Manually Configuring Exchange Online MAPI Email In Outlook 2010

This document walks you through the process of manually adding a TJU/JUP Microsoft Exchange Online MAPI email account to Outlook 2010. This document also applies to adding shared mailboxes to Office 2010.

1) From within Outlook 2010, select File, Account Settings, Account Settings...

2) From the Account Settings window, select New.
3) Select **E-mail Account** and click **Next**.
4) You will be prompted for information. Please enter the following:

**For Personal TJU/JUP Email Accounts (e.g. john.doe@jefferson.edu):**

- **Your Name:** User’s full name (e.g. John Doe)
- **E-Mail Address:** campusKey@jefferson.edu (e.g. jxd001@jefferson.edu)
- **Password:** Jefferson password

**For Shared TJU/JUP Mailboxes (e.g. tuition@jefferson.edu):**

- **Your Name:** The name of the shared mailbox. For example, if the mailbox email address is tuition@jefferson.edu, the mailbox name is **tuition**.
- **E-Mail Address:** mailboxname@jefferson.edu (e.g. tuition@jefferson.edu)
- **Password:** Mailbox password

**NOTE:** If you are not sure what the shared mailbox password is, please have your department head or administrator contact the Jeff IT Service Desk to have the password reset.

5) Click **Next**.

6) If all account information was inputted correctly, the email account should be successfully configured and you should receive confirmation similar to the image below. Click **Finish**.
7) You will be prompted to restart Outlook.

8) When you restart Outlook, you may be prompted to enter your username and password. If so, please enter:

   **For Personal TJU/JUP Email Accounts (e.g. john.doe@jefferson.edu):**

   Username: campusKey@jefferson.edu (e.g. jxd001@jefferson.edu)
   Password: Your Jefferson password

   **For Shared TJU/JUP Mailboxes (e.g. tuition@jefferson.edu):**

   Username: mailboxname@jefferson.edu (e.g. tuition@jefferson.edu)
   Password: The mailbox password

   **NOTE:** If you are not sure what the shared mailbox password is, please have your department head or administrator contact the Jeff IT Service Desk to have the password reset.

   Check the box to save this username and password and click **Ok.**
9) Depending on the mailbox size, it will take several minutes to download messages from Exchange. Confirm with client that they are able to access their messages in their Inbox, Sent Items and Personal Folders.

Remove the Old IMAP/SMTP Account

10) Once Outlook restarts, you should see the new MAPI account, along with the old IMAP account. The old IMAP account must now be removed.

11) Repeat step 1 above.

12) Select the IMAP/SMTP account and click **Remove**.

13) Click **Close**.