



Set up email in Outlook for Mac 2011

You can connect to your Office 365 or other Microsoft Exchange based email account Microsoft Outlook for Mac 2011 by using only your email address and password.

NOTE If you are not using an Office 365 or other Exchange-based account, see [Add an email account to Outlook for Mac 2011](#). For more information, see [What is a Microsoft Exchange Server account?](#).

In this article

[Set up Outlook for Mac 2011](#)

[Troubleshooting connection problems](#)

[What else do I need to know?](#)

Set up Outlook for Mac 2011

1. Open Outlook for Mac 2011. On the **Tools** menu, click **Accounts**. If this is the first account you're creating in Outlook 2011, under **Add an Account**, click **Exchange Account**.

If you've previously created an email account for a different email address, in the lower corner of the **Accounts** dialog box, click **+**, and then click **Exchange**.

1. On the **Enter your Exchange account information** page, type your email address.
2. Under **Authentication**, make sure **User Name and Password** is selected.
3. In the **User name box**, type your complete email address. In the **Password box**, type your password.
4. Make sure **Configure automatically** is selected, and then click **Add Account**.
5. After you click **Add Account**, Outlook will perform an online search to find your email server settings. In the dialog box that asks if you want to allow the server to configure your settings, select the **Always use my response for this server** check box, and then click **Allow**.
6. If Outlook is able to set up your account, you'll see the account you set up in the **Accounts** dialog box. Close the **Accounts** dialog box. If Outlook isn't able to set up your account, see the next section in this article.

Troubleshooting connection problems

- If your email account is the type that requires registration, you must register it the first time you sign in to Outlook Web App. Connecting to your email account through Outlook will fail if you haven't registered your account through Outlook Web App. After you sign in to your account, sign out. Then try to connect using Outlook. For more information about how to sign in to your account using Outlook Web App, see [Sign in to Outlook Web App](#).

- If Outlook isn't able to set up your account, do one or more of the following:
 - Wait a few minutes and try again.
 - If you need to connect to your email account immediately, use a Web browser to connect to your account using Outlook Web App. For information, see [Sign in to Outlook Web App](#) or. You may also be able to connect to your account by using an email program that supports POP or IMAP. For more information, see [Use IMAP or POP email programs](#).
 - Review the troubleshooting article, [I can't connect to my Exchange account](#).
 - If you have an Office 365 account, be sure to visit the [Office 365 Community](#).
 - If you know the name of the person who manages your mailbox (sometimes called an email administrator), contact them and report the error you get when you try to connect with Outlook.

What else do I need to know?

- If you have an Office 365 account and have not yet installed Office 2011 for Mac, see [Install Office on your PC or Mac with Office 365 for business](#).
- If you're using Office 365, see [Use my current Office for Mac apps with Office 365](#) for information about using Office 365 on your Mac.
- For information about using Outlook 2011, see [Outlook for Mac 2011 Best Practices: Set up Outlook to work for you](#).
- If you have already installed Office, but are asked for a product key when you try to use Outlook, you may be using Office 2011 Home and Student, which does not include Outlook. For more information about this and other issues, see [Known issues in Outlook 2011](#).
- For more information about the different ways you can access your Office 365 or other Exchange-based account using a Mac, see [Access your account using a Mac](#).

[Top of Page](#)

Applies To: Outlook Web App for Office 365 Small Business, Outlook Web App, Outlook Web App for Office 365

Was this information helpful?

YES

NO



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