



Quick Start Guide – Exchange 2016 Email Hosting Upgrade

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Introduction

Use the following instructions to ensure you have uninterrupted access to your email both from your Microsoft Outlook application as configured on a Windows Computer and from your mobile device(s).

For instructions for manual Outlook configuration, or for the configuration for other email clients, see the [Manual Configuration Instructions](#) section below.

Please print or save a copy of these instructions to your desktop for reference following the upgrade of your mailbox.

General Notes

- Check your email on the go! Just visit <https://mail.smarshmail.com>.
- Mail clients besides Outlook (*including Apple Mail and email configured on your mobile device*) may not prompt you to reauthenticate. You may just receive connection errors until you remove your old account and manually add your upgraded mailbox. Mobile instructions can be found [below](#), as can instructions for [manual configurations](#).
- You will need to add your signature everywhere that it is currently configured.
- Instructions for full Exchange mailboxes are [below](#). Other information for POP or IMAP configurations are also linked [below](#).

Post-Upgrade Steps

Configure Outlook

Full Exchange Mailboxes

1. Following the upgrade of your Exchange mailbox your Outlook client will need to restart. Upon receiving the restart notification (*Figure 1.1*), click the **OK** button and close and restart Outlook.



Figure 1.1: Outlook Restart Notification Window

2. Microsoft Outlook will display prompt in the form of a pop-up window (*Figure 1.2*) to “Allow this website to configure...server settings”:
 - a. Click (*check*) the “*Don’t ask me about this website again*” check box
 - b. Click the **Allow** button

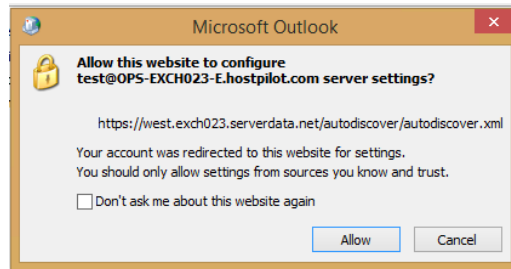


Figure 1.2: Allow Website to Configure

3. When prompted for credentials (*Figure 1.3*) enter your Outlook credentials as follows:
 - a. Primary email address (example: [FirstLastName@domain.com](#) or [janessmith@domain.com](#))
 - b. Your email password
 - c. Click (*check*) the “*Remember my credentials*” check box
 - d. Click **OK**.

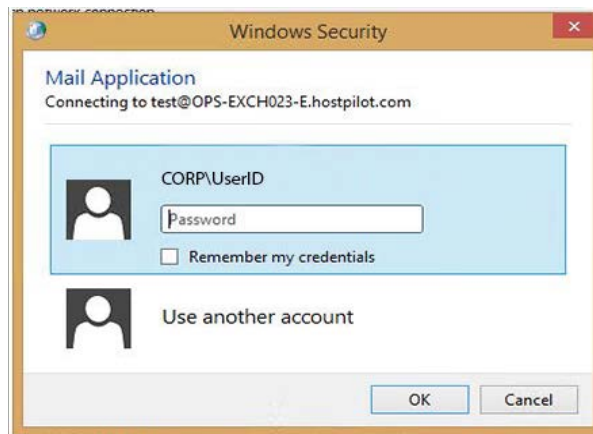


Figure 1.3: Microsoft Outlook Connecting

4. When prompted by Outlook to restart (*Figure 1.4*), click **OK**



Figure 1.4: Microsoft Outlook Connecting

5. Close (*exit*) the Microsoft Outlook application.
Note: It is recommended that you close all open applications and fully restart your computer.

- When starting Outlook, you may be prompted for credentials (*Figure 1.5*); please use the credentials from Step 3 and click (check) the “Remember my credentials” check box.



Figure 1.5: Microsoft Outlook Connecting

- Your Outlook email has now been upgraded to the Exchange 2016 hosting environment.

8.

POP or IMAP Mailboxes

If you previously had a POP or IMAP mailbox and you do not receive an alert to restart Outlook, please [follow these linked instructions](#) to configure Outlook for **POP/IMAP**.

Please use the settings below to configure POP/IMAP:

Protocol	Hostname	Port
POP3 with SSL	mail.smarshmail.com	995
IMAP with SSL	mail.smarshmail.com	993
SMTP with SSL	mail.smarshmail.com	465 with STARTTLS

Configure Mobile Devices

You will need to re-configure your email on every mobile device currently configured to access your email. Instructions are linked below:

- **iPhone:** [Click Here](#)
- **Android:** [Click Here](#)
- **BlackBerry OS 10:** [Click Here](#)

Manual Configuration Instructions

Follow the appropriate link(s) to manually set up your Outlook Account(s)

If you previously had a full Exchange mailbox and you do not receive a prompt from Outlook to restart, please follow the manual configuration instructions for your mail client, using the following server settings and associated knowledge base articles:

- **2010/2013 Outlook for Windows:** [Click Here](#)
- **2016 Outlook for Windows:** [Click Here](#)
- **2011 Outlook for Macintosh:** [Click Here](#)
- **2016 Outlook for Macintosh:** [Click Here](#)
- **Apple Mail or Mac Mail:** [Click Here](#)

Configuration Item	Server Settings
ActiveSync	mail.smarshmail.com
Outlook	mail.smarshmail.com
SMTP	mail.smarshmail.com
Autodiscover	autodiscover.smarshmail.com
