Set Up Your CUMC Email in Outlook for Windows

Outlook is part of the Microsoft Office Suite that is free under a site license for CUMC staff and students, see [http://cumc.columbia.edu/it/getting_help/software.html](http://cumc.columbia.edu/it/getting_help/software.html). Before setting up Outlook please:

- Verify that your account is active by logging in to Web Outlook: [https://mail.cumc.columbia.edu/owa](https://mail.cumc.columbia.edu/owa)
- Make sure that you have changed your CUMC email password from any default one that was provided to you. See [http://cumc.columbia.edu/it/howto/domain/change.html](http://cumc.columbia.edu/it/howto/domain/change.html) for instructions.
- Log in to [https://uniapp.cc.columbia.edu/acctmanage/mailforwarding](https://uniapp.cc.columbia.edu/acctmanage/mailforwarding) to verify that mail sent to your @columbia.edu virtual address will be forwarded to your @cumc.columbia.edu account.

### Configuring Your Email in Outlook

Instructions can be used with Outlook versions 2016, 2013 or 2010.

1. Open Mail settings: click the Start icon in the bottom left corner of your computer screen, then type Control Panel in the search bar or select it from the menu that appears. In the Control Panel select the User Accounts link, then the Mail icon.

2. If a Mail Setup window appears select Show Profiles; click the Add button near the center of the Mail window.

3. At the New Profile window type CUMC in the Profile Name field.

4. The Add Account window will appear. Make sure E-mail Account is selected, then type in your name and your full email address: youruni@cumc.columbia.edu (using your own UNI).

5. Type your CUMC email password in both the Password and Retype Password fields, then click the Next button in the lower right. The Mail program will attempt to connect to the CUMC mail server and find your account; this may take a few moments.

6. Once Outlook has found your account a login window will appear. If the password field appears directly below your email address, select Use another account, then enter:

   - MC\youruni - using your own UNI instead of youruni
   - your CUMC email password

7. After successful login, your UNI will change to the full Exchange account address, with the Server and User Name underlined. Select the Next button in the lower right.

8. A success message will appear. Click the Finish button in the lower right, then OK to close the Mail window.

9. Open Outlook and enter your password when prompted. Outlook will open to your Inbox and messages. To verify your email is working properly, try sending and receiving a test message.

See page 2 of this handout if you were not able to connect, and visit [http://www.cumc.columbia.edu/it/howto/email/outlook-win.html](http://www.cumc.columbia.edu/it/howto/email/outlook-win.html) for more help using Outlook on Windows.
Troubleshooting
If you were not able to connect to the Exchange server successfully, the Mail setup will typically stall at step 5 or 6 of the instructions on the first page of this handout. Please try the following:

1. Click Cancel to close any open Windows Security - Mail Application login prompts.
2. At the Add account window (step 4 of the prior instructions), check the lower left option for Manual Setup... or to Change account settings, then click the Next button in the lower right.
3. A Choose Service window will appear. Select Microsoft Exchange Server or compatible service, then click Next.
4. You will need the CUMC Exchange Server name; please use your Columbia UNI and password to log in to https://secure.cumc.columbia.edu/cumcit/popup/outlook-win.html online to view this confidential server name.
5. Type in the Server name, then your UNI in the User Name field. If you will be using the computer off-campus or still not able to complete setting up email, follow these additional steps; otherwise skip to step 6 below.
   i. If you are off-campus while setting up your email, log in to CUMC VPN first. Instructions to set up VPN are at http://www.cumc.columbia.edu/it/vpn
   ii. Select the More Settings button in the bottom right of the Server Settings window. If an Action cannot be completed... error appears, click OK and then Cancel to bypass the error.
   iii. In the Microsoft Exchange window that appears, select the Connection tab.
   iv. Check Connect to Microsoft Exchange using HTTP, then select the Exchange Proxy Settings button.
   v. In the Microsoft Exchange Proxy Settings window select:
      • In Use this url to connect to my proxy server for Exchange enter: mail.cumc.columbia.edu
      • Make sure the option to Connect using SSL only is checked, but that the box immediately below it to Only connect... is not checked.
      • Under the Proxy authentication settings, use the drop down arrow to change to Basic Authentication.
   vi. Select OK to close the Proxy Settings window, then OK again to close the Microsoft Exchange window.
6. Click the Check Name button. Outlook will attempt to connect to the CUMC Exchange server and find your account; this may take a few moments. Return to step 7 of the instructions on the first page of this handout to finish setting up your email.

Additional Help
The Email at CUMC pages have links to FAQs, tutorials and other information on using your CUMC account: http://cumc.columbia.edu/it/howto/email/index.html

For Outlook 2016 training and tutorials please see https://support.office.com/en-us/outlook
   • If you are using another version of Outlook, visit the link above and select the See more tutorials link at the right, then select your version.
   • Note that tutorials or support may have different instructions depending on the type of email account you are using; CUMC email uses Exchange.