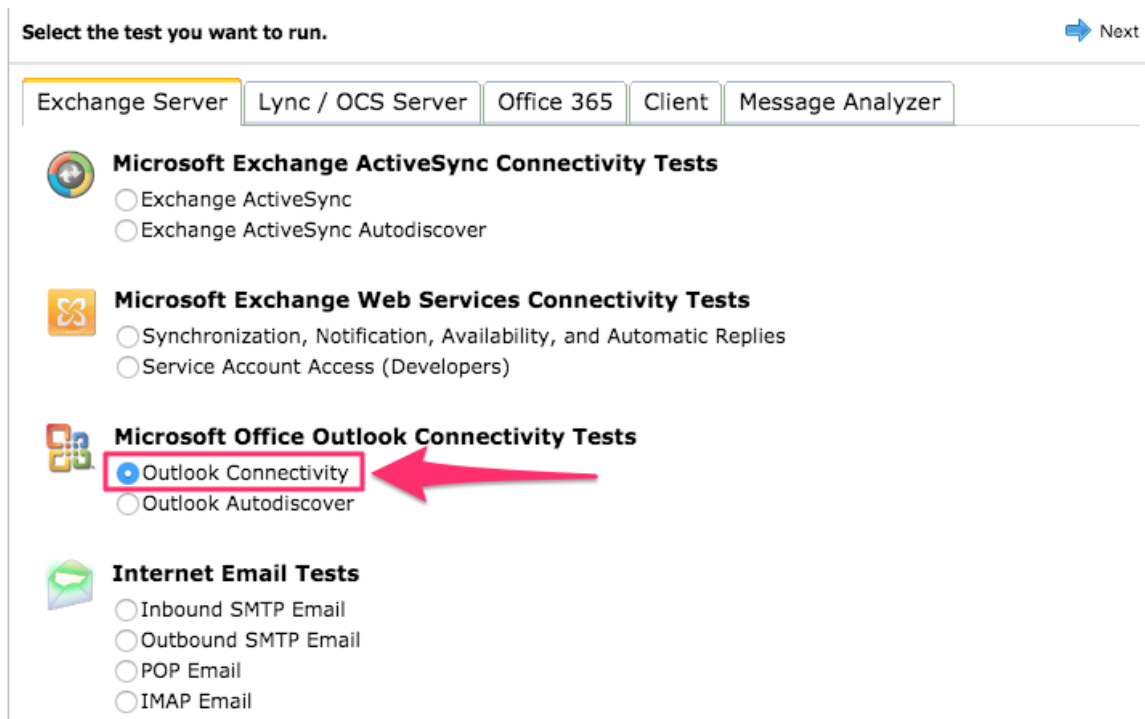# Manually Create an Outlook Profile for your Cloud-based Mailbox

Part 1: Retrieve your Mailbox Server GUID

Unfortunately Microsoft has made it rather tricky to manually create an Outlook profile that can connect to Exchange 2013. It is not enough to know your server name, username, and password. You also need to know the unique GUID that represents your mailbox server. Therefore, as part of this procedure, you will utilize Microsoft's "*Test Exchange Connectivity*" web-based tool in order to retrieve your mailbox server GUID.

1. Go to https://testexchangeconnectivity.com/
2. Select the **Outlook Connectivity** test

3. In the upper right-hand corner, click **Next**
4. Enter your account information in the boxes, and select **Use Autodiscover to detect server settings**

Outlook Connectivity

Email address:

user@example.com

Domain\User Name (or UPN):

user@example.com

Password:

•••••••••

Confirm password:

•••••••••

◉ Use Autodiscover to detect server settings

◯ Manually specify server settings

RPC proxy server:

Exchange server:

Mutual authentication principal name:

RPC proxy authentication method:

Ntlm ◇

5. Near the bottom of the page, check the box for "I understand that I must use the credentials of a working account". Then, enter the verification code.

   NOTE: the code is not case-sensitive – in other words, it doesn't matter if you type the code in upper case or lower case. If you find the code too difficult to make out, try clicking the "New" button to generate a new one.

☑ I understand that I must use the credentials of a working account from my Exchange domain to be able to test connectivity to it remotely. I also acknowledge that I am responsible for the management and security of this account.

Verification

Enter the characters you see
New | Audio

pxbwwm

Note: The verification code is not case-sensitive.

➜ Verify

6. After you have entered the code, click **Verify**.
7. After the code has been verified successfully, click **Perform Test** at the bottom right-hand part of the page.

pxbwwm

You are now verified for the rest of this browser session (30 minute maximum).

Notice

The Remote Connectivity Analyzer is a web-based tool that's designed to help IT administrators troubleshoot connectivity issues with their Exchange Server deployments. It lets administrators test connectivity to their Exchange domains remotely from outside their organizations' internal networks. To use this tool, you must enter the credentials of a working account from the Exchange domain you want to test. **To avoid the risk of your working credentials being exploited and compromising the security of your Exchange environment, we strongly recommend that you create a test account for the purpose of using this tool, and delete this account immediately after you've completed the connectivity testing.**

← Previous   → Perform Test

8. Be patient while the test is performed. It typically takes about 2 minutes.

Your test is being performed. Please wait.
(Status is checked every 5 seconds)

Testing Outlook connectivity.

9. When the test completes, click **Expand All**

Connectivity Test Successful with Warnings

Test Details   ↻ Start Over   ← Run Test Again

≫ Expand All

Testing Outlook connectivity.
    The Outlook connectivity test completed successfully.
    ▷ Additional Details
    ▷ Test Steps

10. Here is the tricky part. You will need to scroll down through the detailed results until you find the Autodiscover XML response. This is a large block of XML. Inside the Autodiscover XML response, you need to find the very first **<Server>** tag.
11. You should see a value that looks something like **686c9881-008b-49e5-83ab-af158c37c421@domain.com**. This is your unique Mailbox server

GUID. You'll need this when you manually create your Outlook profile, so copy and paste it into Notepad.

The Autodiscover XML response was successfully retrieved.

◢ Additional Details

Autodiscover Account Settings
XML response:
```xml
<?xml version="1.0"?>
<Autodiscover xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns="http://schemas.microsoft.com/exchange/autodiscover/responseschema/2006">
<Response
xmlns="http://schemas.microsoft.com/exchange/autodiscover/outlook/responseschema
006a">
<User>
<DisplayName>Vlad Test01</DisplayName>
<LegacyDN>/o=First Organization/ou=Exchange Administrative Group
(FYDIBOHF23SPDLT)/cn=Recipients/cn=7d69b2559aa34a1f8db2b41f7070f871-
Vlad</LegacyDN>
<DeploymentId>f026832a-45ce-4f38-8803-11a5065a34f1</DeploymentId>
</User>
<Account>
<AccountType>email</AccountType>
<Action>settings</Action>
<Protocol>
<Type>EXCH</Type>
<Server>f42b21f5-0188-4a2a-9779-02c40db96a73@solutionunion.com</Server>
<ServerDN>/o=First Organization/ou=Exchange Administrative Group
(FYDIBOHF23SPDLT)/cn=Configuration/cn=Servers/cn=f42b21f5-0188-4a2a-9779-
02c40db96a73@solutionunion.com</ServerDN>
```
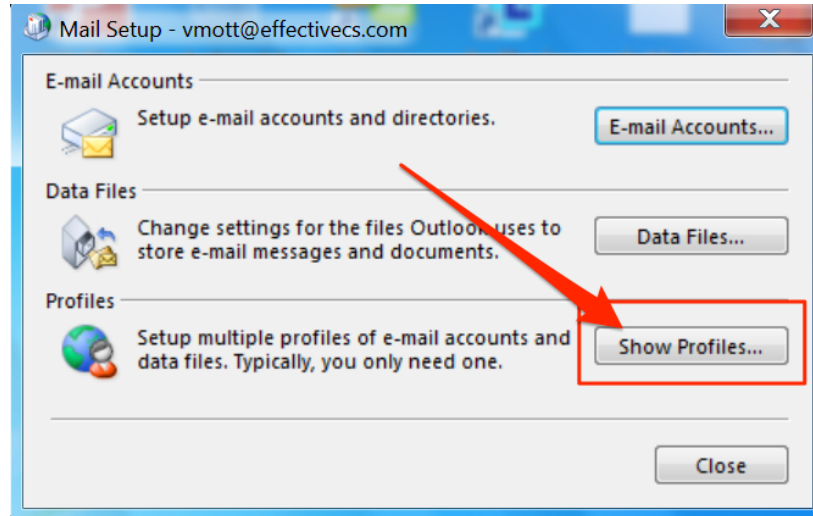
## Part 2: Manually Create an Outlook Profile

1. Open the Windows Control Panel
2. Go to the upper right-hand corner, click "**view by**" and select "**Small icons**".
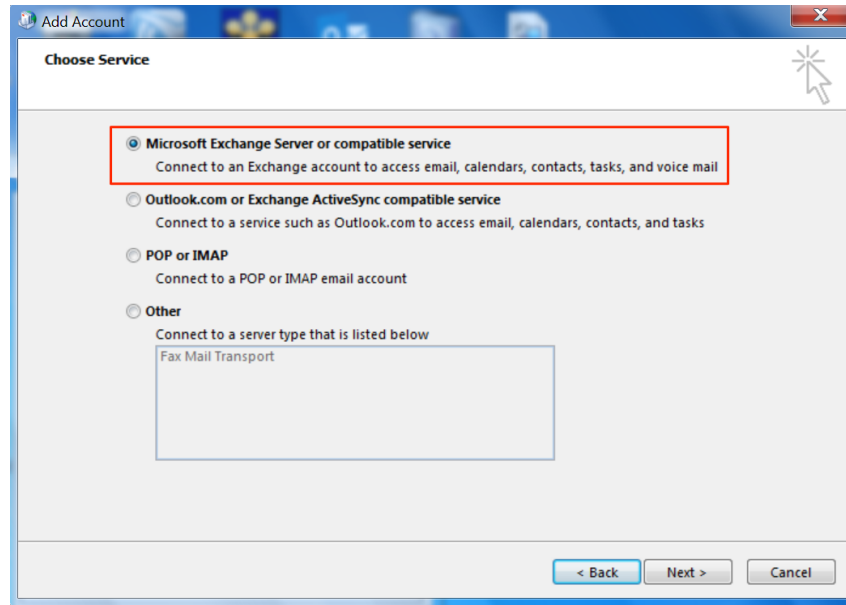3. Locate the "**Mail**" icon double-click it.
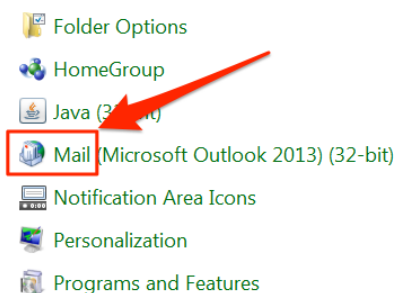
4. Click **Show Profiles**

5. Click **Add**
6. Enter a name for the profile, and click OK.
7. At the *Add Account* page, do not fill in any of the fields. Instead, select **Manual setup or additional server types**, then click **Next**.
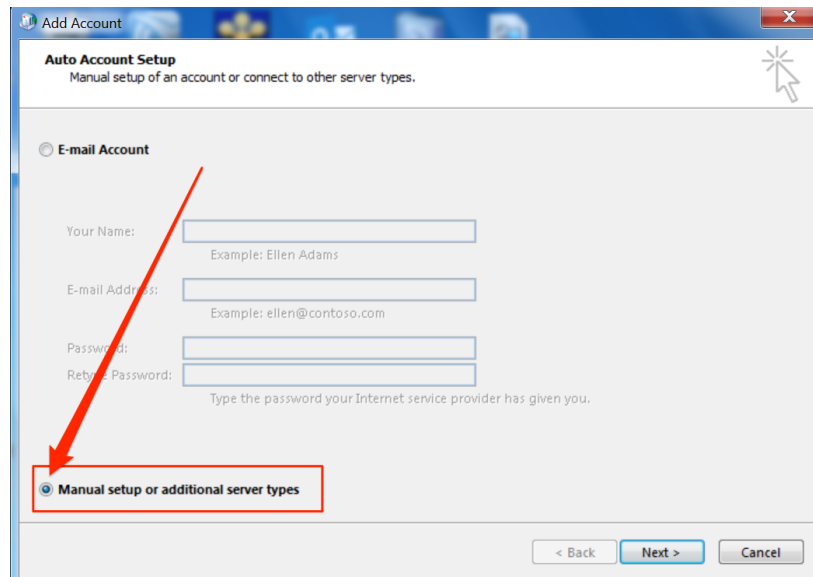
8. At the *Choose Service* page, select **Microsoft Exchange Server or compatible service**. Then click **Next**.

9. In the **Server** field, enter the unique Exchange server GUID that you retrieved in Part 1 of this document. Then enter your username in the **User Name** field.
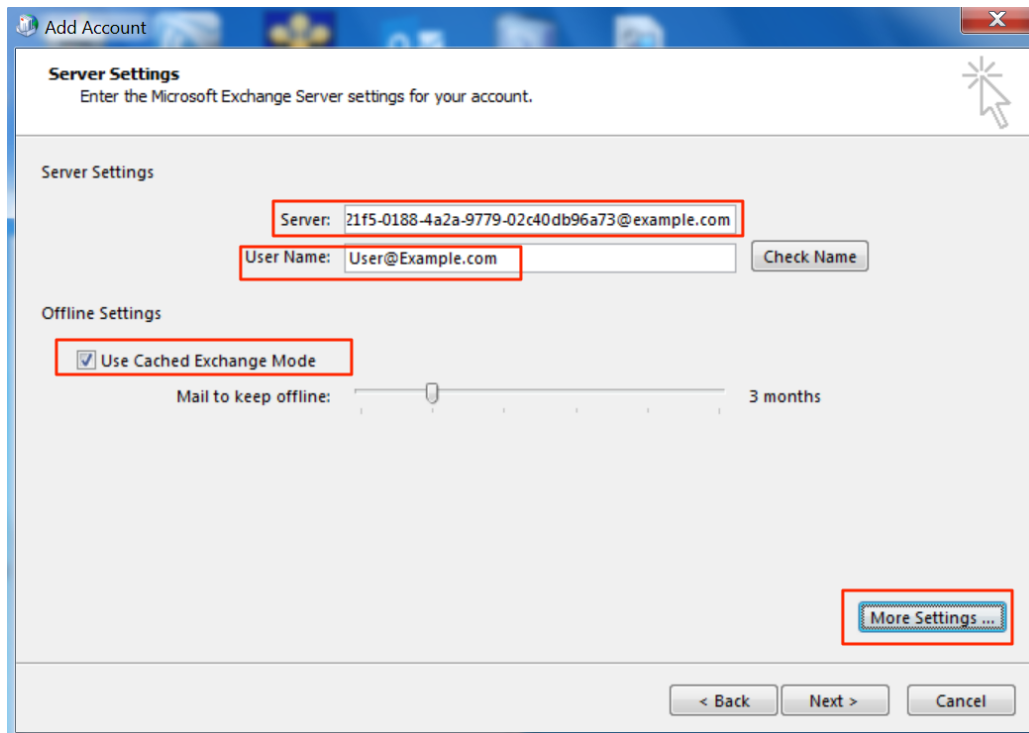

10. Verify that **Use Cached Exchange Mode** is selected, and use the slider to choose how much mail you want to be available to you when you're offline. Then click **More Settings**.
11. Go to the **Connection** tab

12. Select **Connect to Microsoft Exchange using HTTP**. Then click **Exchange Proxy Settings**.
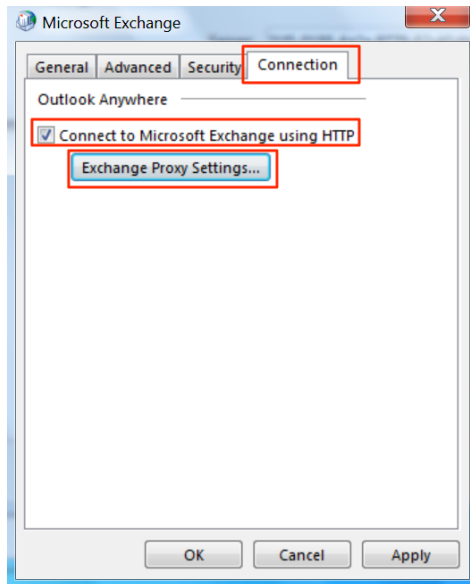
13. In the Microsoft Exchange Proxy Settings window, enter **mail.exmailto.com** as your URL.
14. Check "**On Fast Network Connect using HTTP first**", and change authentication to **Negotiate**
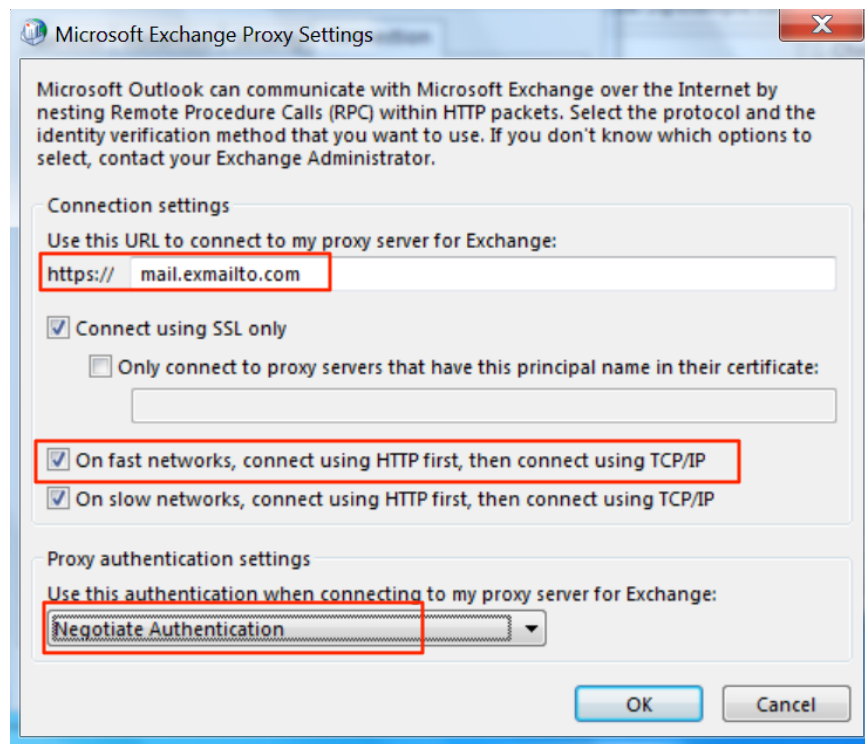
15. Click **OK** twice
16. Back at the Server Settings page, click **Check Name**.

17. You will be prompted for your credentials. Enter your username and password.
18. When your username becomes underlined, this means your profile has been successfully created. Click **Next**, then click **Finish**.