

# Exchange 2010 Upgrade Guide

## **Outlook Client Configuration**

Use the following instructions to ensure you have uninterrupted access to your email both from your Microsoft Outlook application and from your mobile device(s).

Please follow these procedures to access your Exchange email using Microsoft Outlook following the upgrade of your mailbox.

### General Notes:

- Please print or save a copy of these instructions to your desktop for reference following the upgrade of your Exchange mailbox.
- The screens and steps below may present in a different order depending on your situation, however the responses remain the same. Please contact support with questions or concerns.

### Post-Upgrade Steps:

1. Following the upgrade of your Exchange mailbox your Outlook client will need to restart. Upon receiving the restart notification (see Figure 1), click the **OK** button and close and restart Outlook.



Figure 1: Outlook Restart Notification Window

2. When you receive Microsoft Outlook pop-up windows (see Figure 2) asking to "Allow this website to configure...server settings":
  - a. Click (check) the "Don't ask me about this website again" check box
  - b. Click the **Allow** button

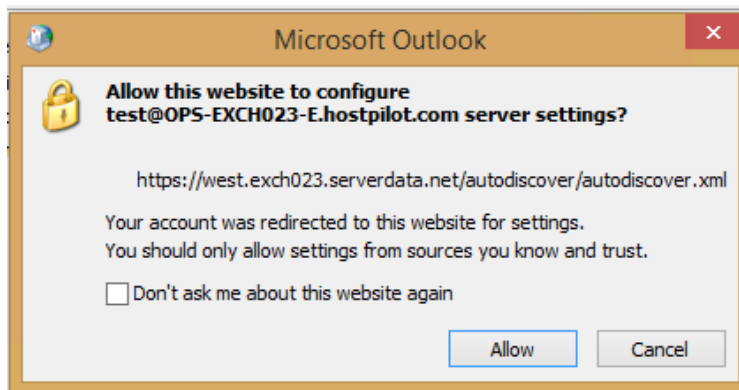


Figure 2: Allow Website to Configure

3. When prompted for credentials (see Figure 3) click the "Use another account" button

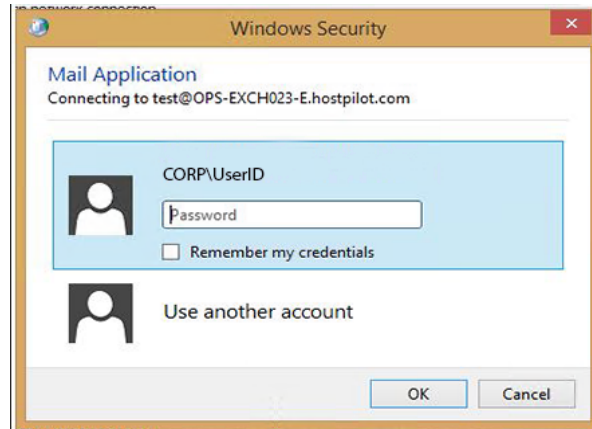


Figure 3: Microsoft Outlook Connecting

4. Enter your Outlook credentials as follows: (see Figure 4):
  - a. Primary email address
  - b. Click (check) the “Remember my credentials” check box
  - c. Click the **OK** button

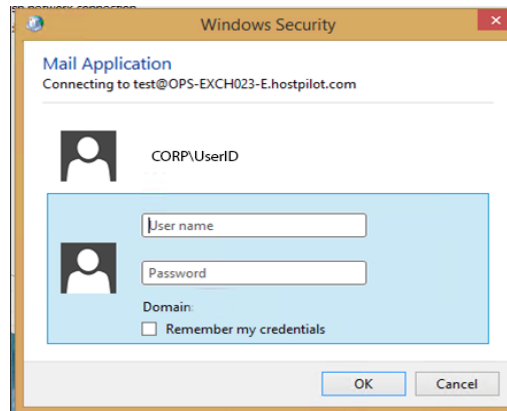


Figure 4: Outlook Security Credentials

5. If and when prompted by Outlook to restart (see Figure 1) click the **OK** button
6. Close (exit) the Microsoft Outlook application
  - a. It is recommended that you close all open applications and restart your laptop
7. When starting Outlook you may be prompted for credentials (see Figure 4 above), please use the following:
  - a. User ID = Primary email address (example [janessmith@domain.com](mailto:janessmith@domain.com))
  - b. Password = your Hosted Exchange password
  - c. Click (check) the “Remember my credentials” check box
  - d. Click the **OK** button
8. Your Outlook email has now been upgraded to Hosted Exchange 2016
  - a. **Note: you must also re-configure your mobile devices (iPhone, Android, BlackBerry) to receive email and calendar information.** Follow the appropriate link(s) to setup your mobile device(s).
    - **iPhone users** – <http://controlpanel.msoutlookonline.net/support/kb/viewKBArticle.asp?id=1437>
    - **Android users** – <http://controlpanel.msoutlookonline.net/support/kb/viewKBArticle.asp?id=1835>
    - **BlackBerry OS 10 users** – <http://controlpanel.msoutlookonline.net/support/kb/viewKBArticle.asp?id=2499>