# Setting up an Outlook profile on the Concourse remote environment

USE THESE INSTRUCTIONS IF YOUR ORGANIZATION USES A MICROSOFT EXCHANGE SERVER OR OFFICE 365 FOR YOUR EMAIL. THE EXCHANGE SERVER MUST BE PROPERLY CONFIGURED TO USE AUTO-DISCOVER FOR THIS FUNCTION TO WORK.
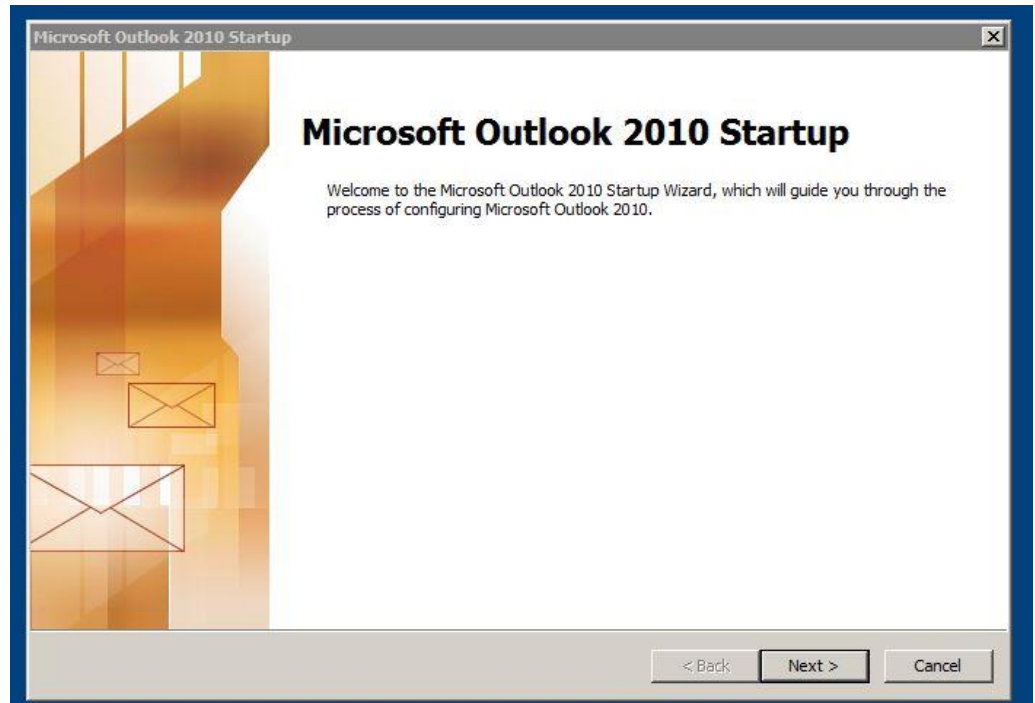
To Begin:

- Make sure you are logged into your Concourse Hosted remote server.

- Go to Start (in the lower left of the screen)

- Open Microsoft Office from *All Programs*

- Open Microsoft Outlook…
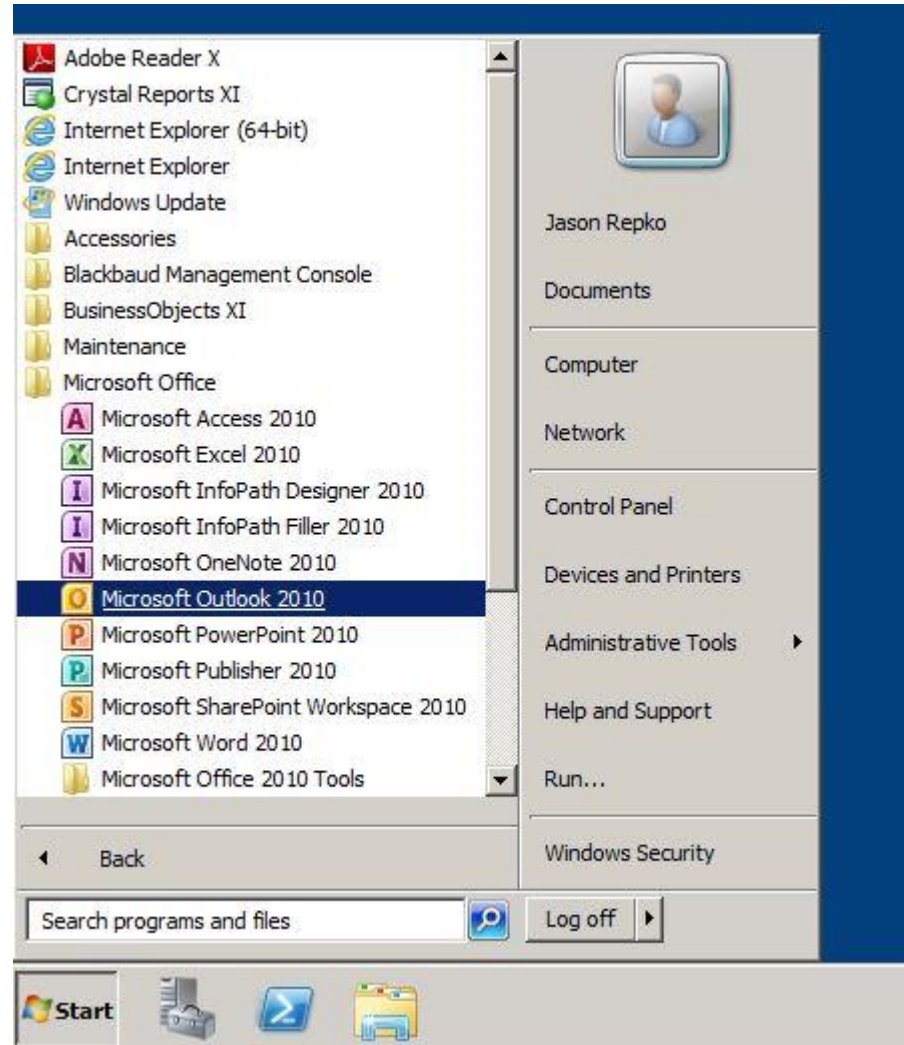
Outlook startup window

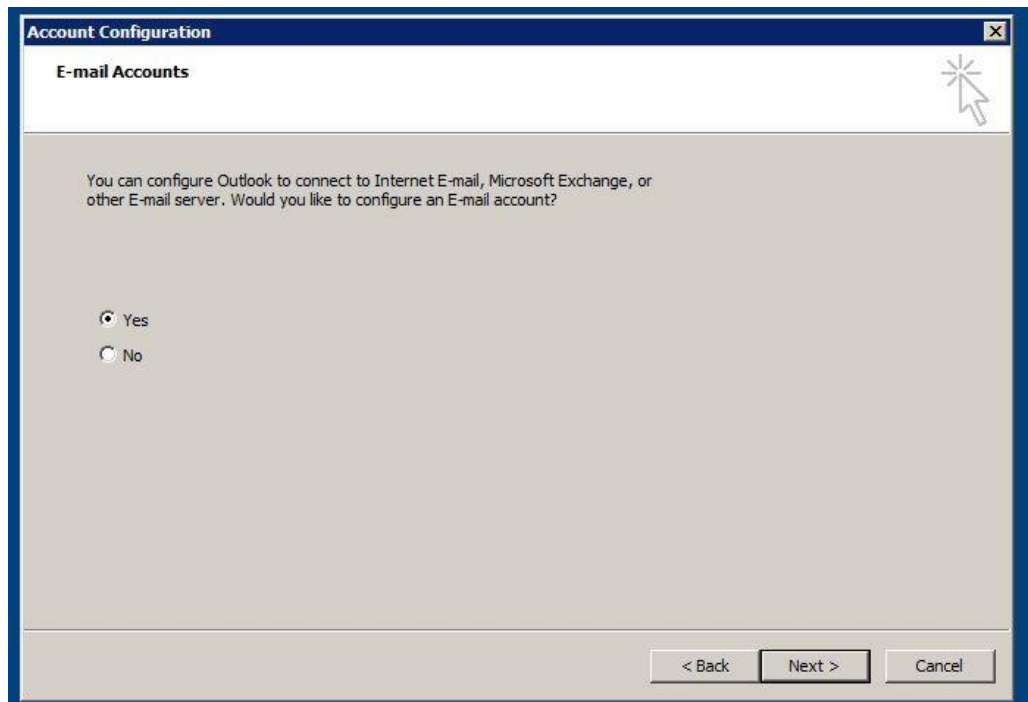The first time you open Outlook, you should see this screen.

Click "Next"

Account Configuration

By default, this is the screen you will see next.

Click "Next"

Add New Account

This screen comes up next, with the fields empty, of course.

- Add your name

- Add your email address

- Type in your password

- Retype your password

- *Passwords in most cases are your "domain" password – this is the password you use when logging onto your Windows computer. Try this first

- *In some cases, this is a separate Outlook email password that you use. Try this second

- When finished, click "Next."

Add New Account

The screen on the top right appears next.

- When the connection, server settings, and log in are successful, you'll see the screen shown on the bottom right. Be patient, it takes a minute.

- If you are successful, click "Finish."

- If you see a message that the connection was *unsuccessful*, click "Back," recheck your credentials for spelling, and/or try the email password (if you have one separate from the domain pw).
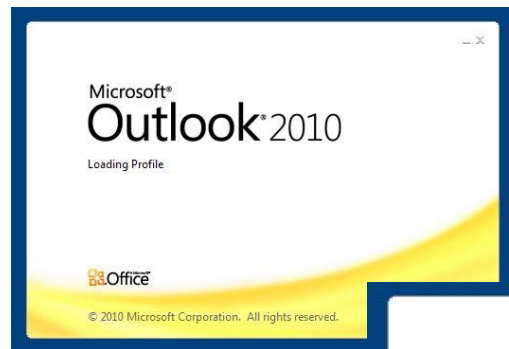
- Click "Finish" once successful.
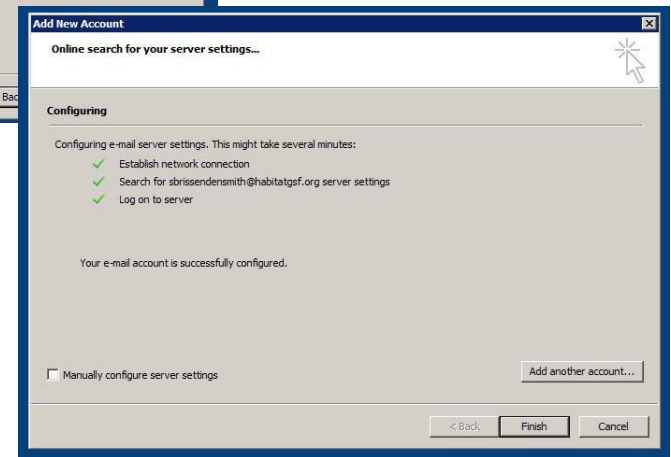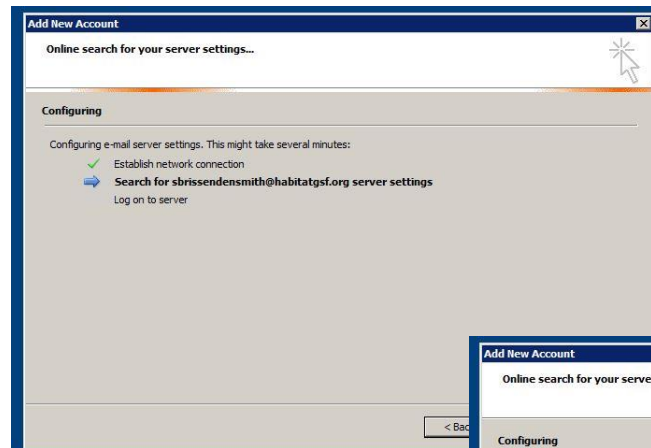
Outlook will launch

Your profile is loading...

Momentarily, you will see a prompt to enter a User Name.

It is not mission critical what you enter here, though what you enter in the fields will be seen by the recipient of your emails.

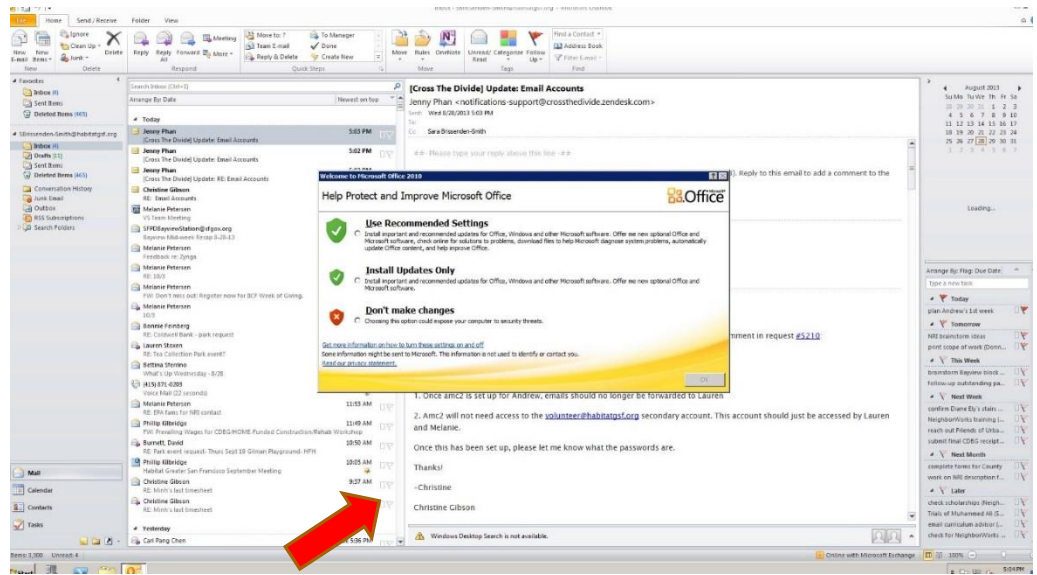- Enter Name and Initials and click "OK."

Outlook loads emails...

Outlook mail client will appear and you will see your emails start to load from your email server. This can take several minutes to complete. Be patient.

While that happens, you will see the the *"Help Protect and Improve Microsoft Office"* window.

Click "Don't Make Changes"

The Outlook Add-Ins Tab

In the Outlook ribbon, locate the "Add-Ins" tab. This is the tab and part that interacts with RE.

If you *do not see the add-ins tab*, do the following:

1. Close Outlook

2. Log the user off the Concourse remote desktop

3. Log the user back into the Concourse remote desktop

4. Launch Outlook

You should see the "Add Ins" tab now.

If you still do not see the Add-Ins tab after following the above steps, please contact us at
support@concoursehost.com