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MelbourneOnline Hosted Exchange Setup

Your email on our Hosted Exchange servers can be accessed by multiple devices including PC, Mac, iPhone, iPad, Android, Windows Phone and of course webmail.

It's all about making it easy for you to access your email when you want and how you want.

Usually it takes no more than 15 minutes to setup your mail on a new device. If you run in to trouble we can assist over the phone or connect directly to your PC or Mac via our remote control software.

Below we've outlined instructions for popular email software. If your device or software isn't listed, give us a call on **1300 721 821** or email support@MelbourneOnline.com.au

Webmail

Our webmail solution provides access to all of your emails and is included with both our Basic 1Gig Mailboxes and Premium 50Gig Mailboxes.

Webmail can be found at <http://owa.melbourneonline.com.au>

There is also a convenient link to Hosted Exchange Webmail at www.MelbourneOnline.com.au

If you've selected our Premium 50Gig Mailbox then you can also access configure the following email solutions on your PC, Mac, phone and tablet.

Remember we're here to help so if you run into trouble contact us for assistance.



Outlook on your PC

Exchange mail can be accessed with MS Outlook 2007, 2010 and 2013.

The instructions below will guide you through setting up your PC. There may be some variation depending upon your exact version of MS Outlook and whether you running Windows 7, 8 or 10.

1. Close Outlook
2. Click the Start button near the bottom left corner of the screen
3. Select "Control Panel" from the menu
4. Select "Mail" (or could be called "Mail 32" depending upon your version of Windows)
5. A Mail Setup window should appear
6. Click "Email Accounts" button.
7. Ensure you're on the "Email" tab
8. Click New or Add button.
9. Select "Email Account" then click Next
10. In the Add New E-mail Account wizard enter Your Name, Email Address and Password (twice) in the boxes then click NEXT.
11. Your computer will try to discover your mailbox settings over a secure internet connection. You could be prompted to allow Outlook to perform redirection from one site (unsecure) to another (secure). Allow this redirection.
12. Your computer should then complete the setup of the new email address
13. On starting Outlook for the first time you may need to re-enter the password and tick a small box to tell Outlook to remember your password

iPhone / iPad

Depending upon your iPhone / iPad version, there may be some variation to the instructions below.

1. From the device's home screen tap **Settings**, then **Mail, Contacts, Calendars > Add Account > Microsoft Exchange**.
2. On the **Exchange** screen enter:
 - **Email:** Type your e-mail address
 - **Domain:** If this field exists leave this field blank.
 - **Username:** Type your e-mail address
 - **Password:** Type your mailbox password



- **Description:** Enter account description (default value equal to e-mail address entered above).
3. Tap **Next** on the upper right corner of the screen. Your device will now try to locate your Exchange server using Microsoft's Auto-discover service.
 - If the server cannot be located, the server name will need to be entered manually. Enter server name exchange.openconnect.com.au and tap **Next**:
 4. Choose which type(s) of data you would like to synchronize: **Mail**, **Contacts**, and **Calendars**. Note that by default, only 3 days' worth of email is synchronized. To synchronize more, go into **Settings**, then **Mail**, **Contacts**, **Calendars**, select your Exchange account, and tap on **Mail days to sync**.
 5. Tap **Save**.
 6. If you're prompted to create a new passcode, tap **Continue** and enter a numeric passcode. You'll need to enter the passcode twice.

Mac Mail on your Mac

If your version of Mac supports Exchange:

1. Open Mail
2. From the Mail menu, choose Preferences, then click Accounts.
3. Click the plus sign (+) to add an account.
4. Select Exchange from the list of account types, then click Continue. *(if Mail does not include Exchange as an option then please follow the alternative instructions below)*
5. Enter your name, email address, and password, then click Continue.
6. Mail will now attempt to "auto-discover" your mail settings, If the auto-discover fails, then *please follow the alternative instructions below*
7. Features such as contacts and calendars can also be used with Exchange. Select the options you want to use, then click Continue.
8. In earlier versions of OS X, a summary sheet appears when you complete setup. If the summary is correct, click Create. If you need to make changes, click Go Back. Select "Take account online" to start using the Exchange account.

Alternative Instructions for Mac versions which do not support Exchange



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If the above do not appear to match your version of the Mac software then please try these Alternative instructions:

1. Open Apple Mail
2. Click **Mail**, and select **Preferences**.
3. Click the plus sign (+) at the bottom to add a new account.
4. Set **Account Type** as IMAP
5. Enter **Account Description, Name** and **Email Address**
6. Click on **Continue**.
7. Fill out the following fields:
 - **Your Name**: type in your name that will be shown to your e-mail recipients in the From: field.
 - **Incoming mail server**: *exchange.openconnect.com.au*
 - **User Name**: your full email address
 - **Password**: your password above.
8. Click on **Continue** twice.
9. Fill out the following fields:
 - **Outgoing mail server**: *smtpauth.openconnect.com.au*
 - Check the **Use Authentication** checkbox.
 - **User Name**: your full email address
 - **Password**: your password.
10. Click on **Continue** twice.
11. Click on **Done**.
12. Click on **Server Settings**.
13. Check the **Use Secure Sockets Layer (SSL)** checkbox. Click on **OK**.
14. Select the **Advanced** subtab. Check the Use **SSL** checkbox.
15. Close the current window.
16. Click on **Save**.

Android

With so many variations of Android it difficult to provide step by step instructions that will apply to all devices.

Android versions 4 and above fully support Exchange email.

From the mail app within Android, select add new mail box then follow the steps from there.



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Normally you'll just need to enter your email address and password then Android will automatically complete the remaining steps.

As always we're here to help so if you get stuck, please send us your phone brand, model and Android version and we'll assist you with getting your emails working.

Other Smart Phones & Tablets:

Many smartphones and tablets include built in ActiveSync support for MS Exchange mailboxes. ActiveSync is the ideal method of connection as for most phones this will also synchronise calendar and contacts.

If ActiveSync is not available, IMAP is the next best option as this will provide synchronisation of all email folders.