

# Configure Outlook for Hosted Mail using ActiveSync

## Outlook 2016 or higher from Office 365 on Windows

If you installed **Outlook 2016**, **Outlook 2019** or **Outlook for Office 365** from Office 365 (i.e. downloaded and installed from Office 365), please be advised that those versions of Outlook have an issue with autodiscover. Because of this, you must first disable the **Simplified Account Creation wizard** in order to setup your mailbox with our Hosted Mail.

### Disable Simplified Account Creation wizard

You can [disable the Simplified Account Creation](https://support.microsoft.com/en-us/topic/how-to-disable-simplified-account-creation-in-outlook-2016-outlook-2019-and-outlook-for-office-365-662bf4f8-c357-dbc8-53b3-ff8f445e8247) wizard by following the instructions outlined at the link below:

<https://support.microsoft.com/en-us/topic/how-to-disable-simplified-account-creation-in-outlook-2016-outlook-2019-and-outlook-for-office-365-662bf4f8-c357-dbc8-53b3-ff8f445e8247>

Alternatively, you can download and import the [disable\\_simplified\\_account\\_creation\\_wizard.reg](#) to your computer.

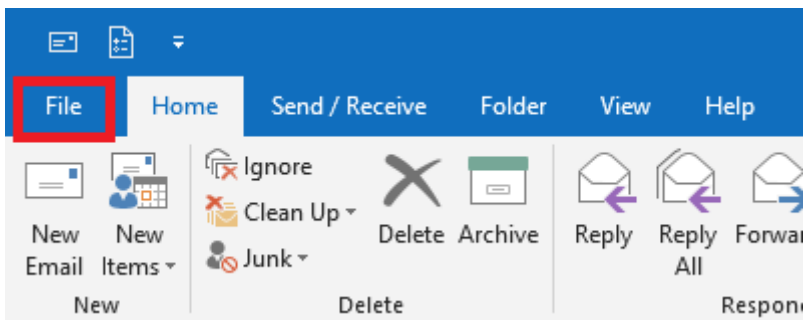
### Configure Outlook

Start Outlook

**If this is the first time starting Outlook**, the **Auto Account Setup** window will automatically launch.

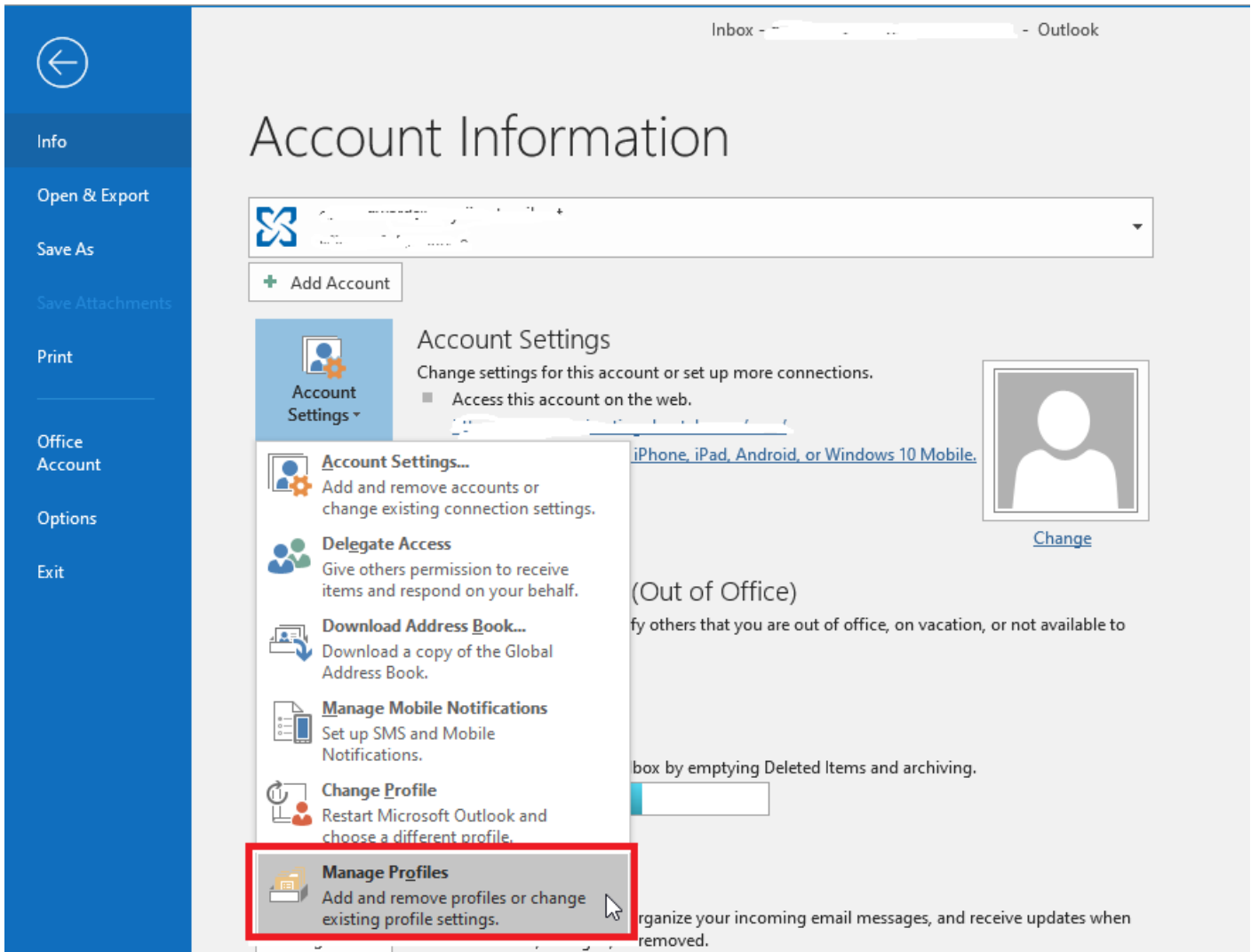
**If this is NOT the first time starting Outlook**, click on **File** on the upper left-hand corner ( **Figure 1**).

**Figure 1**



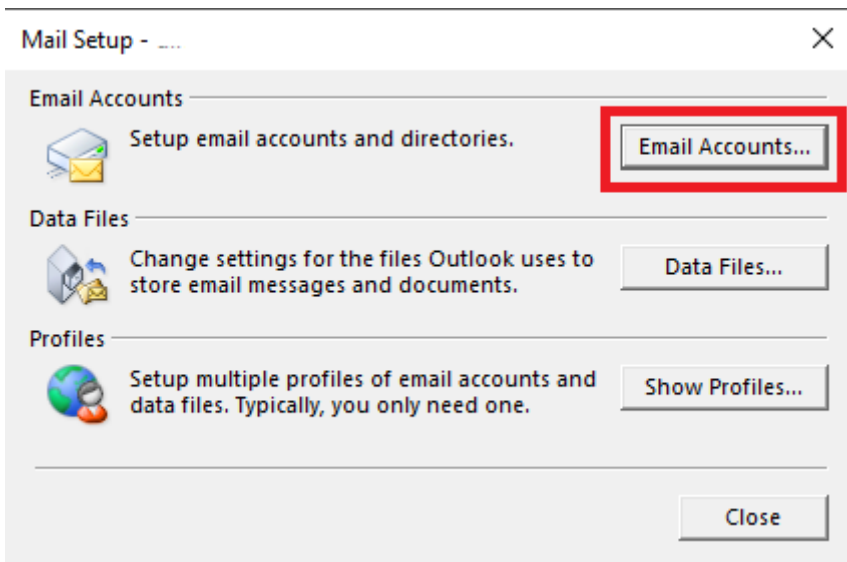
Click on **Account Settings**, and then click **Manage Profiles (Figure 2)**.

**Figure 2**



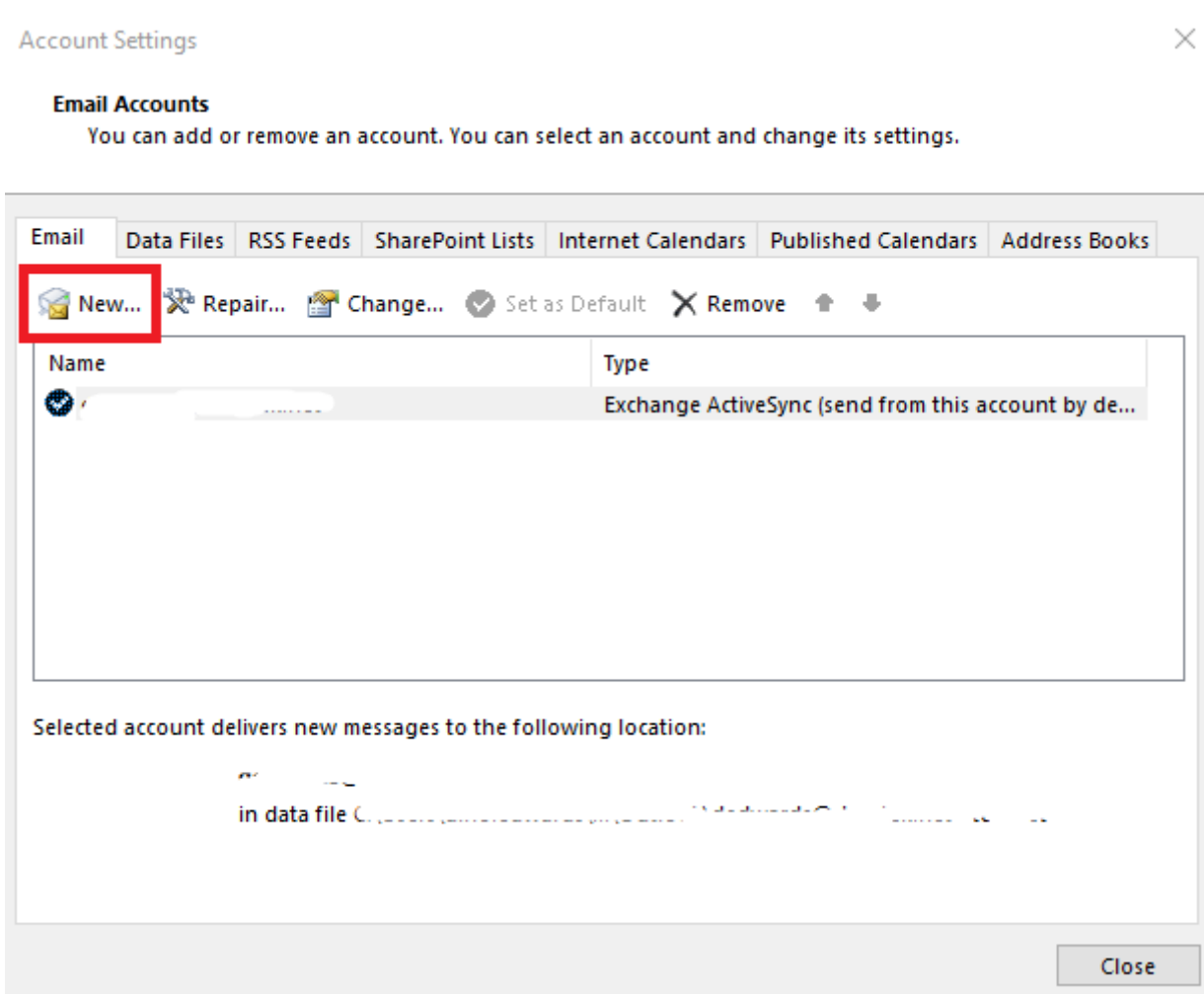
In the Mail Setup window, click on **Email Accounts...** (Figure 3)

**Figure 3**



In the **Email Accounts** window, click on **New...** (Figure 4).

**Figure 4**



In the **Auto Account Setup** window, select **Manual setup or additional server types** and click **Next** (Figure 5).

**Figure 5**

**Auto Account Setup**

Manual setup of an account or connect to other server types.

☐ **Email Account**

Your Name:

Example: Ellen Adams

Email Address:

Example: ellen@contoso.com

Password:

Retype Password:

Type the password your Internet service provider has given you.

☒ **Manual setup or additional server types**

&lt; Back

Next &gt;

Cancel

Help

On the **Choose Your Account Type** window, select **Exchange ActiveSync** and click **Next** ( **Figure 6**).

**Figure 6**

Add Account

Choose Your Account Type

☐ Office 365  
Automatic setup for Office 365 accounts

Email Address:   
Example: ellen@contoso.com

☐ POP or IMAP  
Advanced setup for POP or IMAP email accounts

☒ Exchange ActiveSync  
Advanced setup for services that use Exchange ActiveSync

< Back Next > Cancel Help

On the **Server Settings** window, fill out the all fields ensuring you set the **Mail server** field to **mail.hosting.deeztek.com** and click **Next** (**Figure 7**):

**Figure 7**

Add Account

**Server Settings**  
Enter the information that is required to connect to an Exchange ActiveSync service.

**User Information**  
Your Name: Joe Smoe  
Email Address: jsmoe@domain.tld

**Server Information**  
Mail server: mail.hosting.deeztek.com

**Logon Information**  
User Name: jsmoe@domain.tld  
Password: \*\*\*\*\*  
☒ Remember password

**Offline Settings**  
Mail to keep offline: All

< Back   Next >   Cancel   Help

If everything went well, you should see the following window indicating that Outlook connected successfully to our mail server. Click the **Close** button to continue (**Figure 8**).

**Figure 8**

Test Account Settings

Congratulations! All tests completed successfully. Click Close to continue.

Stop

Close

Tasks   Errors

Tasks	Status
✓ Log onto Exchange ActiveSync mail server ...	Completed

On the following window, click the Finish button (**Figure 9**).

**Figure 9**



You're all set!

We have all the information we need to set up your account.

☐ Set up Outlook Mobile on my phone, too

Add another account...

< Back

Finish

Help

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