Help Document Series: Adding a Clark Email in Outlook 2016

This document will guide you through configuring your Clark email in Outlook 2016 for OS X (Mac). You will need an active Clark email account and an internet connection.

Step 1.
Open Outlook. On the menu bar, select Tools, then select Accounts....

Step 2.
If you have not added any email account in Outlook, choose Exchange (employees) or Outlook 365 (students).

Otherwise, select + on the lower left-hand corner of the window, then choose Exchange....
Step 3.
You will be prompted to enter your account information.

For E-mail address, if you are adding your primary Clark email, enter your full Clark email address (username@clarku.edu). If you are adding a group mailbox, enter the group mailbox’s full email address.

Under Authentication, for Method, choose User Name and Password.

For User name, enter your full Clark email address (username@clarku.edu) even if you are adding a group mailbox.

For Password, enter your Clark account’s password.

Ensure Configure automatically is checked, then click Add Account.

Step 4.
Once the email account has been added, it will appear on the left side of the Accounts window as shown.

A green indicator should appear next to the account after a short period, indicating that it has been successfully configured.

If the indicator is yellow, review the settings on the right-hand side and ensure they are correct. If you are still unable to configure the account, please contact the Help Desk.

Note: We recommend entering Clark Email in the Account Description field.

Step 5.
While still in Accounts, click Show All at the top left. Click General setting.
On folder list Uncheck Group Similar Folders and Check Hide On My Computer

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508.793.7745 or helpdesk@clarku.edu.

1/27/2016