# Knowledge Base Article

SETTING UP OUTLOOK 2016 FOR OFFICE 365

Problem Description

Towne is moving from our current email server to an Office 365 environment. When this is completed, users will need to have their Outlook 2016 client reconfigured to connect to the new email server. Please follow the steps below to link Outlook to the new Office 365 environment so that email will work.

Resolution

- Open the Control Panel on your PC. Click on the Start Button and either type Control Panel or click on the button for Control Panel on the right side of the Start Menu
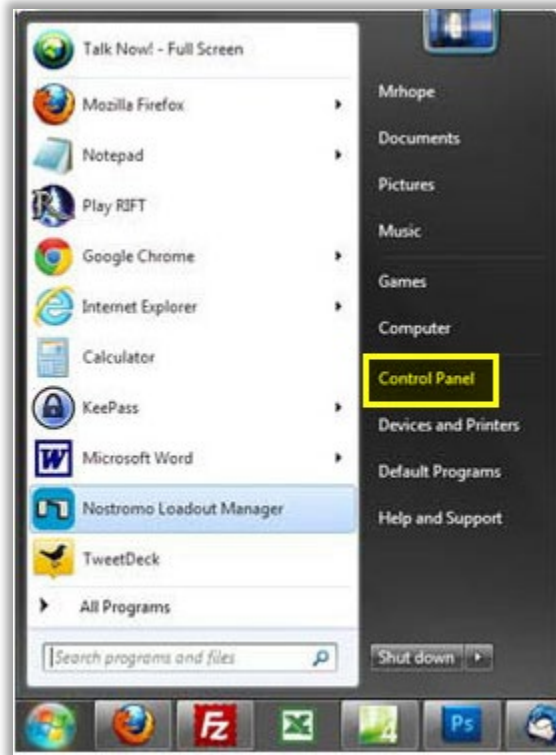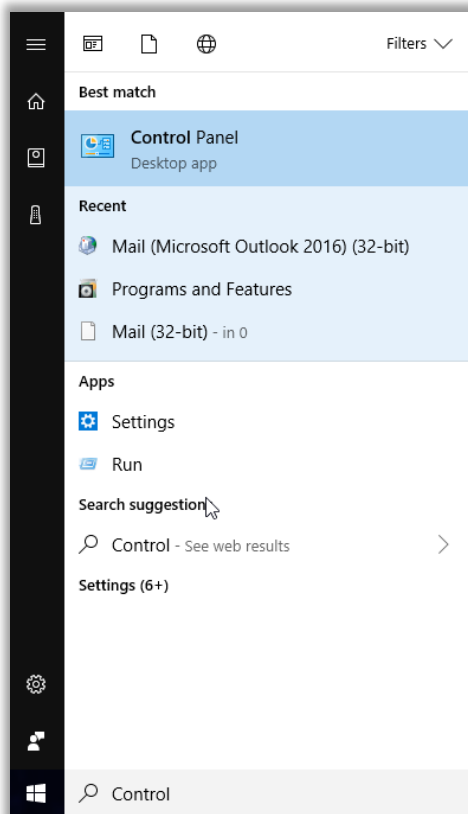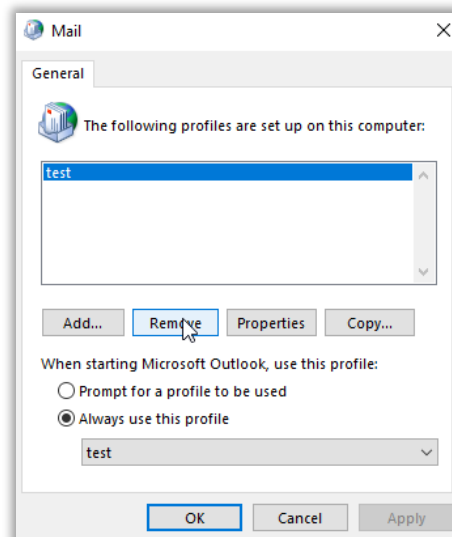
- When you see the Control Panel appear, click on "Mail (Microsoft Outlook 2016) (32-bit)".

  o You may have to click View By towards the top right and choose Large or Small icons instead of Category.
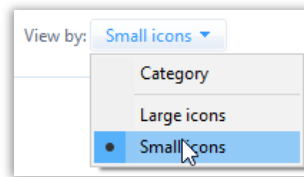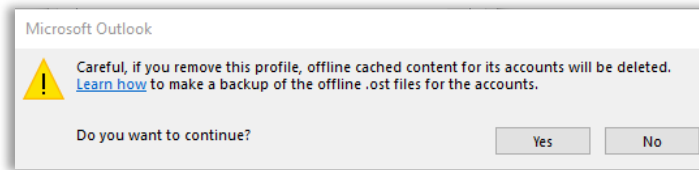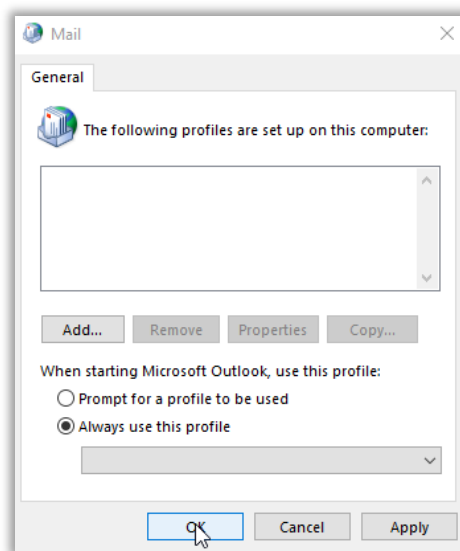
- Click on "Show Profiles"
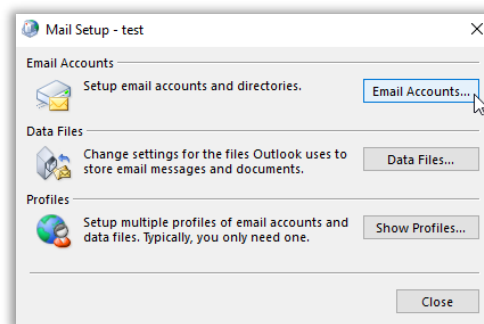
- If you see a profile listed, click on it to highlight it and then choose "Remove"
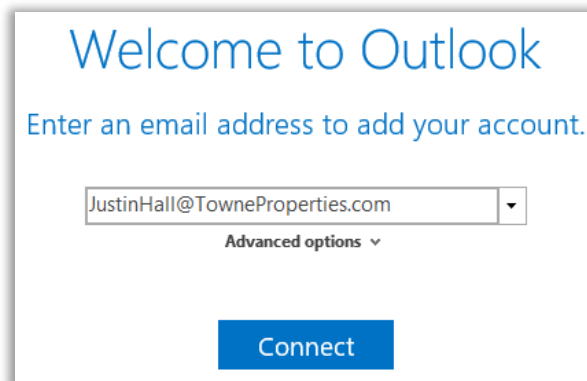
- Click "Yes" on the popup.

- Click "OK" to close the Mail dialog window.

- At this point, the Outlook client needs setup to connect to your account within the Office 365 environment.

- Open Outlook from the start menu or from the taskbar if you have a shortcut for it.

- Type a Profile Name and click OK. The profile name does NOT need to match your username / name.
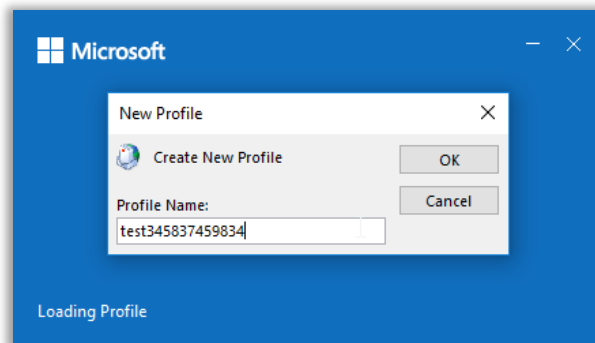
- Click Connect.

- Uncheck "Set up Outlook Mobile on my phone, too" and click "OK"

Adding JustinHall@TowneProperties.com

Account setup is complete

OK

☑ Set up Outlook Mobile on my phone, too
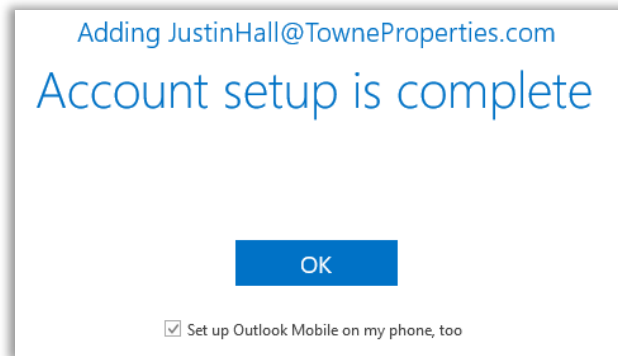
- At this point, Outlook should begin to load with your email account. You may be prompted for your password. Enter your Towne password and click OK.

Please contact Towne Properties Support help@towneproperties.com if you have any questions.