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## Email (Outlook)

Jen Sommerfeldt - 2024-05-08 - [PennO365](#)

## Email (Outlook)

### Configuration Instructions for PennO365

- [Access Email Remotely](#) (login required)

Click on the sections below for instructions on how to configure your computers and devices for PennO365 email.

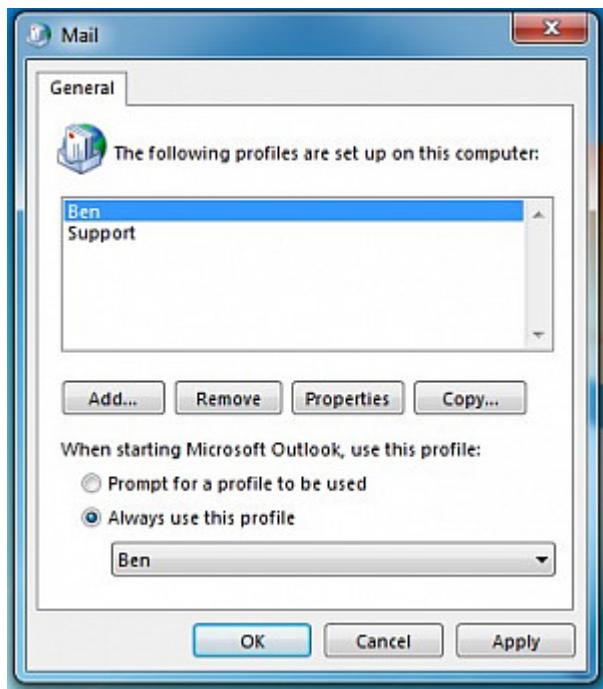
#### Configuring your Windows PC for PennO365 email and calendar

Where possible, we recommend **setting up a new profile**, rather than adding an account to an existing profile. This avoids problems and many customizations are automatically saved.

1. **Close Outlook** on the desktop/laptop you're configuring. This process will not work if Outlook is running.
2. Click on **Start** (the Windows icon in the lower, left-hand corner).
3. Click on **Control Panel** (or, if you have Windows 10, type **Control Panel** in the search field).
4. Type in "**mail**" in the search bar.
5. Click on **Mail (32-bit)**.
6. Under Profiles choose **Show Profiles**.
7. Click **Add**.
8. Choose a name that you will remember for the profile (e.g., Ben Franklin).
9. At the "Account Setup" window (Figure 1), some information will prepopulate. Change the email address information to **<PennO365>@upenn.edu** (take out "**nursing**").



1. Enter your PennO365 password and click **Next**.
2. You should get 3 green checkmarks during the configuration. Click **Finish**.
3. You should see the window in Figure 2. Choose the new profile. Select “**always use this profile**”.



### Configuring your MacOS Computer for PennO365 email and calendar

The steps below are for Outlook 2016 and may vary depending on your version of Outlook. It also assumes an existing installation of Outlook 2016.

1. Launch Outlook.
2. Choose the Tools menu and select Accounts.
3. Under the list of accounts in the left pane of the Accounts window, click the plus sign (+) and select Exchange.

4. In the Exchange account information dialog box enter the following:

Email: Your PennO365 username (e.g., benfranklin1749@upenn.edu).

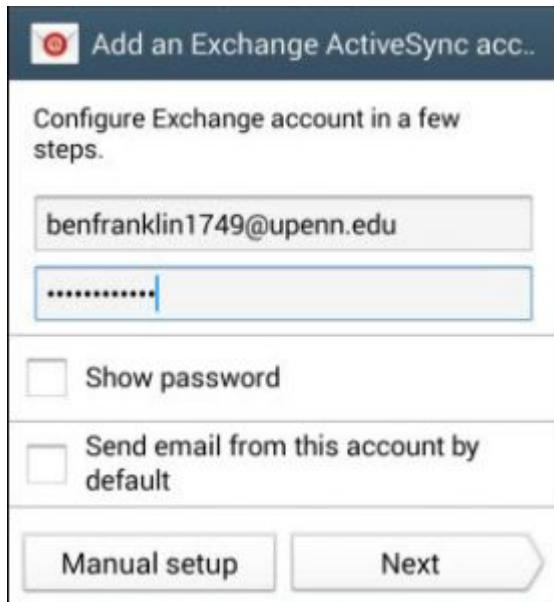
1. Username: Your full PennO365 username (e.g., benfranklin1749@upenn.edu).
2. Password: Your PennO365 password.
3. Configure Automatically: Leave the checkmark in place.
5. Click the Add Account button. You should begin to see your email showing up in Outlook, and you can now use Outlook to manage your PennO365 email.
6. Calendar Information: Outlook will automatically include your calendar information when you configure your mail.

### Configuring your Android device for PennO365 email and calendar

1. Tap Settings > Accounts > Add account > Microsoft Exchange ActiveSync

2. Fill in the email and password fields (Figure 1 - see below):

1. Email address: Your PennO365 username (e.g. benfranklin1749@upenn.edu).
2. Password: Your PennO365 password.



1. Select Manual Setup and choose Exchange. (In some versions you may not need to choose Exchange.)
2. On the Exchange server settings screen, review your settings and update if necessary (Figure 2).
  1. Email: Your PennO365 email address (e.g. benfranklin1749@upenn.edu).

2. Domain/Username: Your full PennO365 email address (e.g. benfranklin1749@upenn.edu).
  1. If Domain and Username appear as separate fields in your version of Android:
    2. Leave the Domain box empty
    3. Type your full PennO365 email address (e.g. benfranklin1749@upenn.edu) in the Username box.
  3. Password: Your PennO365 password.
  4. Exchange Server: outlook.office365.com
  5. Use secure connection: Selected
3. Tap Done. (You may need to scroll down.)
4. You may receive a message about additional security features. Select OK to continue.
5. On the Account Options screen, choose how you want your account to sync on your device and tap Next.
6. On the Set up email page, you can change the name of your account. When you're finished, tap Done/Next.
7. Your calendar should sync automatically.

## Configuring your iOS device for PennO365 email and calendar

1. Tap Settings > Mail > Accounts
2. Tap Add account
3. On the Add Account page, tap Microsoft Exchange.
4. Fill in the email and description settings:
  1. Email address: Your PennO365 username  
example: [benfranklin1749@upenn.edu](mailto:benfranklin1749@upenn.edu)  
(do not include nursing)
  2. Description: A description for your Penn email account that you'll remember (e.g. Work).
5. Tap Sign-In to be redirected to enter your PennO365/Pennkey password.
6. Select the features you'd like to sync. By default, your PennO365 Mail, Contacts, Calendar, Reminders and Notes information will synchronize with iPhone/iPad. Tap Save.
7. If you do not have a passcode on your phone, you will be prompted to create a passcode, tap Continue

and type a minimum four-digit passcode. A passcode is required to use Penn email and calendar on your device.

8. Your Exchange account now appears in the Accounts section.

## **LinkedIn Learning Videos (Faculty and Staff)**

### **Outlook for Web**

- [Intro to Outlook for Web \(Email and Calendar\)](#)

### **Outlook 2016**

- [Email in Outlook 2016](#)
- [Calendar in Outlook 2016](#)

### **Outlook 2013**

- [Email in Outlook 2013](#)
- [Calendar in Outlook 2013](#)

**Note:** Microsoft renamed its web client from Outlook Web App (OWA) to Outlook on the web. Although many Microsoft web pages still use Outlook Web App or OWA, Penn-produced documents will use Outlook on the web. For additional information, contact the [ITS Service Desk](#).

## **Contacts**

□ 8:30 am - 5:00 pm

□ (215) 898-5981

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[Open a Ticket](#)