

UoC Exchange Online Email: How to add an account to Outlook 2019

Redirection Notice

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Introduction

Throughout 2021, Hermes mailboxes are being migrated to the [UIS Exchange Online](#) platform. This guide shows you how to add your new Exchange Online account to *Microsoft Outlook 2019*.

Please ensure you are running either *Outlook 2016* or *Outlook 2019* before attempting this process (for Outlook 2016, the process is near-identical).

If your version of *Outlook* is older, please follow [our guide for upgrading it](#) before attempting these steps.

If your old mailbox was included in the recent SLCU email migration, you may wish instead to add your account to Outlook by creating a new Outlook profile by following [this guide](#).

Mac Users

These instructions are aimed primarily at Windows users. Any Mac users who require further assistance are invited to contact [CSCS Service Desk](#) for help with upgrading.

Webmail

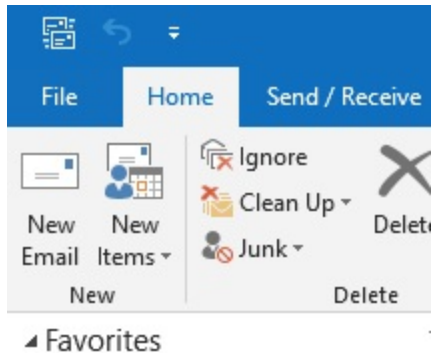
You can use webmail by logging in to: <http://outlook.office.com>. Webmail does not require Outlook to be installed or updated, and can be used as a fallback option to access your mail if you are having issues with Outlook.

Requirements

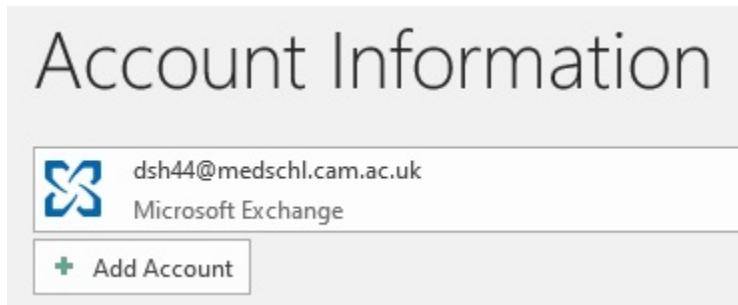
- Outlook 2016 or Outlook 2019
- A new Outlook profile - see guide here <https://confluence.medschl.cam.ac.uk/x/mYO4Bg>
- A UIS Raven account

Instructions: Adding your new Exchange Online Account to Outlook 2019

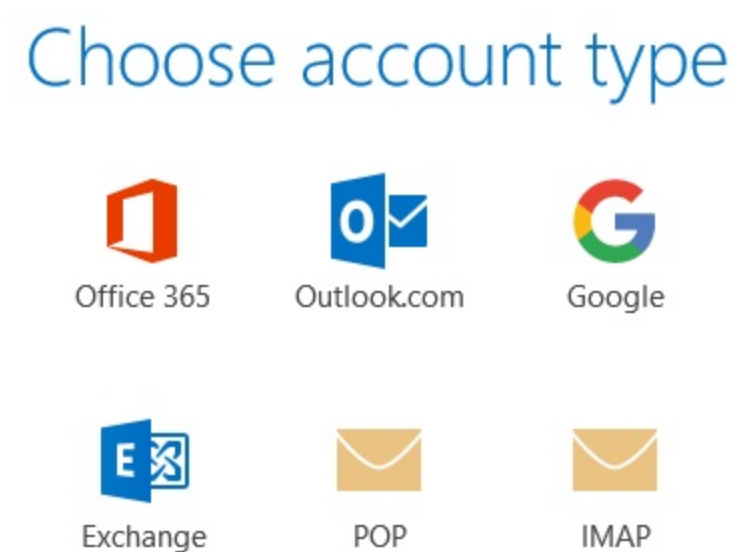
1. Open Outlook and click **File** (top-left).



2. Click the **Add Account** button.



3. The **Welcome to Outlook** prompt appears: enter your Exchange Online email address:
 - a. NB: this will be in the format of: **CRSid@cam.ac.uk**
 - b. Click **Connect**:
4. At the **Choose Account Type** screen, click **Exchange**:



5. You are now prompted to **Sign in with your organisational account**:
 - a. Enter your **CRSid@cam.ac.uk** email address as the username
 - b. Enter your **Raven** password
 - c. Click **Sign in**:



Sign in with your organizational account

Sign in

Please sign in with **CRSid@cam.ac.uk**

If you are an **ALUMNUS** or **ALUMNA**, please click [here](#) and sign in with **CRSid@cantab.ac.uk**

6. A pop-up advises **Account setup is complete**. Click **OK** and close Outlook.

Adding dsh44@cam.ac.uk
Account setup is complete

You need to restart Outlook for these changes to take effect.

OK

7. Open Outlook from the Start Menu again, and verify that you can see your new email account in the left side-bar. Click on it to expand your mail folders.
 - a. NB: For SLCU users, this will display as **firstname.lastname@slcu.cam.ac.uk**
8. Your mail folders will begin to synchronise with the mail server. This may take several minutes to complete, depending on the size of your mailbox.
9. You are now ready to use your new Exchange Online email account in Outlook 2019.

Shared Mailboxes

If you access a shared mailbox, UIS require that you manually add each shared mailbox as an additional account.

The steps to do so are broadly the same as adding your personal account, however you should enter the account in the form of **accountname@slcu.cam.ac.uk** then when prompted for credentials enter your **crsid@cam.ac.uk** and your Raven password.

A step-by-step guide for adding shared EXOL accounts to Outlook is available at the UIS Website, [here](#).