Office 365 – Wave 15 upgrade December 2013

Outlook 2010/2013 reconnection (PC only)

This document describes how to repair/reconnect Outlook 2010/2013 on a PC following completion of the upgrade to Wave 15. You only need to follow these instructions if your account does not reconnect automatically.

Outlook 2011 on a Mac and Mail clients on smart phones and tablets should reconnect automatically.
Following the upgrade to Wave 15, if Outlook has been open, you should receive a prompt to restart Outlook (you may need to restart Outlook twice).

If after restarting Outlook you still see the following message at the bottom of your Outlook window, please proceed with this repair.

Note: These screen shots were taken on Windows 7, the process is the same on Windows XP, but the logon screens look slightly different.

1. Select File tab – then select – Info
2. Select Account Settings
3. On the Email Accounts/Account Settings window – highlight your personal email account (or another functional account) and choose Repair.

4. Select Next on the Repair Account window
5. Wait for the configuration to progress – if prompted for logon use your UnilD@uds.anu.edu.au and HORUS/ISIS password, you maybe required to logon up to 3 times.
6. Once Repair is complete select Finish

7. You will receive a message to restart Outlook.

8. After restarting Outlook your account maybe Offline – this will display in the status bar at the bottom of the Outlook window (see below).

9. To toggle back Online – select the Send/Receive tab and click Work Offline. Your account will then reconnect and begin to update.
10. If this process fails to connect your account, please attempt the following steps to reconfigure the account in Control Panel or call the IT Service Desk on ext 54321.

   a) Close Outlook
   b) Open Mail from Control Panel
   c) Open ‘Office 365’ profile/email accounts
   d) Go to ‘Data Files’ tab
   e) Open associated data file
   f) Change ‘Microsoft Exchange server’ address to: outlook.office365.com
   g) Select the ‘Connection’ tab
   h) Press ‘Exchange Proxy Settings’
   i) Change the first address to: outlook.office365.com
   j) Click ‘OK’ on each window to accept the changes
   k) Re-open Outlook