

# IT Services - Help Guides - Mail

## Outlook 2013 from Home

The following instructions are tested and work with Outlook 2013. However, due to firewall and other potential network issues outside of our control, we cannot at this time support Outlook on personal systems (beyond this guide) – if you are not able to connect your Outlook client by following the steps below, we recommend you access your Law email via Webmail at <https://mail.law.unm.edu/> Additionally, if you *are* able to connect, but later experience issues with Outlook, you will need to use Webmail.

- Go to Control Panel, then to the Mail icon
- If profiles already exist on the computer, click **Show Profiles**. If no profiles are defined, continue
- Click **Add**
- Type in a profile name for the profile (e.g. Law School E-Mail)
- Select **Always use this Profile** (if displayed)
- Click **OK**
- Under **Add a new e-mail account**, check “**Email Account**” and click **Next**
- Input your name, email address (e.g., johnsoncy@law.unm.edu), and password into the provided spaces
- Click Next
- You will see a window that says "establishing network connection...", and you should then see a green checkmark next to that setting
- The window will then move on to "searching for \_\_\_\_ settings."
- For the next two steps, it is **crucial** you complete them **exactly** as indicated here:
  - At this point another popup box will prompt for your password. Wait. Don't do anything yet -- Do **NOT** enter only your password
  - Instead of submitting the password, click "**use another account**" and then put in **yourusername@lawschool.tld** (e.g., johnsoncy@lawschool.tld) and your password (check "Remember my credentials" so you don't have to do it again later on)
- Click **Next**, then **Finish**, then click **OK**
- Open Outlook. If you did not check *Remember my password* in the previous steps, you will be required to enter your user name and password again. Be sure to use the proper format for the user name (e.g., **johnsoncy@lawschool.tld**)