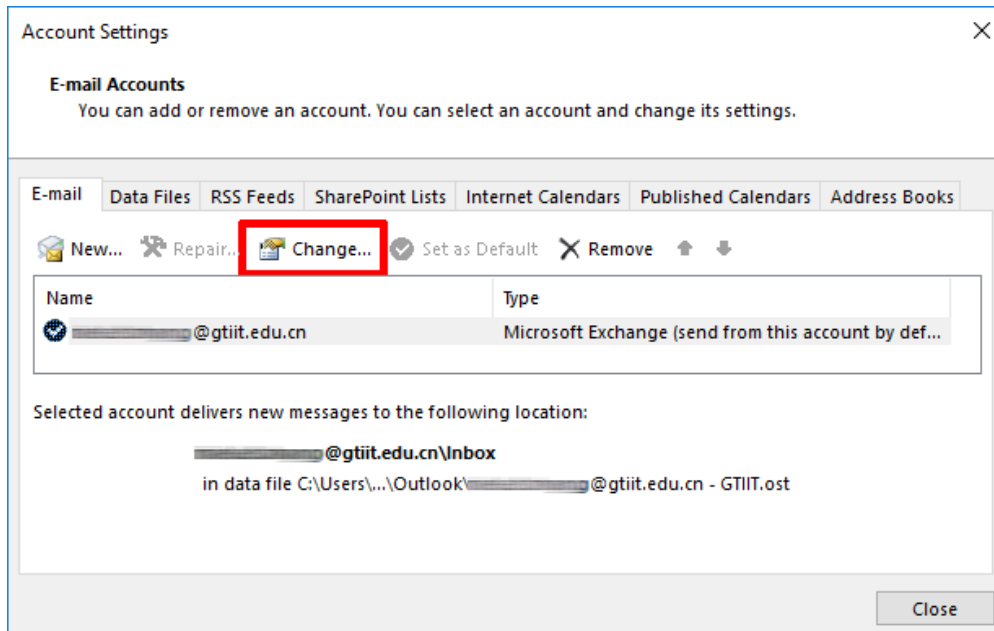
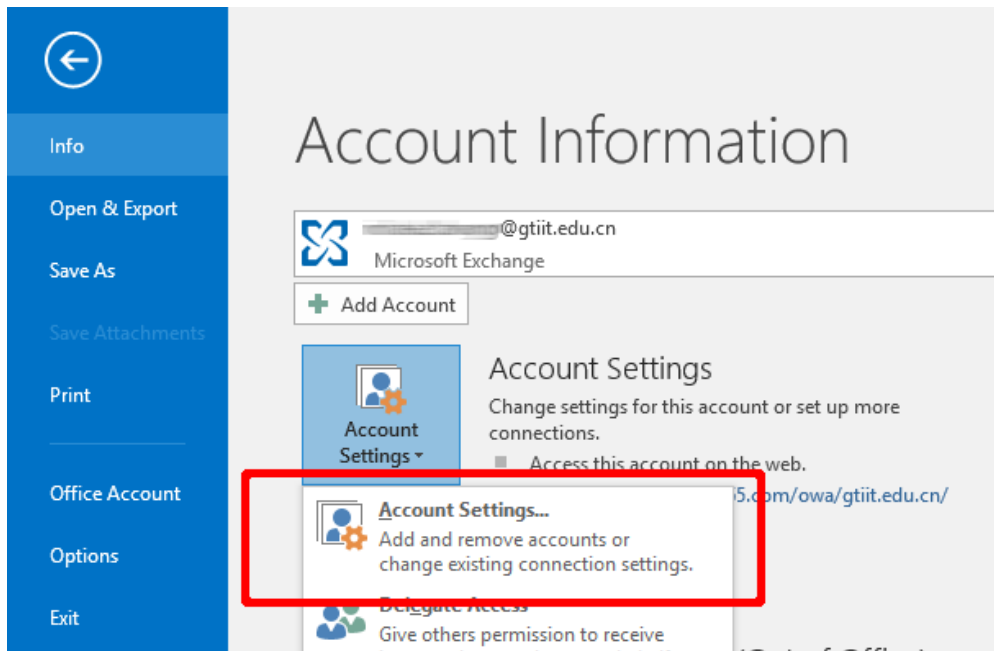
Outlook will then start to synchronise your email, Calendar appointments etc. Depending on how much live email you have, this may take some time to complete. During the synchronisation, you may notice that outlook runs slower than usual.



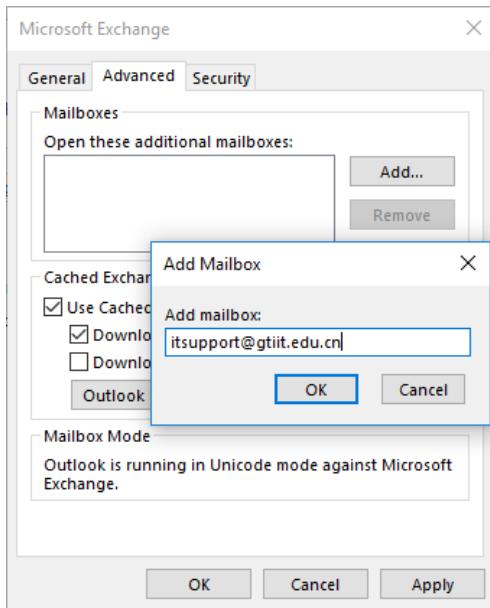
2 Adding a shared or role email account to Outlook

There are several different ways to add additional mailboxes to your outlook account –the recommended method for this is listed below.

Open Outlook and go to File, then Account Settings and choose Account Settings from the list. Select your primary account and click Change.



Click on **More Settings**, select the **Advanced** tab, and then press the **Add** button and enter the address of the mailbox you have permission to open and click **OK**.



Click **OK** on the dialogue box behind, then **Next** and **Finish** or click **Apply** and follow the process again to add another shared mailbox.

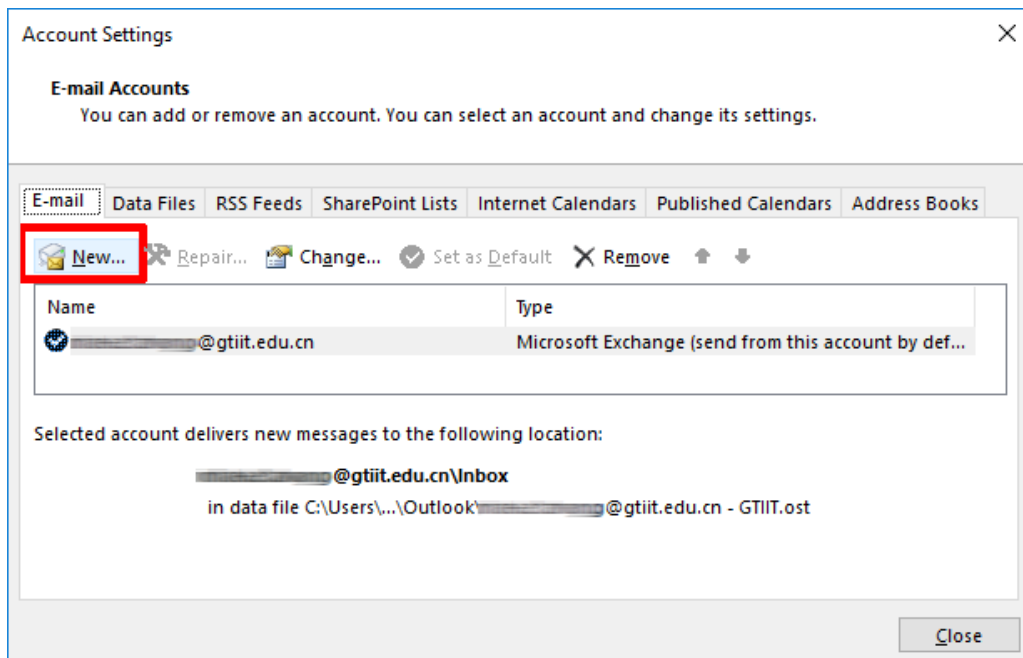
Microsoft Outlook will now connect to the generic email account; it will show under the folder list in outlook. Please note Outlook will need time to synchronise the email account after it has been added.

For information regarding how to use a shared or role mailbox in Outlook, please check this instruction <https://support.office.com/en-us/article/open-and-use-a-shared-mailbox-in-outlook-d94a8e9e-21f1-4240-808b-de9c9c088afd>

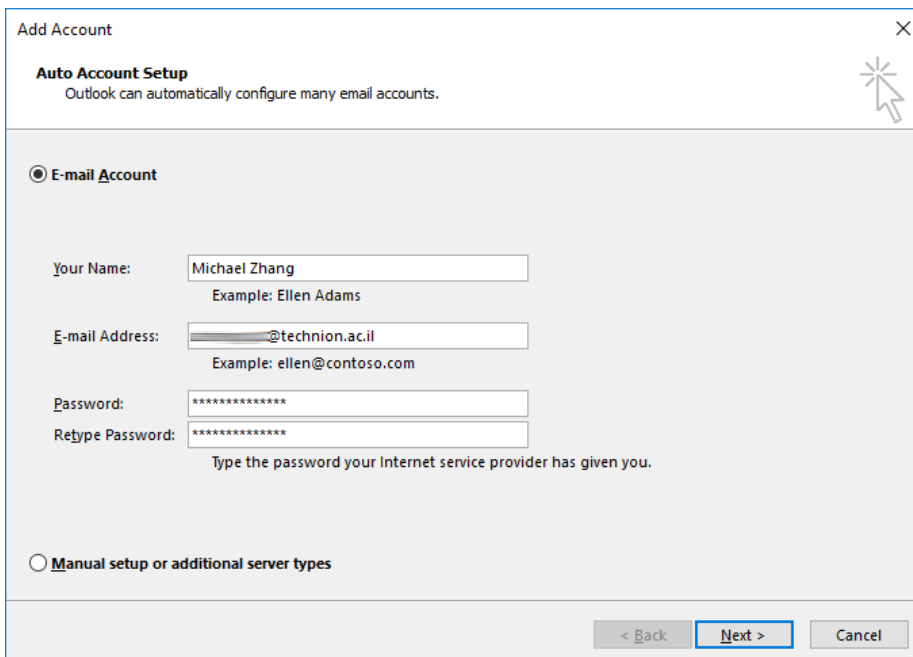
3 Adding your Technion email account

Microsoft Outlook allows you to multiple email accounts in different organisations. You can configure Outlook to access your Technion email account after the above configurations.

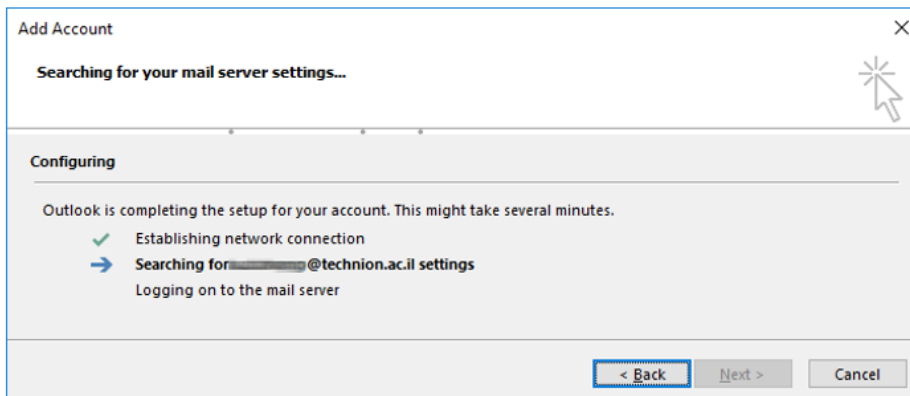
Open Outlook and go to File, then Account Settings and choose Account Settings from the list. Click **New...** to add a new email account.



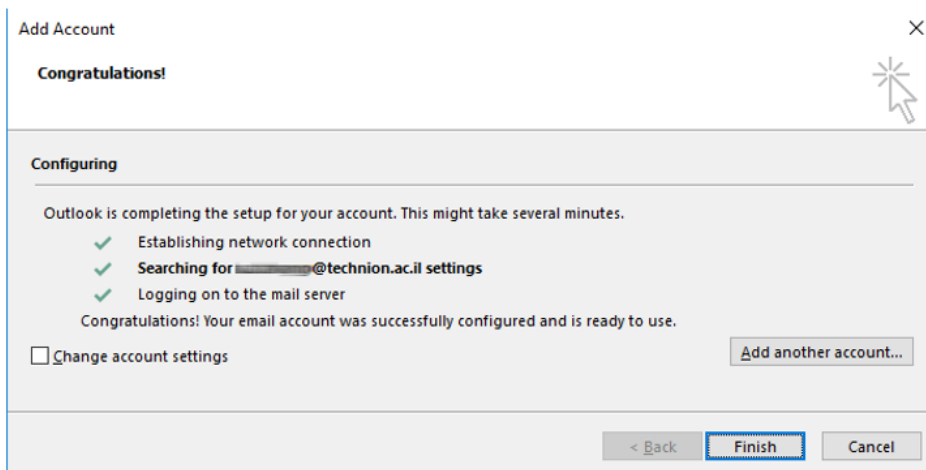
Type in your Technion account information, and then click **Next**.



Outlook will then attempt to connect to the email server – this process may take a few minutes, so please be patient. During this step, you will see the following window with a moving bar:

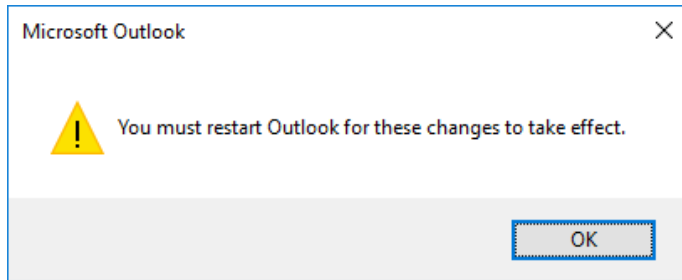


After a few minutes, you will see the window below, indicating that the profile has been successfully configured – Click the **Finish** button as highlighted below.



If you see an error message instead of the above, please contact IT staff for support.

You will then be asked to click **OK** to restart Outlook.



Outlook will automatically configure the new settings (which may take a few seconds), you will then see the main Outlook Window appear with your GTIIT email and Technion email.

