Set Up Your CUMC Email on Outlook 2013 for Windows

Outlook 2013 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. Before setting up Outlook please:

- Verify that your account is active by logging in to Web Outlook: https://mail.cumc.columbia.edu/owa
- Make sure that you have changed your Exchange password from any default one that was provided to you. See http://cumc.columbia.edu/it/howto/domain/change.html for instructions.
- Log in to 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 2013

Instructions with more screenshots are online at http://cumc.columbia.edu/it/howto/email/profile13.html

1. Open Mail settings: click the Windows Start icon in the lower left corner of your screen, then Control Panel. In the Control Panel select the Mail icon (under User Accounts and Family Safety). Windows 8 systems can search for Control Panel.
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 Exchange account 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 Mail has found your Exchange account, a Windows Security - Mail Application login prompt will appear. Type in:

   - mc\youruni - using your own UNI instead of youruni
   - your Exchange account password

7. After Mail is able to successfully 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 login as in step 6. Outlook will open to your Inbox and messages. Try sending and receiving a test message to verify that your Exchange account is working properly.

See page 2 of this handout if you were not able to connect, or for more Outlook 2013 help and settings.
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/outlook13.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

If you are new to Outlook 2013, see Microsoft’s Training Courses for Outlook 2013 page for basics on using the Calendar, setting out of office replies, searching using Contacts and more: