Configure Outlook for Windows

The instructions on this page are for on-premise Exchange/Connect accounts. For instructions on configuring Outlook for Office 365 email, please see:

- Move Office 365 Email on MacOS Mail
- Move Office 365 Email on MacOS Outlook
- Move Office 365 Email on Windows Mail
- Move Office 365 Email on Windows Outlook

Step-by-step guide

1. Open Outlook
2. If you already have a profile and are adding an account, Outlook will open and you can follow the steps below. If you do not already have a profile, skip to step 3.
   a. From the File tab, choose Add Account
   b. Leave the Email Account option selected
   c. Leave Your Name blank
   d. Beside Email Address, enter your email address (in the form of username@uwaterloo.ca)
   e. Enter your password twice (in the text boxes provided)
   f. Click Next
   g. You may be asked Allow this website to configure ... server settings? If so, click Allow
   h. You will be prompted for credentials:
      i. Click More choices
      ii. Click Use a different account
      iii. Enter User name in the form of username@uwaterloo.ca
      iv. Enter your password
      v. Check the checkbox, Remember my credentials
      vi. Click OK
   i. Check the checkbox Change account settings
   j. Click Next
   k. Ensure Cached Exchange Mode is checked
   l. Drag the Mail to keep offline: slider to the far right so that is shows 'All'
   m. Click Finish
   n. You will then see a message: You must restart Outlook for these changes to take effect, click OK
   o. Close and then re-open Outlook
      i. It may take a few minutes for Outlook to complete the process and synchronize data with Exchange
   p. Recommended Junk mail settings in Outlook:
      i. In the Home tab
         1. Junk > Junk E-mail Options
         2. Under "Choose level of junk e-mail protection you want:” select:
            a. No Automatic Filtering...
   q. Click OK
3. If you don't have a profile, when you open Outlook, you will be prompted to Create New Profile:
   a. Under Profile Name: enter a name (e.g. Outlook or MyMail) and click the OK button
   b. Leave the E-mail Account option selected
   c. Enter your email address (in the form of username@uwaterloo.ca)
   d. Click Next
   e. You may be asked Allow this website to configure ... server settings? If so, click Allow.
   f. You will then see a message: You must restart Outlook for these changes to take effect, click OK
   g. Click Change account settings checkbox
   h. Click Next
      i. Ensure Cached Exchange Mode is checked
      j. Drag the Mail to keep offline: slider to the far right so that is shows 'All'
   k. Click Finish
   l. Outlook will restart

If you are logged into a Nexus computer, you may not need to enter a password. If you are prompted to enter a password:

1. Click More choices
2. Click Use a different account
3. Enter your username in the form of username@uwaterloo.ca
4. Enter your password
5. Check the checkbox, Remember my credentials
6. Click OK.
7. Recommended Junk mail settings in Outlook:
   a. In the Home tab
   b. Junk > Junk E-mail Options
   c. Under "Choose level of junk e-mail protection you want:” select:
      d. No Automatic Filtering...
   e. Click OK
Related articles

- Install the VPN client on Windows OS - applies to IE, Edge, Firefox, and Chrome
- Adding OneDrive accounts to Windows 10
- Adding a shared mailbox to Outlook for Mac
- Adding a shared mailbox to Outlook for Windows
- Managing Outlook Profiles on Windows 10

Need Help?
Contact the IST Service Desk at helpdesk@uwaterloo.ca or 519-888-4567 ext. 44357.