Office 365 Configuration Guide

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Accessing Webmail

If a user tries to access email through owa.umassp.edu, they will receive the following message after entering their credentials:

In order to access webmail, users now need to use the following link:
https://outlook.office365.com/owa/umassp.edu

After entering their credentials, users will receive this screen at their first log-in. Users should populate these fields as shown below:

PC

When launching the Outlook application on your PC, you will be asked to re-enter your credentials for your email address. Users should check the “Remember my Credentials” button.

Your user experience within the Outlook application will remain unchanged.
Mac

Apple Mail

1. Launch Apple Mail (Native) in OSX

![Mac Mail app](image)

2. Notice the email account has a status of “Connecting…”

![Email account status](image)

3. In the menu bar for Apple Mail, Click on Mail and select Preferences

![Mail preferences](image)

4. Click on the Accounts tab.

![Accounts tab](image)
5. Click on Server Settings tab

6. Uncheck “Automatically Manage Connection Settings”. The Internal and External URL fields will populate with settings.

7. Change the “Internal URL” and “External URL” to reflect: https://outlook.office365.com/ews/exchange.asmx

Click “Save”.

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5. Click on Server Settings tab

6. Uncheck “Automatically Manage Connection Settings”. The Internal and External URL fields will populate with settings.

7. Change the “Internal URL” and “External URL” to reflect: https://outlook.office365.com/ews/exchange.asmx

Click “Save”.
8. Close Accounts window.
10. Apple Mail should now be receiving messages.

Outlook for Mac

1. Launch Microsoft Outlook for Mac

2. The below message may appear. If it does, check the box “Always use my response for this server” and click “Allow”. 

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Close Accounts window.
Close and reopen Apple Mail.
Apple Mail should now be receiving messages.

Outlook for Mac

Launch Microsoft Outlook for Mac

The below message may appear. If it does, check the box “Always use my response for this server” and click “Allow”.
3. Enter the password for your email account and click “Sign in”.

4. You are now connected to your Office 365 mailbox.

iOS Device

iOS Mail (native iOS app)

iOS mail should appear reconfigured automatically. If not, below are the settings users need:

- Email: username@umassp.edu
- Server: outlook.office365.com
- Username: username@umassp.edu

Outlook App for iOS

1. Open the Outlook application on your iOS device

   If Outlook was previously configured you must delete your old UMASSP.EDU mail account configuration in order to connect to the Office 365 mailbox, proceed to step 2.

   If this is your first time configuring Outlook, proceed to step 7.

2. To delete your account from Outlook, click on the icon to the left of the Inbox folder (or last access folder in Outlook).
3. Tap on the "Settings" icon.

4. Select your Exchange email account shown to open the settings.

5. Select "Delete Account".
6. Select "Delete From This Device".

7. The Add Account window should appear automatically.
8. Enter your email address and select "Add Account".

9. A prompt to use or install Microsoft Authenticator should appear. If you have Microsoft Authenticator installed on your device, tap on Open Authenticator to continue. Otherwise, open the App Store and install Microsoft Authenticator and then resume setting up your email account from this point.
10. Authenticator may ask you to re-enter your Office 365 password for your email address. If it does, this is the same password as your network login.

11. Upon completion of setting up the email account, Outlook will ask if you want to configure another account. Select "Maybe Later".

12. Upon creation of the new account, Outlook will show several screens informing you how to use the app. You can "Skip" them if you wish.

13. Your inbox is now available and you can send and receive content.
Android Device

Android native email Apps (Samsung Mail / Google Mail)

Users whom have email configured using the native application should automatically redirect to the new servers for Office 365.

Here are the server settings for your reference:

Server Settings BEFORE Migration

Server Settings AFTER Migration
Outlook on Android

1. Launch the Outlook app on your Android device.
2. After the app opens a login dialog should appear, click this.

3. Tap the hamburger menu to open your Outlook account settings.

4. Next tap on the gear icon.
5. Tap on your Exchange email account.

6. Tap on “DELETE ACCOUNT”.
7. Confirm you want to delete by tapping “DELETE”.

8. Click on GET STARTED to add a new account to Outlook.

9. Enter your UMASSP.EDU email address and click “CONTINUE”.

10. Enter your password when prompted in the Office 365 screen and tap “Sign In”.

11. Outlook will attempt to complete your login. Upon completion, you will be asked if you want to add another account. You can tap on “SKIP”.
12. Tap on “SKIP” if you’d like to bypass the Welcome features of Outlook.

13. Your email is now accessible.