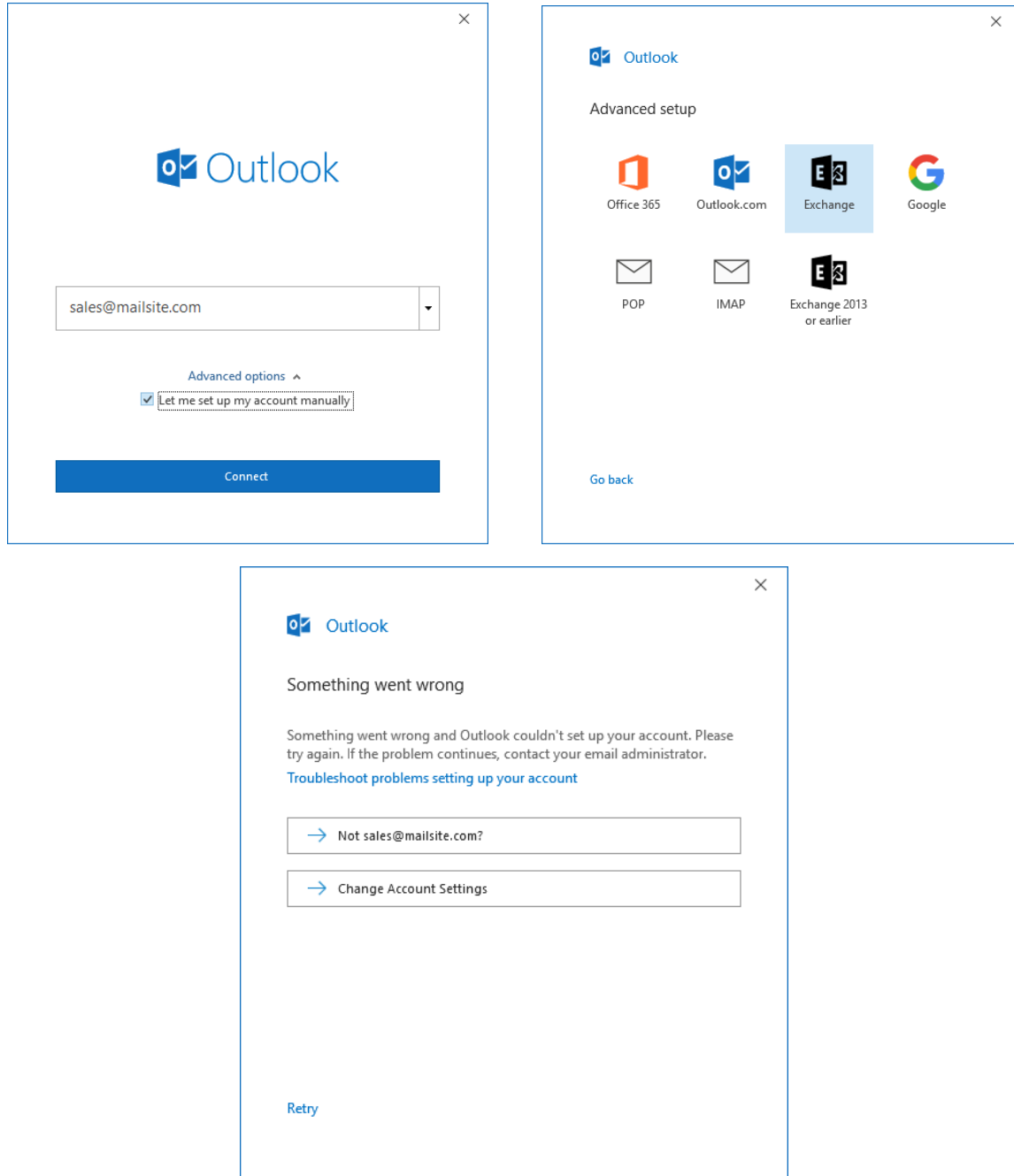


Adding a new MailSite ActiveSync account in Outlook

This document describes how to add a new MailSite ActiveSync Account in Microsoft Outlook.

1. Adding a new MailSite ActiveSync account: File: New Account

Adding a new MailSite ActiveSync account in Outlook can sometimes fail because Microsoft has made AutoDiscover mandatory in the new account process. Most MailSite servers will not have AutoDiscover setup correctly so the Outlook New Account Setup process will fail:



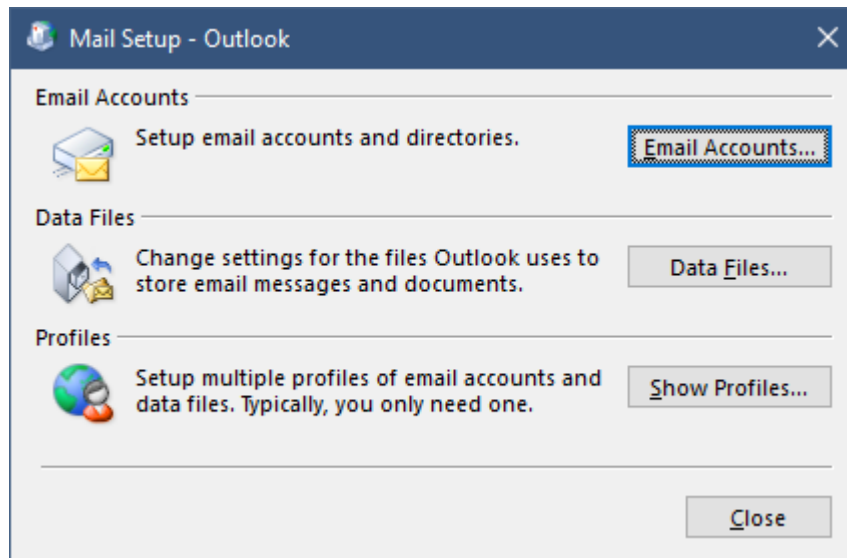
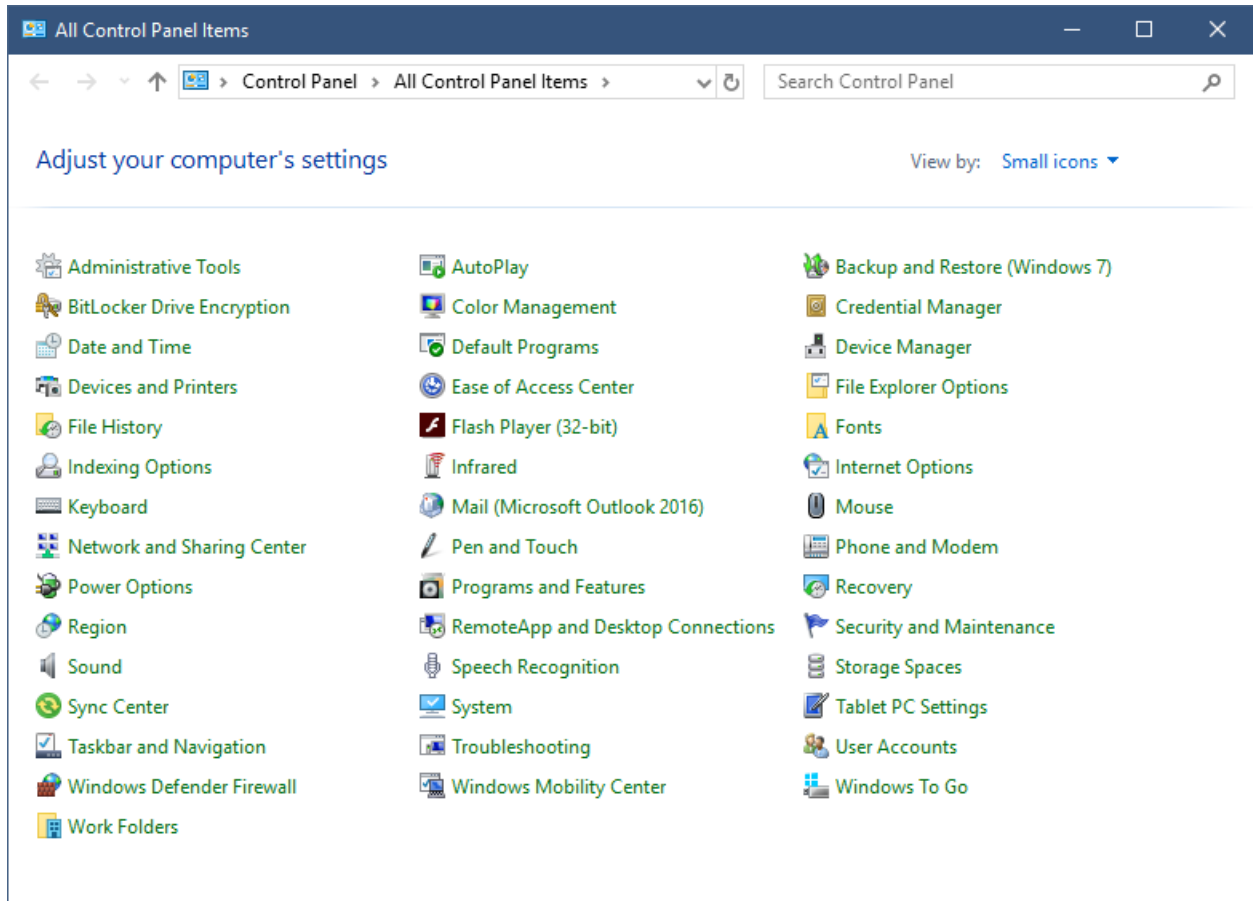
The first screenshot shows the Outlook 'Connect' screen. The email address 'sales@mailsite.com' is entered in the text box. Below the text box is a link for 'Advanced options' and a checked checkbox labeled 'Let me set up my account manually'. A blue 'Connect' button is at the bottom.

The second screenshot shows the 'Advanced setup' screen in Outlook. It lists several account types: Office 365, Outlook.com, Exchange (selected), and Google. Below these are options for POP, IMAP, and Exchange 2013 or earlier. A 'Go back' link is at the bottom left.

The third screenshot shows an error message: 'Something went wrong'. The text reads: 'Something went wrong and Outlook couldn't set up your account. Please try again. If the problem continues, contact your email administrator.' Below this is a link: 'Troubleshoot problems setting up your account'. Two buttons are shown: '→ Not sales@mailsite.com?' and '→ Change Account Settings'. A 'Retry' link is at the bottom left.

2. Adding a new MailSite ActiveSync Account: Control Panel: Mail

There is an alternative way to create new accounts in Outlook using **Mail** in the Control Panel:





Account Settings

Email Accounts
You can add or remove an account. You can select an account and change its settings.

Email | Data Files | RSS Feeds | SharePoint Lists | Internet Calendars | Published Calendars | Address Books

New... Repair... Change... Set as Default Remove ↑ ↓

Name	Type
------	------

Close

Add Account

Auto Account Setup
Manual setup of an account or connect to other server types.

Email Account

Your Name:
Example: Ellen Adams

Email Address:
Example: ellen@contoso.com

Password:
Retype Password:
Type the password your Internet service provider has given you.

Manual setup or additional server types

< Back | Next > | Cancel | Help





Add Account [Close]

Choose Your Account Type [Help]

Office 365
Automatic setup for Office 365 accounts
Email Address:
Example: ellen@contoso.com

POP or IMAP
Advanced setup for POP or IMAP email accounts

Exchange ActiveSync
Advanced setup for services that use Exchange ActiveSync

< Back Next > Cancel Help

Add Account [Close]

Server Settings
Enter the information that is required to connect to an Exchange ActiveSync service. [Help]

User Information

Your Name:

Email Address:

Server Information

Mail server:

Logon Information

User Name:

Password:

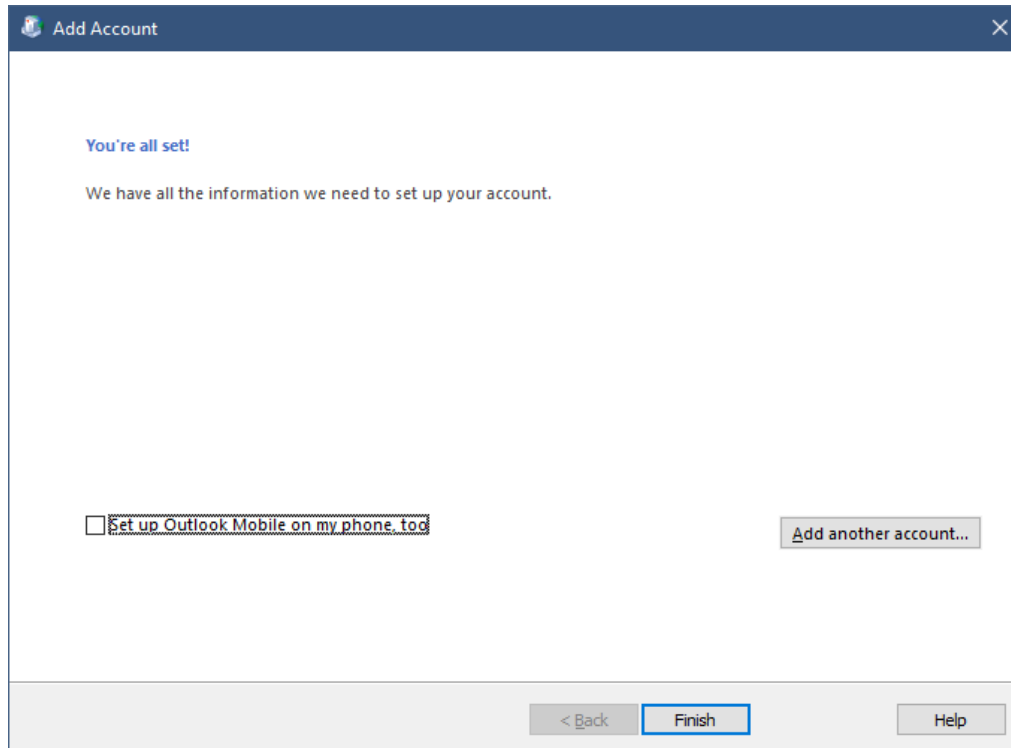
Remember password

Offline Settings

Mail to keep offline: 1 month

< Back Next > Cancel Help





Close the Mail Control Panel App and Open Outlook.

Your new account will be listed in the left-hand panel and Outlook will start to download your Email, Calendar and Contacts. If your account is very large it may take several hours to complete the download of all of your messages. There is no way in Outlook to select which folders to download from an ActiveSync account, all folders and all messages will be downloaded.