Setting up Outlook 2013 Email Client

This help sheet lists the steps for setting up Outlook 2013 for Surrey365.

Requirements
- A Windows machine with Outlook 2013 installed
- A Surrey365 account

Steps to Configure Outlook 2013 for Surrey365

NOTE: If you are already using Outlook to access your University email then it should update automatically when you are migrated to the Surrey365 service. Therefore you do not need to follow these guidelines.

If you already use Outlook on your laptop or PC with a non-Surrey email account then please follow the steps under Setting up a New Profile. If you are setting up Outlook on your laptop or PC for the first time then please follow the steps under Setting up Outlook 2013 for the first time.

Setting up a New Profile

If you already have Outlook then it is recommended that a new profile is set up. The wizard will guide you through setting up your email account. Please follow these steps:

1. Go to Start and then Control Panel.
2. In the view by option on the top right select Small Icons.
3. Click Mail.
4. Click Show Profiles.
5. Click Add.
6. Enter a new name e.g. Surrey365.
7. Enter your full email address e.g. username@surrey.ac.uk or a.user@surrey.ac.uk.
8. Enter your normal Surrey password.
9. Click Next.
10. You may be prompted for your password again, which will be your normal Surrey password. Click OK on the Windows security screen.
11. Click Finish.
12. Change “Always use this profile” drop down list to the Profile name entered in step 5. Your account setting should then be found.
Setting up Outlook 2013 for the first time

1. To Add a new account click on Microsoft Outlook 2013 under Start, All Programs, Microsoft Office. The screen opposite will be shown. Click **Next** to continue.

2. Select **Yes** to configure your email account. Click **Next** to continue.

3. Select **E-mail Account** and enter you email address (e.g. username@surrey.ac.uk or a.surname@surrey.ac.uk). You may be prompted for your password – this is your normal Surrey password. Click **Next** to continue.
4. The screen opposite will be shown to indicate that the account is being configured and a pop up box will appear confirming the configuration. Click Allow.

5. You may be prompted for your password again, which will be your normal Surrey password. Click OK on the Windows security screen.

6. Click Finish to complete adding the new account.

Help and Support

If you are experiencing technical difficulties please contact the IT User Support Desk by email on usersupport@surrey.ac.uk, or by telephone on 01483 689898, or in person on the ground floor of the Austin Pearce Building.