Office 365 Migration for Apple Mail Using Internet Accounts

These instructions should work on versions of Apple Mail, Calendar and Contacts in Mac OS X 10.8 or later. These settings should not be changed until AFTER your HMS Exchange mailbox has been moved to Office 365. Please schedule the mailbox move with your Client Services Representative.

Updating Apple Mail Settings for Office 365 using Internet Accounts

These instructions will remove and recreate the HMS Exchange profile on the computer. Removing the profile does NOT affect any data stored on the server.

1. Ensure that the Apple Mail, Calendars, Contacts, Notes and Reminders applications are NOT running.
2. Open System Preferences from the Apple menu.
3. Click Mail, Contacts & Calendars (Mac OS X 10.8) or Internet Accounts (Mac OS X 10.9).
4. Select the desired HMS Exchange profile by clicking on it.
   a. Note that in some cases, the Mail account will be listed separately from a Calendar or Contacts account. In these cases, please contact your local CSR or the HMS IT Service Desk for assistance.
5. Click the minus sign in the lower left corner of the window. This will delete the profile and remove the account from Apple Mail.
6. To create a new profile, click the plus button in the bottom left corner of the window.
7. Click the Exchange button on the right side of the window.
8. In the window that appears, enter the following:
   a. Name: Your full name
   b. Email Address: Your primary email address, usually in the form of first_last@hms.harvard.edu.
      Note: You can confirm your primary email address in the HMS White Pages.
   c. Password: Your eCommons password.
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9. Click **Continue**
10. The profile should configure automatically, resulting in the following dialog box:

![Account Summary]

- **Account type:** Exchange
- **Full name:** Benware, Philip D.
- **Email address:** philip_benware@hms.harvard.edu
- **Server address:** outlook.office365.com

11. Click **Continue**
12. Ensure that the **Mail** app is highlighted in the list. It is not necessary to enable any other apps unless you are using them with HMS Exchange.

![Select apps]

13. Click **Done**.

Apple Mail is now configured to connect to the Office 365 email system. Mail will now download your email from the mail server. This may take up to 30 minutes to complete, depending on how much email you have.

Additional applications may be selecting here as desired. If selected, the applications will download existing data from the Exchange server. This may take up to 30 minutes, depending on how much data is present.
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Connect from Anywhere!
Make sure to try Outlook Web Access (OWA)!
  • Drag and drop email attachments
  • Looks and works the same from every browser
  • Online archiving
  • Quickly filter new messages

Find Out More about Outlook Web App for Office 365
Read about OWA’s new features and how to get started using OWA.

Go on – try it, you’ll like it!!