

HOW TO: Configure Microsoft Outlook for Apex-Hosted Mail

This guide will show you how to configure Microsoft Outlook 2010/2013/2016 to access your Apex-hosted mail account. Microsoft Outlook versions 2007 and older are not supported.

Please select your version of Microsoft Outlook:

[Microsoft Outlook 2010](#)

[Microsoft Outlook 2013/2016](#)

Microsoft Outlook 2010

- 1) In Windows, open the Control Panel. If the Control Panel is displaying in Category view, change the view to display icons so that all options are viewable. Open the **Mail** icon. (See Figure 1)

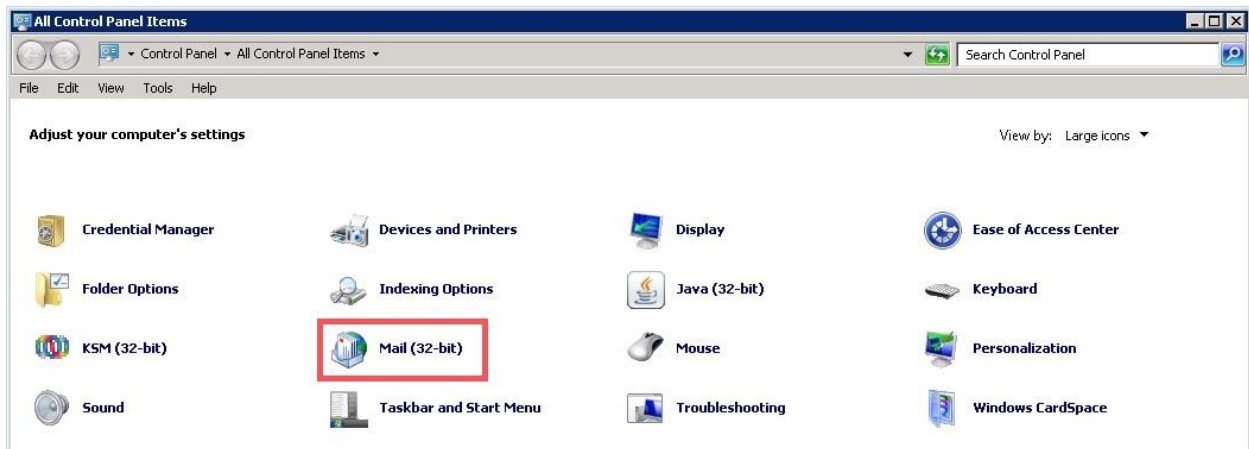


Figure 1

- 2) Click the **Show Profiles...** button. (See Figure 2)



Figure 2

3) Click the **Add...** button. (See Figure 3)



Figure 3

4) In the New Profile dialog box, give it a unique profile name. (See Figure 4)

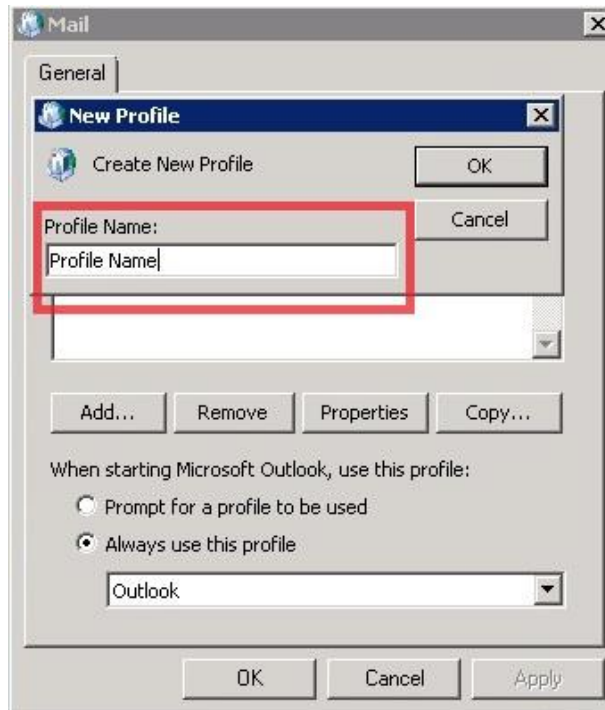
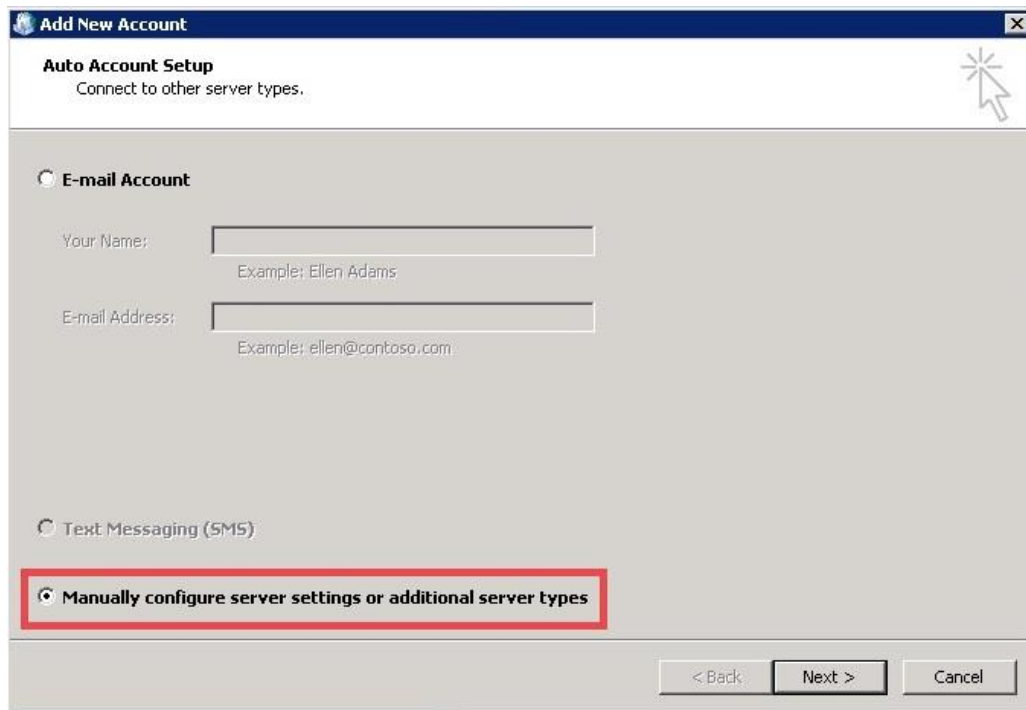


Figure 4

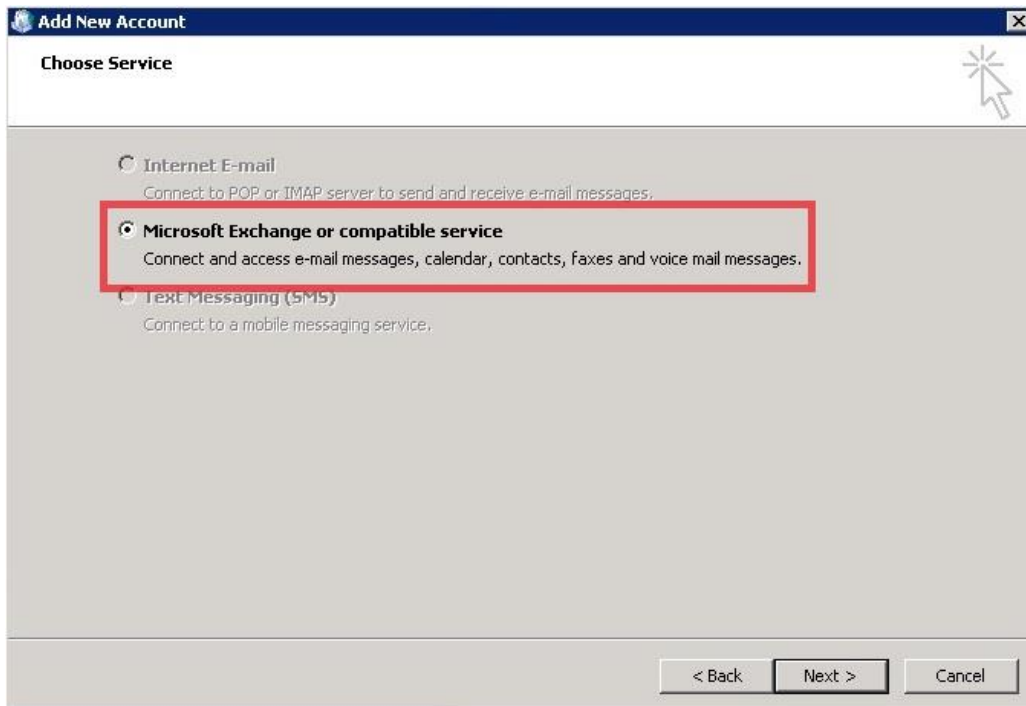
- 5) On the Add New Account screen, select “**Manually configure server settings or additional server types**”, and then click **Next**. (See Figure 5)



The screenshot shows the 'Add New Account' dialog box with the title bar 'Add New Account'. Below the title bar is the section 'Auto Account Setup' with the instruction 'Connect to other server types.' and a help icon. There are three radio button options: 'E-mail Account', 'Text Messaging (SMS)', and 'Manually configure server settings or additional server types'. The 'Manually configure server settings or additional server types' option is selected and highlighted with a red rectangular box. Below the 'E-mail Account' option, there are two text input fields: 'Your Name:' with an example 'Ellen Adams' and 'Email Address:' with an example 'ellen@contoso.com'. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Figure 5

- 6) Next, select the “**Microsoft Exchange or compatible service**” option, and then click **Next**. (See Figure 6)



The screenshot shows the 'Add New Account' dialog box with the title bar 'Add New Account'. Below the title bar is the section 'Choose Service' with a help icon. There are three radio button options: 'Internet E-mail', 'Microsoft Exchange or compatible service', and 'Text Messaging (SMS)'. The 'Microsoft Exchange or compatible service' option is selected and highlighted with a red rectangular box. Below 'Internet E-mail' is the description 'Connect to POP or IMAP server to send and receive e-mail messages.' Below 'Text Messaging (SMS)' is the description 'Connect to a mobile messaging service.' At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Figure 6

- 7) Next, enter in the Server Name and your User Name. For the Server Name, enter **"APEXSRVMAIL01.corp.apexithosting.com"**. For the "User Name", enter your username. Your username will be in the format of First Initial and Last Name. For example, if your name was "John Smith", your username would be **"jsmith"**. Click on the **More Settings...** button at the bottom right. (See Figure 7)

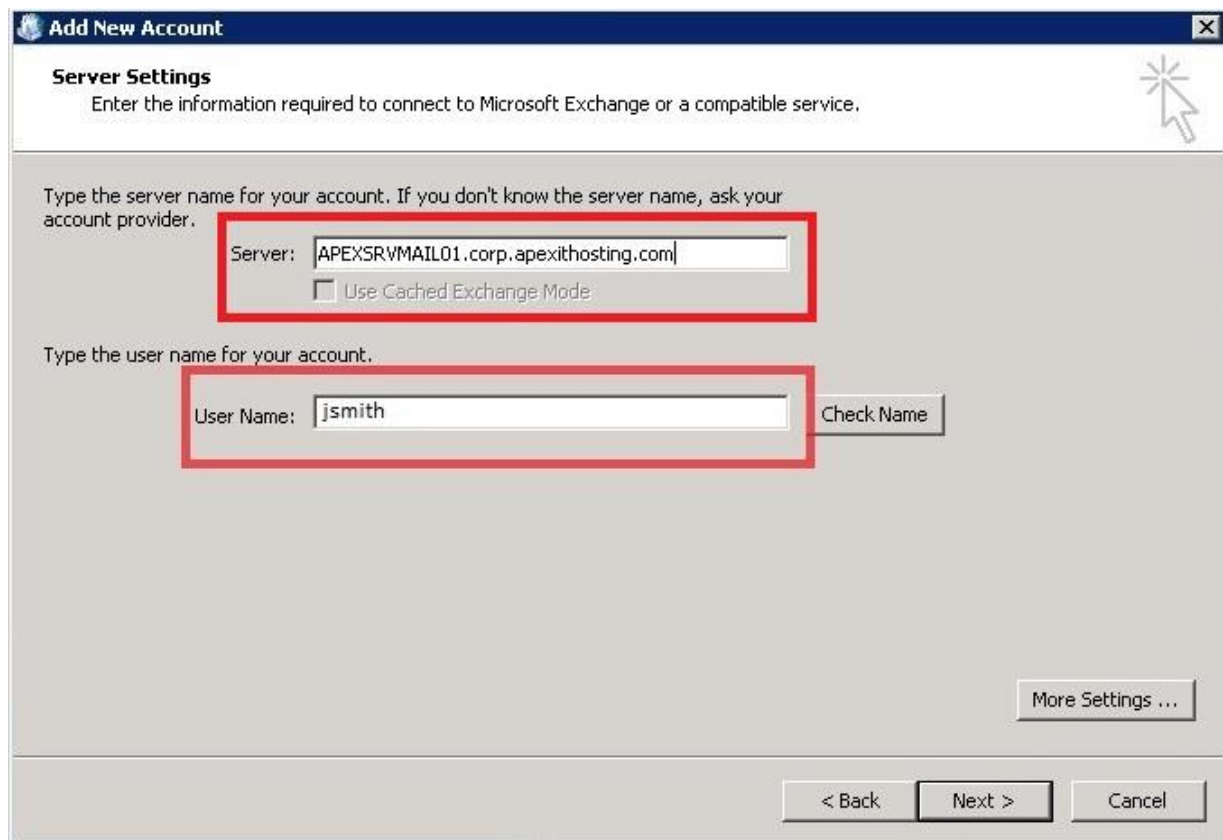


Figure 7

- 8) Click on the **Connection** tab. Underneath the Outlook Anywhere section, check the **"Connect to Microsoft Exchange using HTTP"** option, and then click the **"Exchange Proxy Settings..."** button. (See Figure 8)

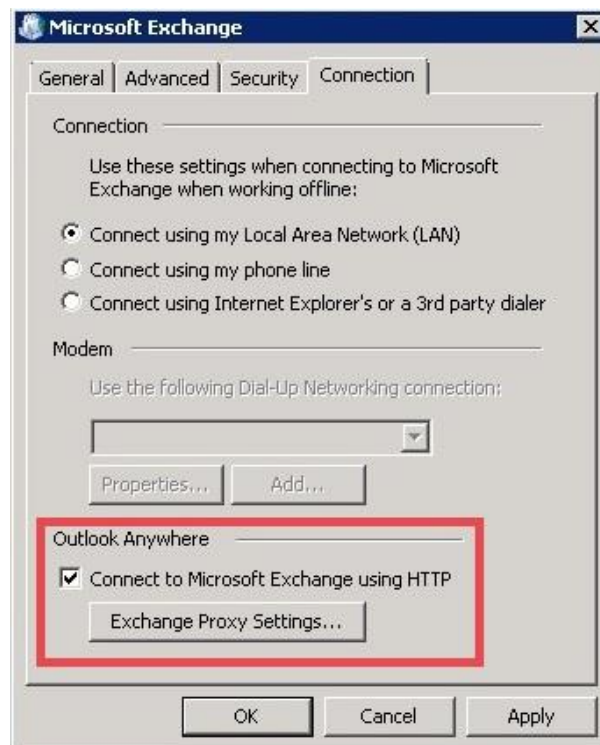


Figure 8

- 9) On the Microsoft Exchange Proxy Settings screen, **ensure your settings match what is shown in the picture below**. (See Figure 9) Here are the addresses you will need to enter. These may be copy/pasted:
- `webmail.apexcloudservices.com`
 - `msstd:webmail.apexcloudservices.com`

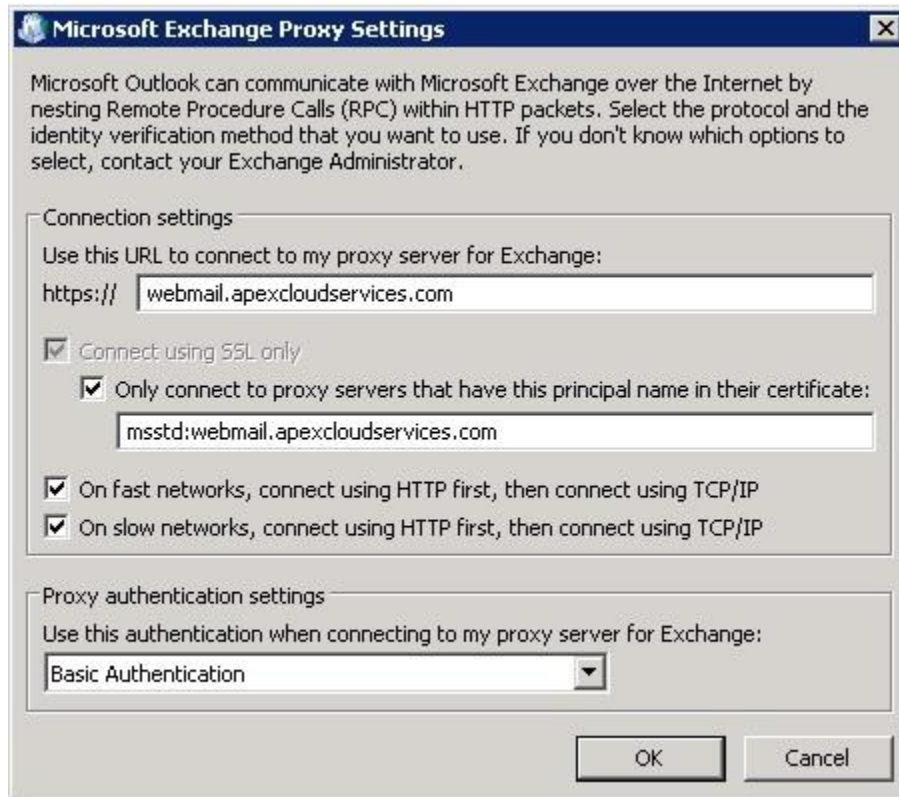


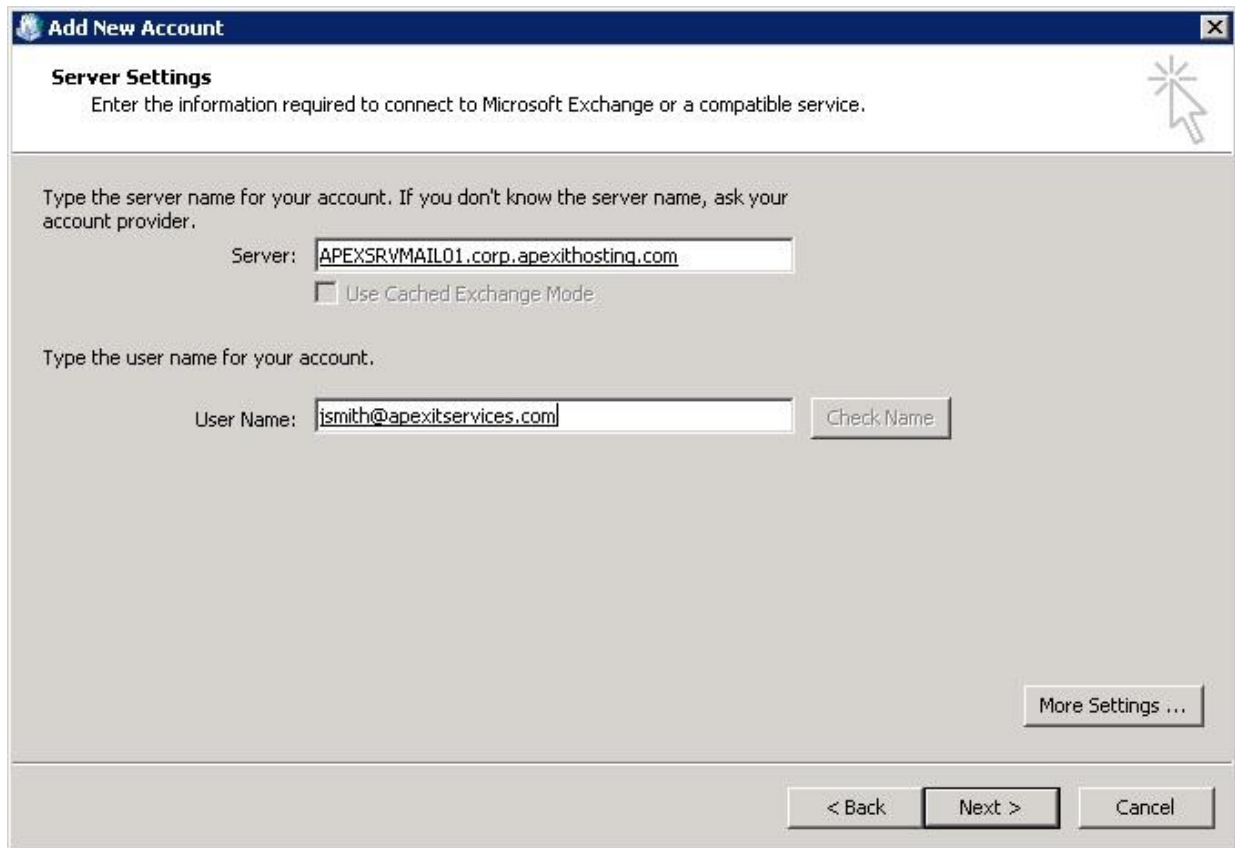
Figure 9

- 10) Click the **OK** button twice. You will be back at the screen shown in Figure 7. Click on the “**Check Name**” box next to your username. You will be prompted for your username and password. Enter your username in the format “APEX\username”. Your username will be in the format of First Initial and Last Name, preceded by “APEX\”. For example, if your name was “John Smith”, your username would be “APEX\jsmith”. Please ensure you use the proper backslash. (See Figure 10)



Figure 10

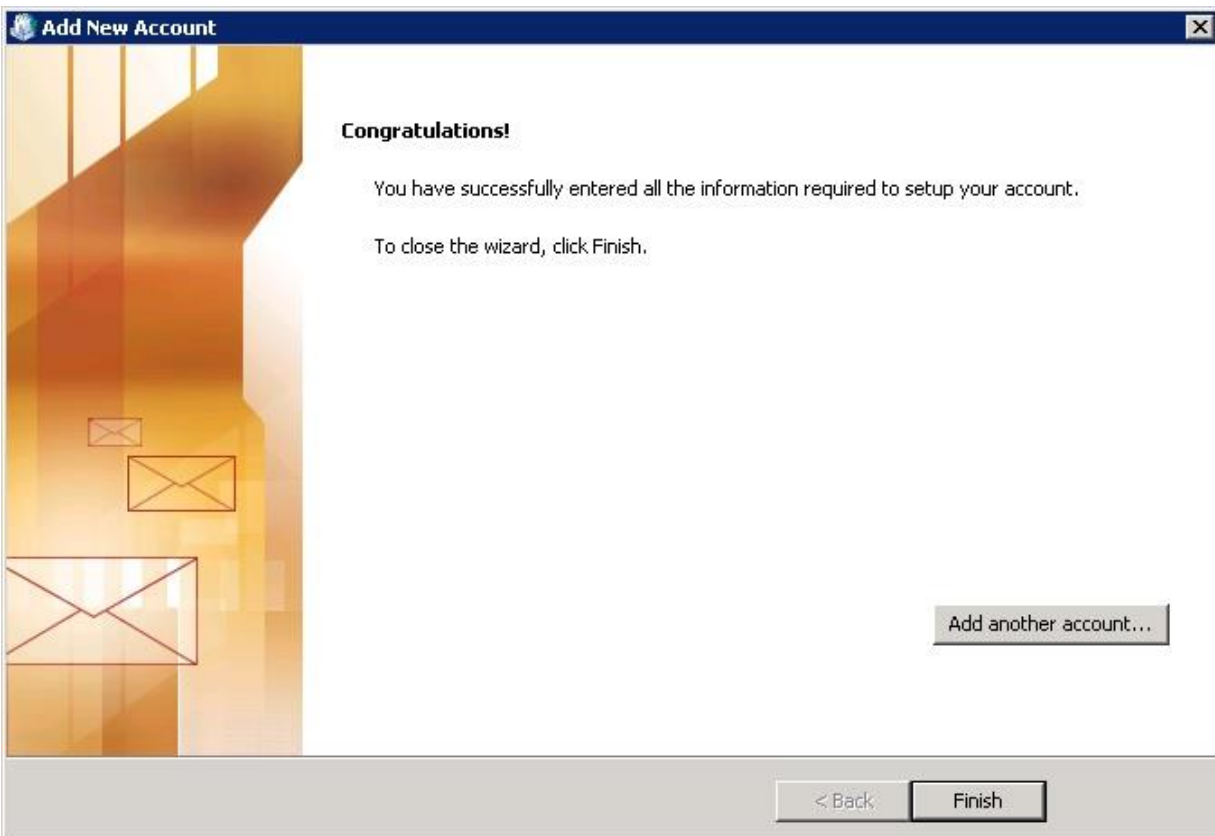
11) If all settings are correct and your credentials are accepted, your username will be converted to your email address and everything will be underlined. (See Figure 11)



The screenshot shows a window titled "Add New Account" with a close button in the top right corner. Below the title bar, the text "Server Settings" is displayed, followed by the instruction "Enter the information required to connect to Microsoft Exchange or a compatible service." A mouse cursor icon is visible in the top right area. The main content area contains two sections: "Type the server name for your account. If you don't know the server name, ask your account provider." with a text box containing "APEXSRVMAIL01.corp.apexithosting.com" and an unchecked checkbox labeled "Use Cached Exchange Mode"; and "Type the user name for your account." with a text box containing "jsmith@apexitservices.com" and a "Check Name" button. At the bottom right of the main area is a "More Settings ..." button. The bottom of the window features three buttons: "< Back", "Next >", and "Cancel".

Figure 11

12) Click **Next**, and then **Finish**. You're all set! (See Figure 12)



The screenshot shows the "Add New Account" wizard at the "Congratulations!" step. The window title is "Add New Account" with a close button. On the left side, there is a decorative graphic with a warm orange and yellow background and three envelope icons. The main text area says "Congratulations!" followed by "You have successfully entered all the information required to setup your account." and "To close the wizard, click Finish." At the bottom right, there is an "Add another account..." button. The bottom of the window has two buttons: "< Back" and "Finish".

Figure 12

Microsoft Outlook 2013/2016

Please note: The steps below show screenshots of Outlook 2013, but the same steps apply to Outlook 2016 as well.

- 1) Open Outlook. You will be greeted with the “Welcome to Outlook” screen. Click **Next** (See Figure 13).

PLEASE NOTE: If you do not get the “Welcome to Outlook” screen, your Outlook may already be configured for other email accounts. In that case, please follow steps 1-4 in the [Microsoft Outlook 2010](#) configuration guide above, and then continue on with Step 2 below.

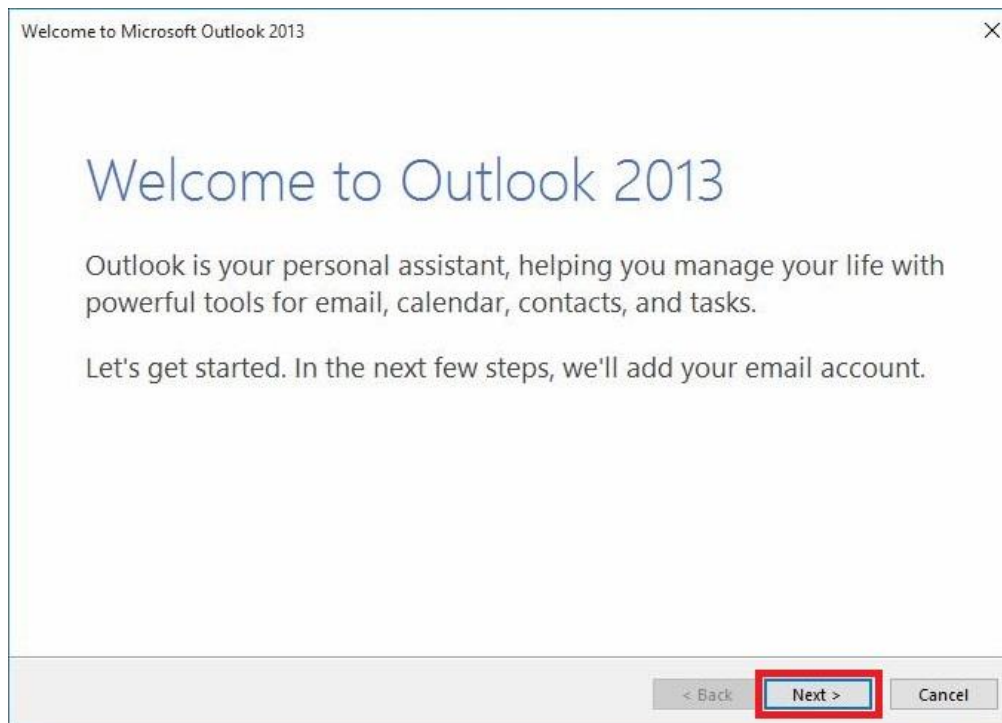


Figure 13

- 2) On the next screen, select **Yes** to connect to an email account, then click **Next**. (See Figure 14)

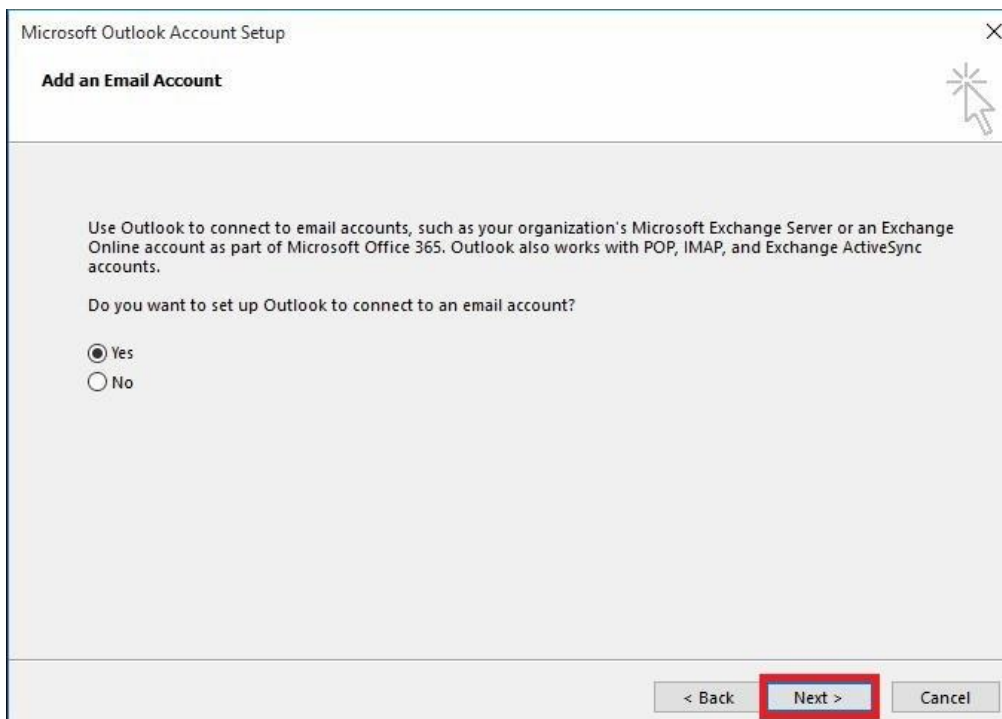
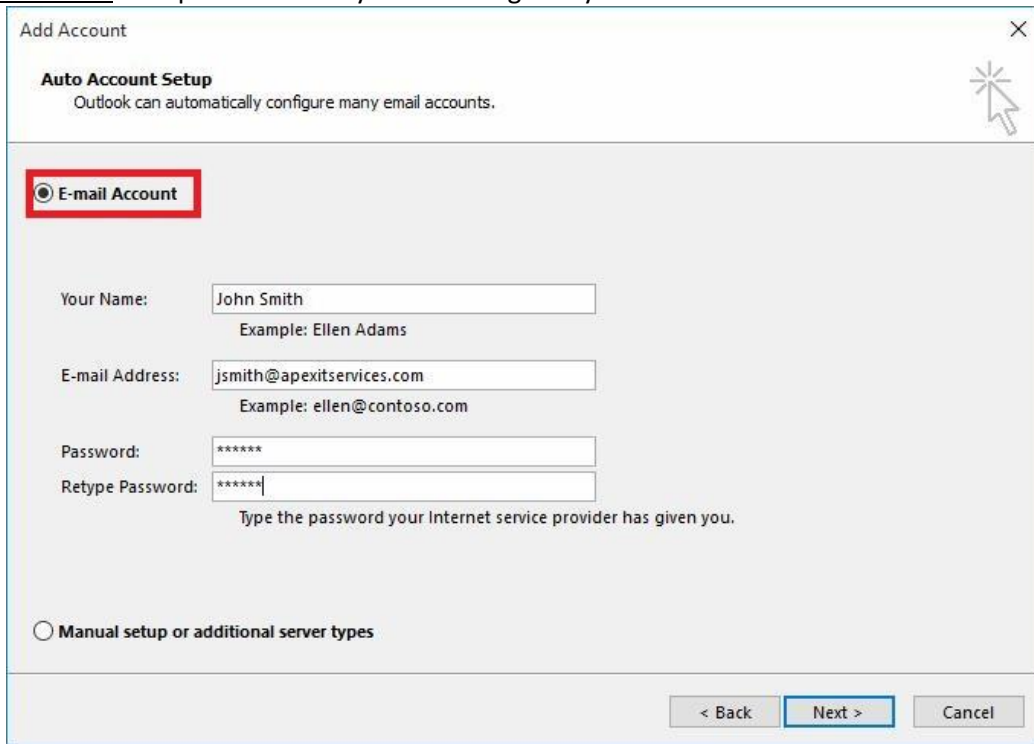


Figure 14

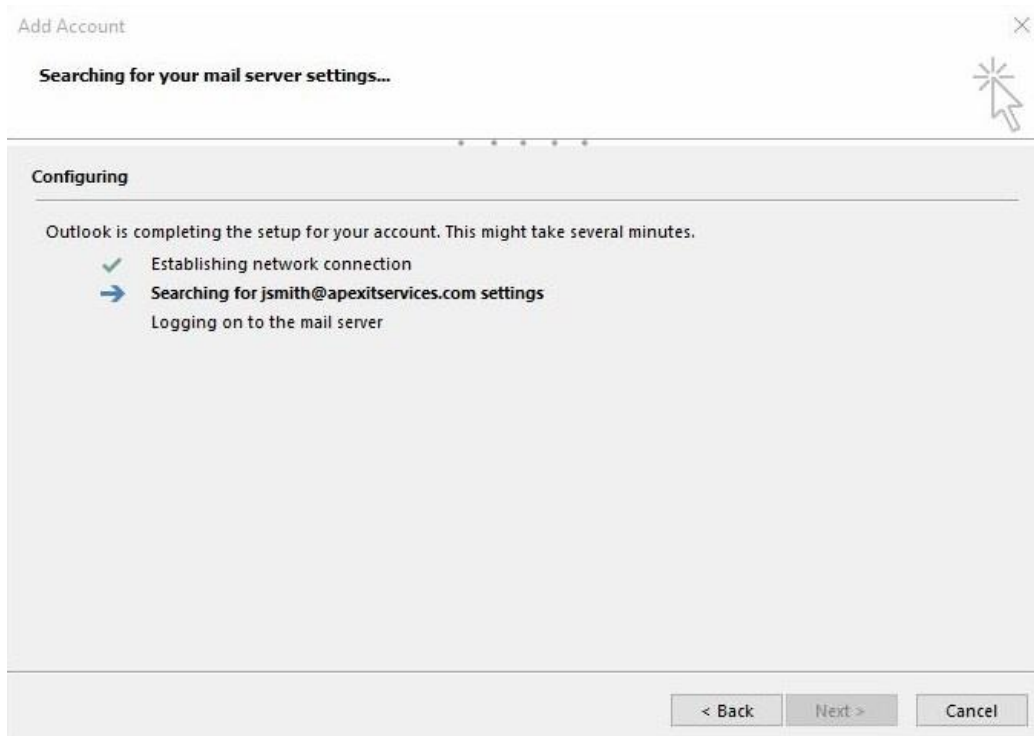
- 3) On the Add Account screen, select “**E-mail Account**”, then enter in the required information. (See Figure 15). You will need to provide the following information:
- a. Your Name : First and last name
 - b. Email: Your full email address
 - c. Password: The password that you use to login to your email



The screenshot shows the 'Add Account' dialog box. At the top, it says 'Add Account' with a close button. Below that is the 'Auto Account Setup' section, which states 'Outlook can automatically configure many email accounts.' There are two radio buttons: 'E-mail Account' (selected) and 'Manual setup or additional server types'. The 'E-mail Account' section has four input fields: 'Your Name' (containing 'John Smith'), 'E-mail Address' (containing 'jsmith@apexitservices.com'), 'Password' (containing '*****'), and 'Retype Password' (containing '*****'). Below the password fields is a note: 'Type the password your Internet service provider has given you.' At the bottom right, there are three buttons: '< Back', 'Next >' (highlighted with a blue border), and 'Cancel'.

Figure 15

- 4) Next, Microsoft Outlook will verify your settings (See Figure 16)



The screenshot shows the 'Add Account' dialog box. At the top, it says 'Add Account' with a close button. Below that is the 'Searching for your mail server settings...' section, which has a progress bar with five dots. Below the progress bar is the 'Configuring' section, which states 'Outlook is completing the setup for your account. This might take several minutes.' There are three steps listed: 'Establishing network connection' (with a green checkmark), 'Searching for jsmith@apexitservices.com settings' (with a blue arrow), and 'Logging on to the mail server'. At the bottom right, there are three buttons: '< Back', 'Next >' (highlighted with a blue border), and 'Cancel'.

Figure 16

- 5) You will be prompted for your username and password twice. Enter your username in the format “APEX\username”. Your username will be in the format of First Initial and Last Name, preceded by “APEX\”. For example, if your name was “John Smith”, your username would be “APEX\jsmith”. Please ensure you use the proper backslash. (See Figure 17)

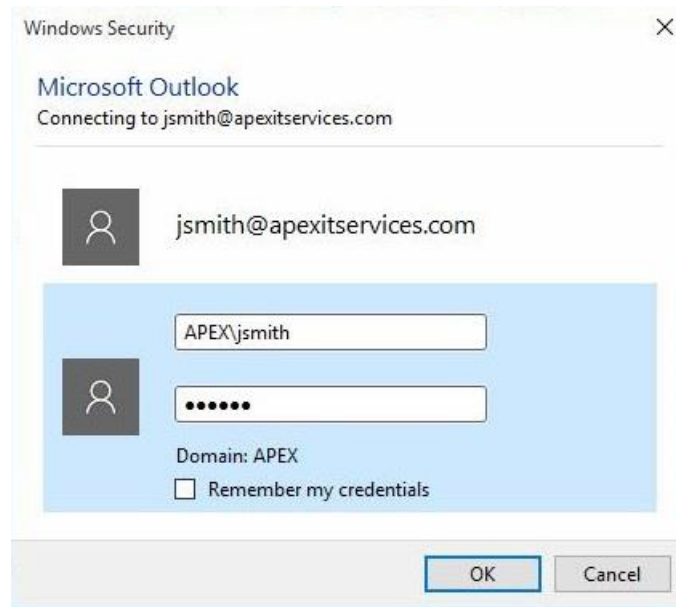


Figure 17

- 6) Click **Finish**. You're all set! (See Figure 18)

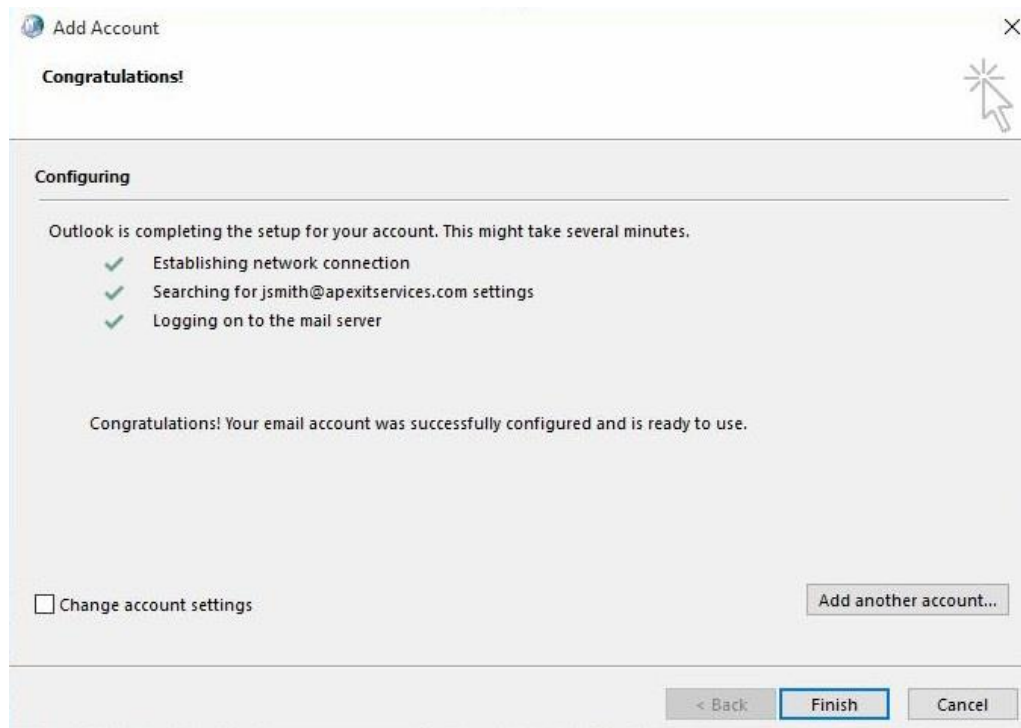


Figure 18