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# Desktop Configuration Guide for NHSmail 2

Version 1.0

This document is available for users during transition. The final version will be published post transition.

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# 1 Introduction

## 1.1 Purpose of Document

**Target Audience: End users of NHSmail 2 who require assistance to configure the system for use on a desktop application**

This document contains step-by-step instructions for setting up Outlook 2007, Outlook 2010, Outlook 2013 and Outlook 2016.

The NHSmail 2 helpdesk can assist users with queries about supported email programmes which NHSmail 2 has been designed to work with (Outlook 2007, 2010, 2013 and 2016). The helpdesk is unable to offer assistance with unsupported email programmes (all apart from those listed above), so you should refer to your local IT helpdesk.

**Background information for Network Administrators:** all NHSmail 2 traffic is encrypted between the client and the NHSmail 2 service including Outlook which uses Outlook Anywhere (RPC over HTTP) or 'MAPI over HTTP' protocols both using port 443.

## 2 Connection methods

The recommended method of connecting your email programme to the NHSmail 2 service is to use Microsoft Outlook 2013 SP1 using protocol MAPI over HTTP. Legacy clients Outlook 2007 SP3, Outlook 2010 SP1 and Outlook 2013 RTM will connect via Outlook Anywhere.

'MAPI over HTTP' and 'Outlook Anywhere' enable users to access NHSmail 2 securely and efficiently, even if they are working outside a/their health and social care organisation.

'MAPI over HTTP' and 'Outlook Anywhere' also enable users to make full use of key NHSmail 2 features such as accessing shared folders, shared calendars and the NHS Directory.

**Note:** LOAs will have the option to disable 'Outlook Anywhere' for users via the Portal. If 'Outlook Anywhere' is disabled, users will not be able to use Outlook on their personal laptop computers.

Outlook Anywhere supported versions:

- Outlook 2013.
- Outlook 2010 SP1 with November 2012 Cumulative Update (available from <http://support.microsoft.com/kb/2687623>).
- Outlook 2007 SP3 with November 2012 Cumulative Update (available from <http://support.microsoft.com/kb/2687404>).
- Entourage 2008 for Mac, Web Services Edition.
- Outlook for Mac 2011.

**Note:** Microsoft recommends using the latest available updates for Outlook 2016, Outlook 2013, Outlook 2010 and Outlook 2007.

MAPI over HTTP supported versions:

- Outlook 2016.
- Outlook 2013 SP1.
- Outlook 2010 SP2 and updates KB2956191 and KB2965295 (April 14, 2015).

If you do not meet these requirements for 'MAPI over HTTP' & 'Outlook Anywhere' and you want to use an email programme, you will have to:

- Use an IMAP or POP connection over an N3 connection (which limits the features of NHSmail 2 such as Out of Office messages, shared folders, shared calendars, the NHS Directory and more).
- Upgrade your version of Windows/Outlook. Contact your local helpdesk for more details on how to upgrade.

Otherwise, you can use the NHSmail 2 service through the web portal at [www.nhs.net](http://www.nhs.net).

## 3 Checking your version of Windows

In order to use 'MAPI over HTTP' and 'Outlook Anywhere' you need to be using Windows 7, Windows 8, Windows 8.1 or Windows 10.

To check the version of Windows that is running on your PC, follow the link below from the PC you wish to check:

<http://windows.microsoft.com/en-gb/windows/which-operating-system>

This Microsoft site will automatically check which version of Windows is running on your PC, returning the following message: '**This PC is running: Windows (7/8/10)**'.

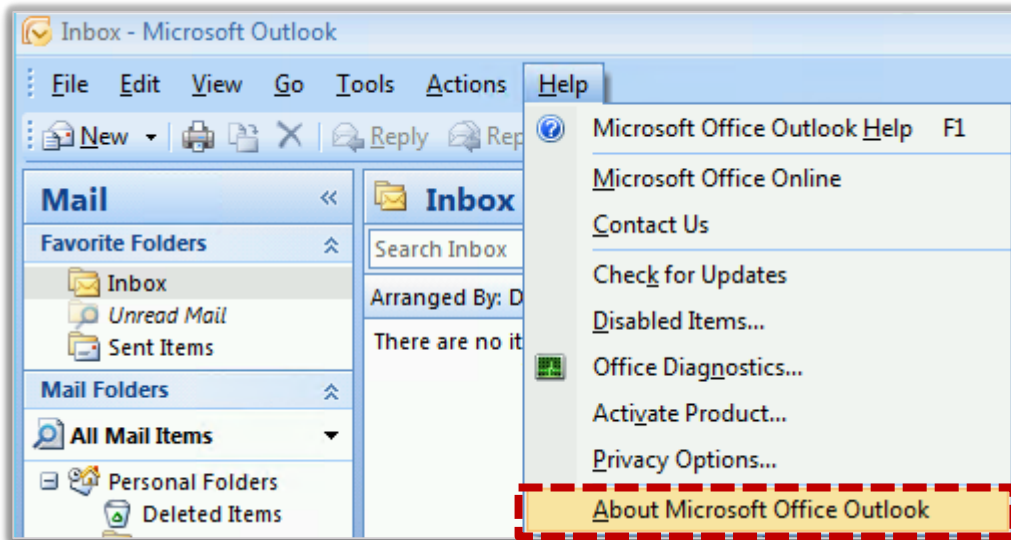
## 4 Checking your version of Outlook

In order to use Outlook Anywhere you need Outlook 2007 or a later version of Outlook. The exact method of checking which version of Outlook you are using depends upon the version itself.

### 4.1 Checking Outlook 2007 version

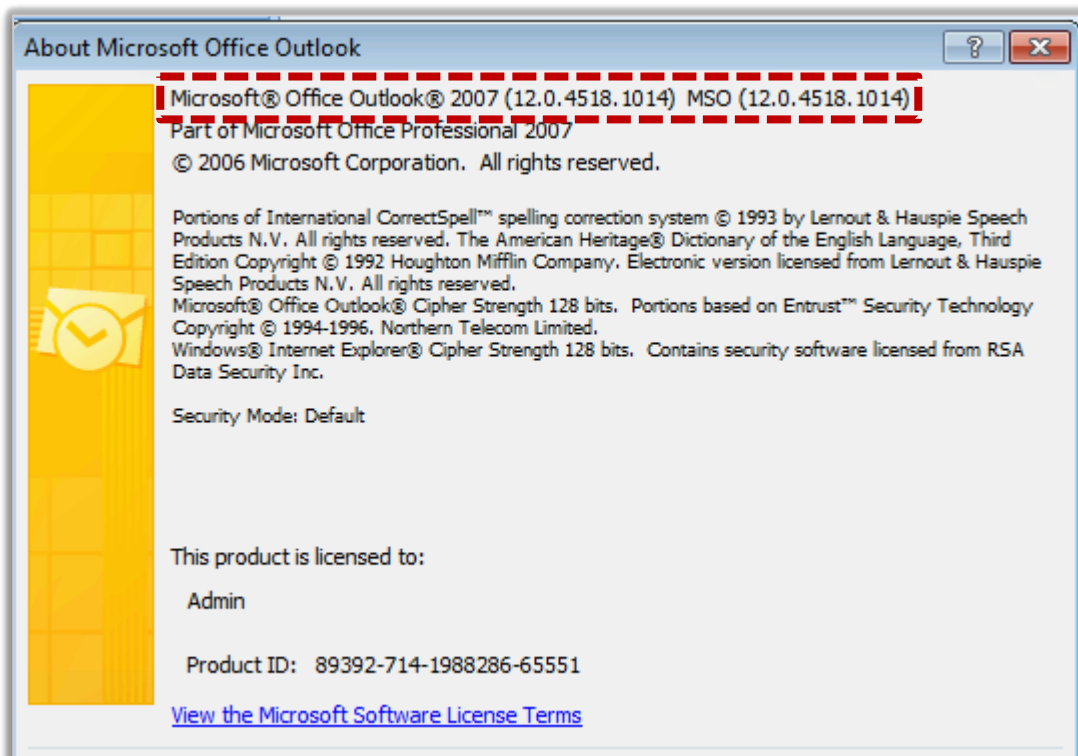
Follow the steps below to check your Outlook version on Outlook 2007:

1. Once you have logged into Outlook, click on the **Help** menu
2. Select **About Microsoft Office Outlook**

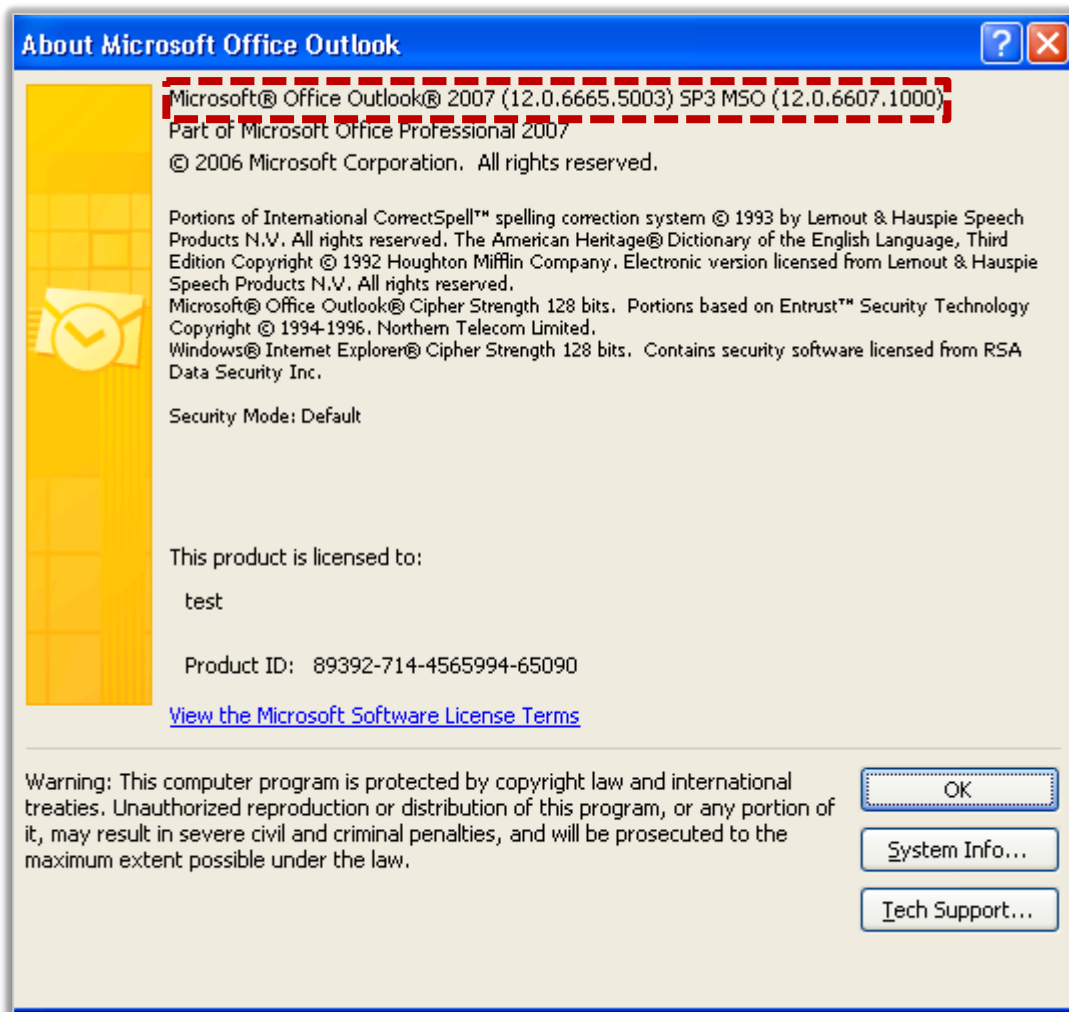


The version of Outlook that you are using is displayed at the top of the **About Microsoft Office Outlook** window.

**Important:** If you are using Outlook 2007, the version must be 12.0.6665.5003 or later. If your version is in between 12.0.4518.1014 – 12.0.6665.5003 you may not be able to use your NHSmail 2 email account. Screenshots from an unsupported and supported version of Outlook 2007 are shown below.



Screenshot from unsupported version



Screenshot from supported version

Once you have established that you are using Outlook 2007, go to the [Configuring Outlook 2007](#) section of this document to set up your NHSmail 2 account.

## 4.2 Checking Outlook 2010 version

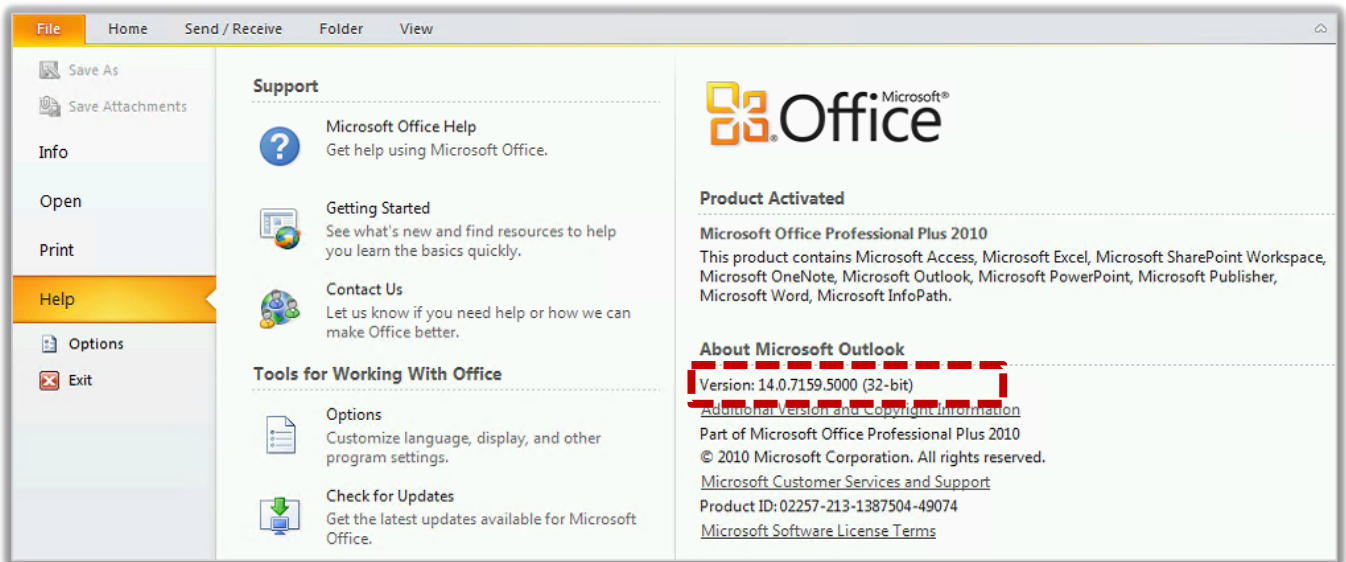
Follow the steps below to check your Outlook version on Outlook 2010:

1. Once you have logged into Outlook, click on the **File** menu
2. Select **Help**

The version of Outlook that you are using is displayed on the right of the **Help** window.

**Important:** You need to use version 14.0.6126.5003 or later. If not, you may not be able to use your NHSmail 2 email account.

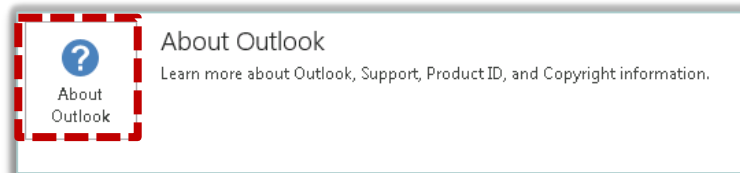
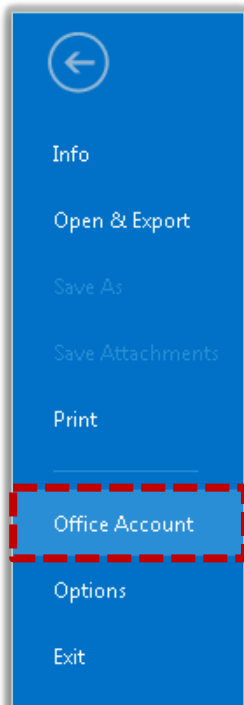
Once you have established that you are using Outlook 2010, go to the [Configuring Outlook 2010](#) section of this document to set up your NHSmail 2 account.



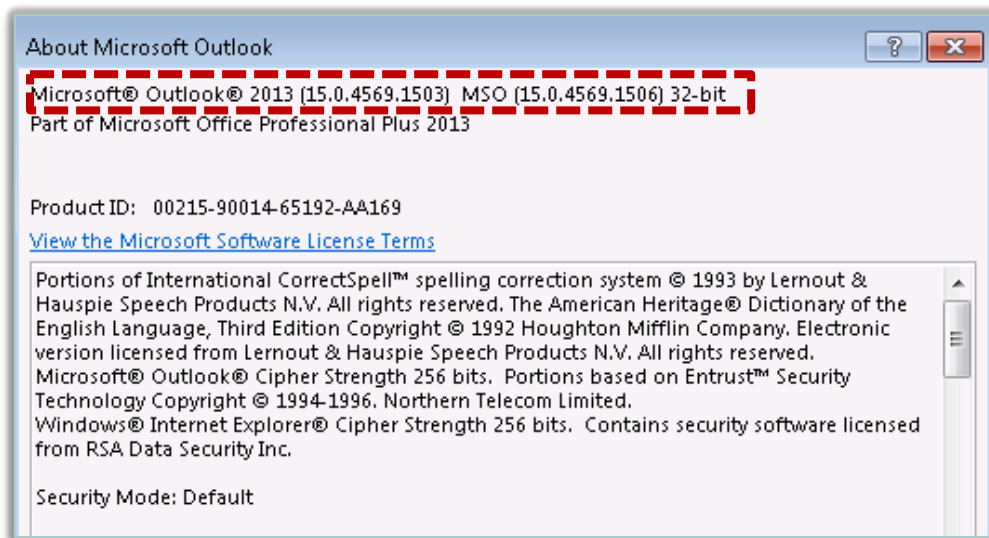
### 4.3 Checking Outlook 2013 version

Follow the steps below to check your Outlook version on Outlook 2013:

1. Once you have logged into Outlook, click on the **Office Account** menu
2. Select **About Outlook**



The version of Outlook that you are using is displayed at the top of the **About Microsoft Office Outlook** window.

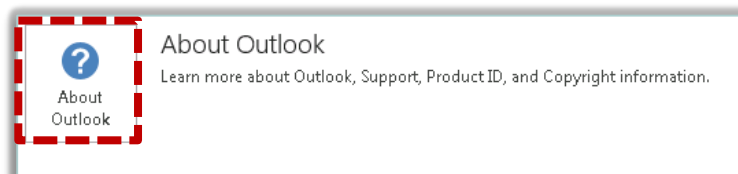
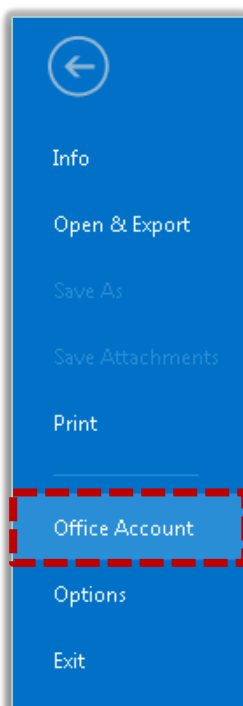


Once you have established that you are using Outlook 2013, go to the **Configuring Outlook 2013** section of this document to set up your NHSmail 2 account.

## 4.4 Checking Outlook 2016 version

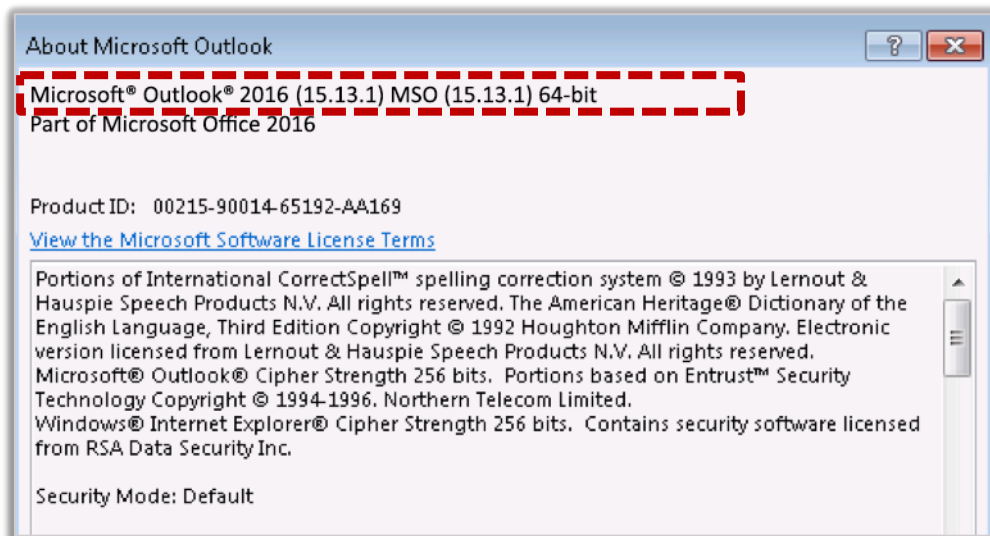
Follow the steps below to check your Outlook version on Outlook 2016:

1. Once you have logged into Outlook, click on the **Office Account** menu
2. Select **About Outlook**





The version of Outlook that you are using is displayed at the top of the **About Microsoft Office Outlook** window.



Once you have established that you are using Outlook 2016, go to the **Configuring Outlook 2016** section of this document to set up your NHSmail 2 account.

## 5 Configuring Outlook 2007

If you are using Outlook 2007 you should make use of Outlook's 'Autodiscover' feature. This means that during the setup of your new NHSmail 2 profile you only need to enter your name, NHSmail 2 email address and your NHSmail 2 password. Outlook will then automatically create your new profile.

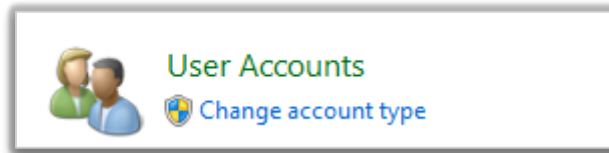
**Note:** after configuring NHSmail 2 using Autodiscover, NHSmail 2 will be opened by default each time Outlook starts. This means that any email accounts that were set up on the computer before Autodiscover was run (i.e. local nhs.uk accounts) will not be visible (the data is not "lost" it is just not visible.)

Your local IT helpdesk can provide you with further guidance about this functionality.

### 5.1 Using Autodiscover to configure Outlook 2007

Follow the instructions below to use Autodiscover to configure your NHSmail 2 account using Outlook 2007.

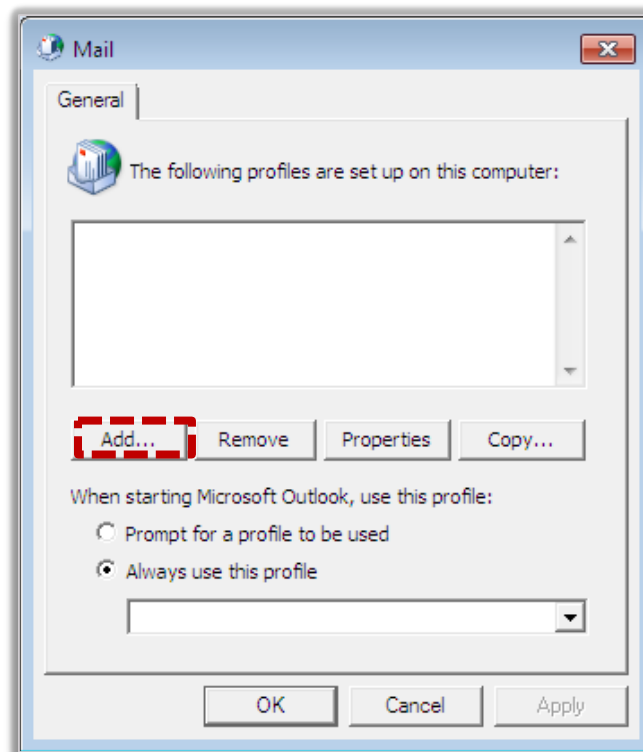
1. Click on **Start** and select **Control Panel**
2. Click on **User Accounts**



3. Click on **Mail**



4. Click on **Show Profiles...** in the **Mail Setup – Outlook** window
5. Click on **Add...** in the **Mail** window:



6. Enter your email address in the **New Profile Window** and then select **OK**



In the screen below you will need to populate the fields as follows:

- Type your name in the **Your Name** field
- Type your email address in the **E-mail Address** field
- Leave the **Password** field blank

- Leave the **Retype Password** field blank
- Click **Next**

**Add Account**

**Auto Account Setup**  
Outlook can automatically configure many email accounts.

**E-mail Account**

Your Name:   
Example: Ellen Adams

E-mail Address:   
Example: ellen@contoso.com

Password:

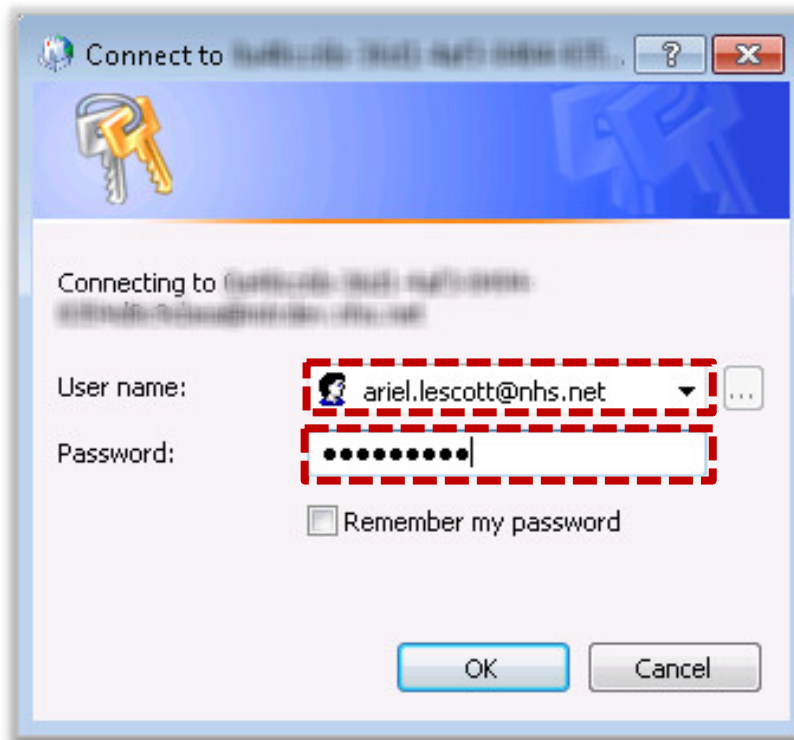
Retype Password:

Type the password your Internet service provider has given you.

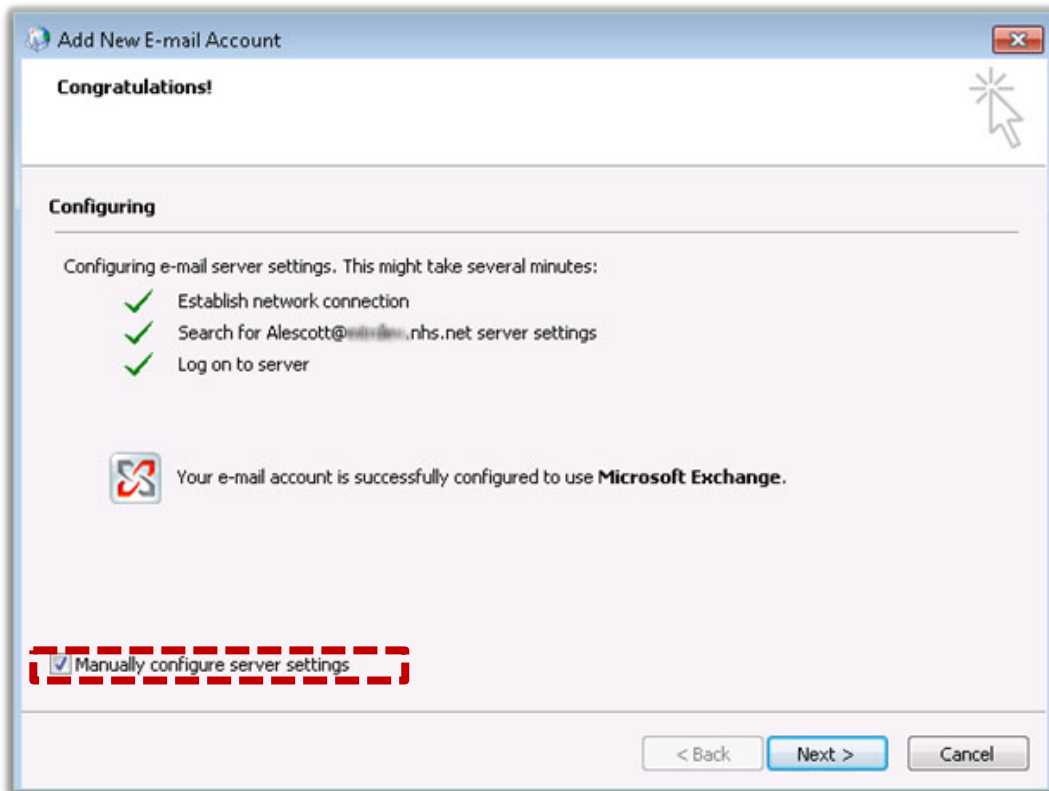
**Manual setup or additional server types**

< Back **Next >** Cancel

7. Outlook will begin to search for the configuration settings. After a few seconds a dialogue window will open
  - Type your NHSmail 2 email address in the **Email Address** field
  - Type your NHSmail 2 password in the **Password** field



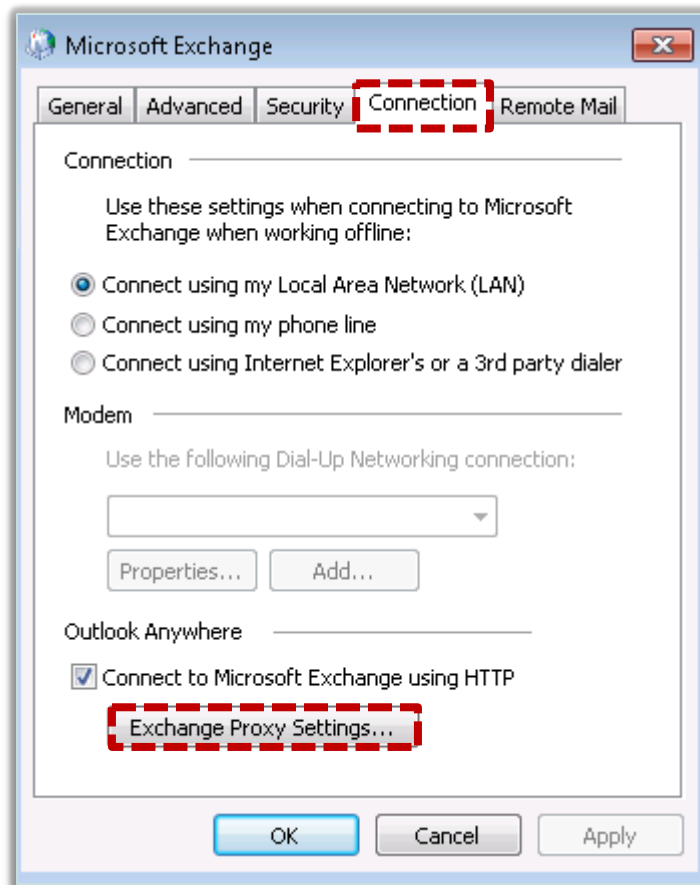
8. Click on **OK**
9. Once Outlook has finished detecting the configuration settings, select **Manually configure server settings** in the bottom left of the Add New Email Account window



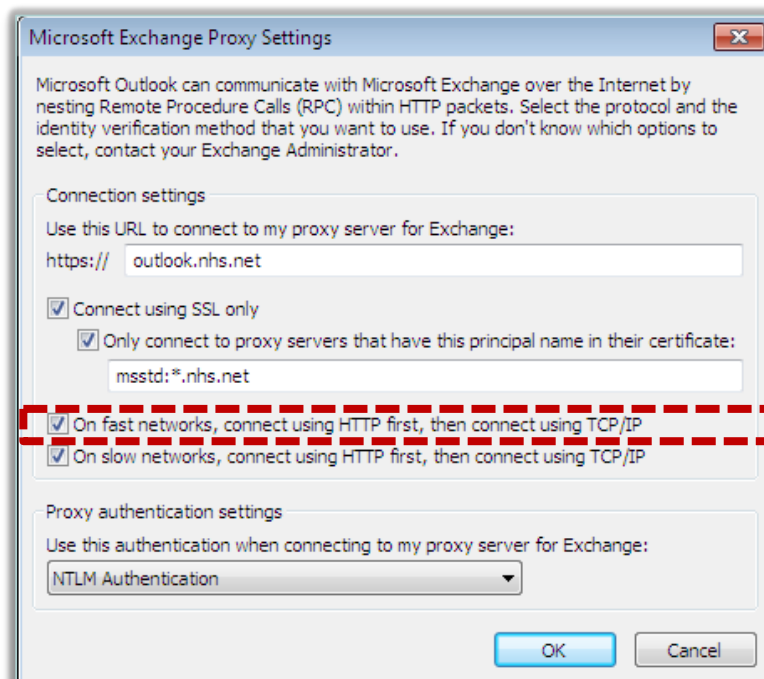
10. Click on **Next**

11. Click on **More Settings** and then view the **Connection** tab

12. Click on **Exchange Proxy Settings**

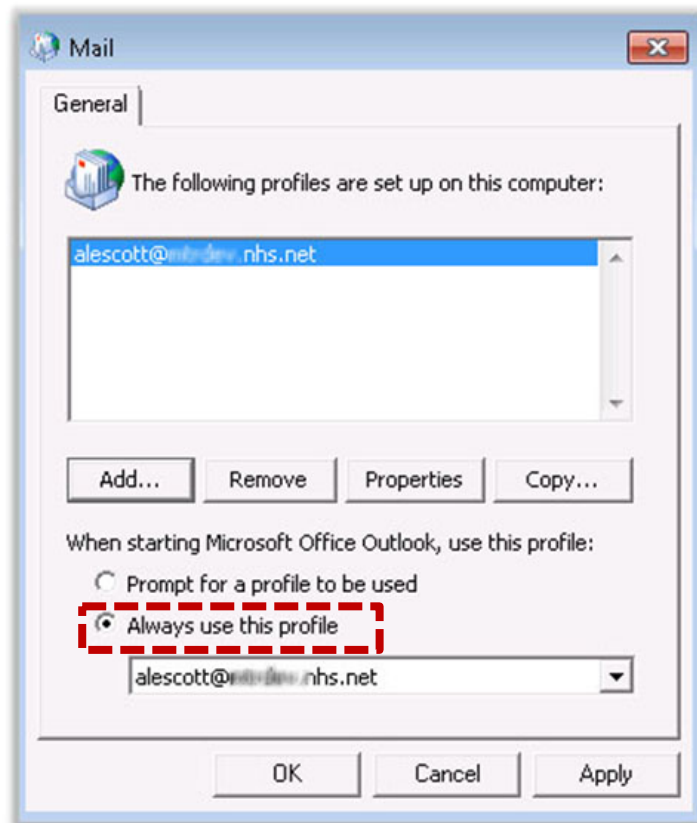


13. Tick the option for **On fast networks, connect using HTTP first, then connect using TCP/IP**



14. Click on **OK**, then **OK** and then **Finish**

15. In the Mail window, select **Always use this profile** and ensure that the correct profile is displayed in the drop-down menu

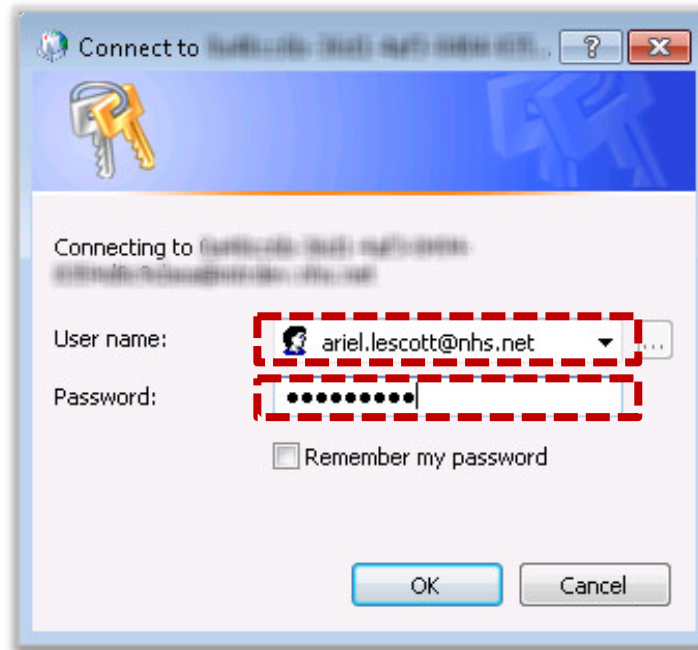


16. Click on **OK**

## 5.2 Connecting to NHSmail 2 (logging in to Outlook)

When you open Outlook using your NHSmail 2 profile, a dialogue window will prompt you to enter your user name and password.

- Enter your NHSmail 2 email address in the **User name** field.
- Enter your NHSmail 2 password in the **Password** field.
- Click **OK**.



## 5.3 Remember my password

Outlook will not remember your NHSmail 2 password by default. If you want your password to be entered automatically at log in, select the Remember my password tick box. If you do not do this, you will need to enter your password each time you open Outlook and connect to NHSmail 2.

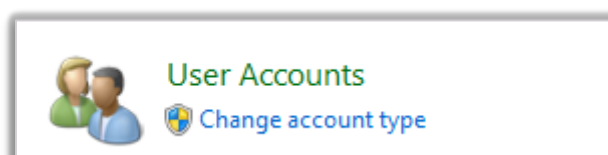
# 6 Configuring Outlook 2010

If you are using Outlook 2010 you should make use of the Outlook 'Autodiscover' feature. This means that during the setup of your new NHSmail 2 profile you only need to enter your name and your NHSmail 2 email address. Outlook will then automatically create your new profile.

## 6.1 Using Autodiscover to configure Outlook 2010

Follow the instructions below to use Autodiscover to configure your NHSmail 2 account using Outlook 2010.

1. Click on **Start** and select **Control Panel**
2. Click on **User Accounts**

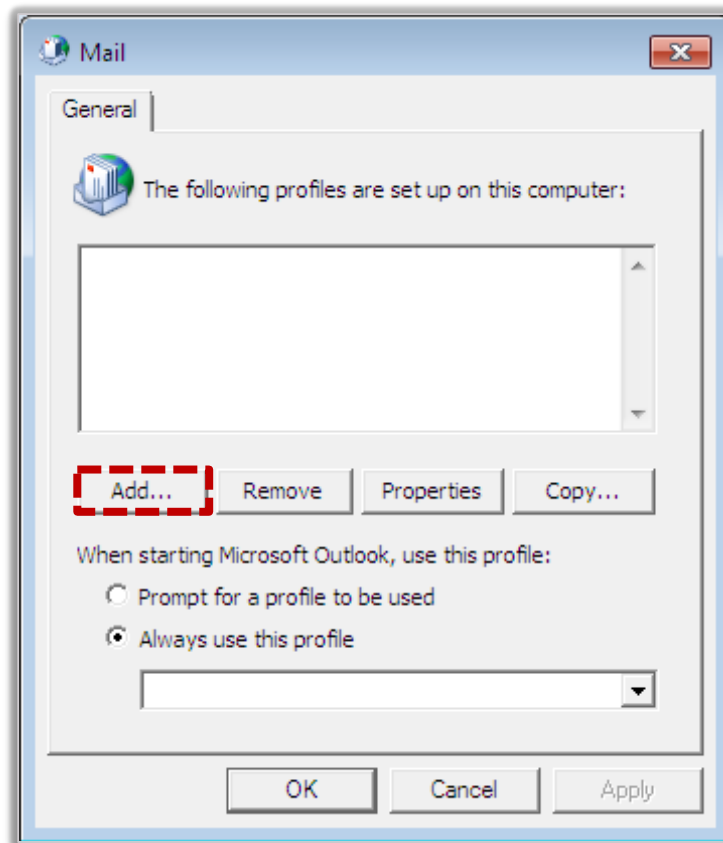


3. Click on **Mail**





4. Click on **Show Profiles...** in the Mail Setup – Outlook Window
5. Click on **Add...** in the Mail window:



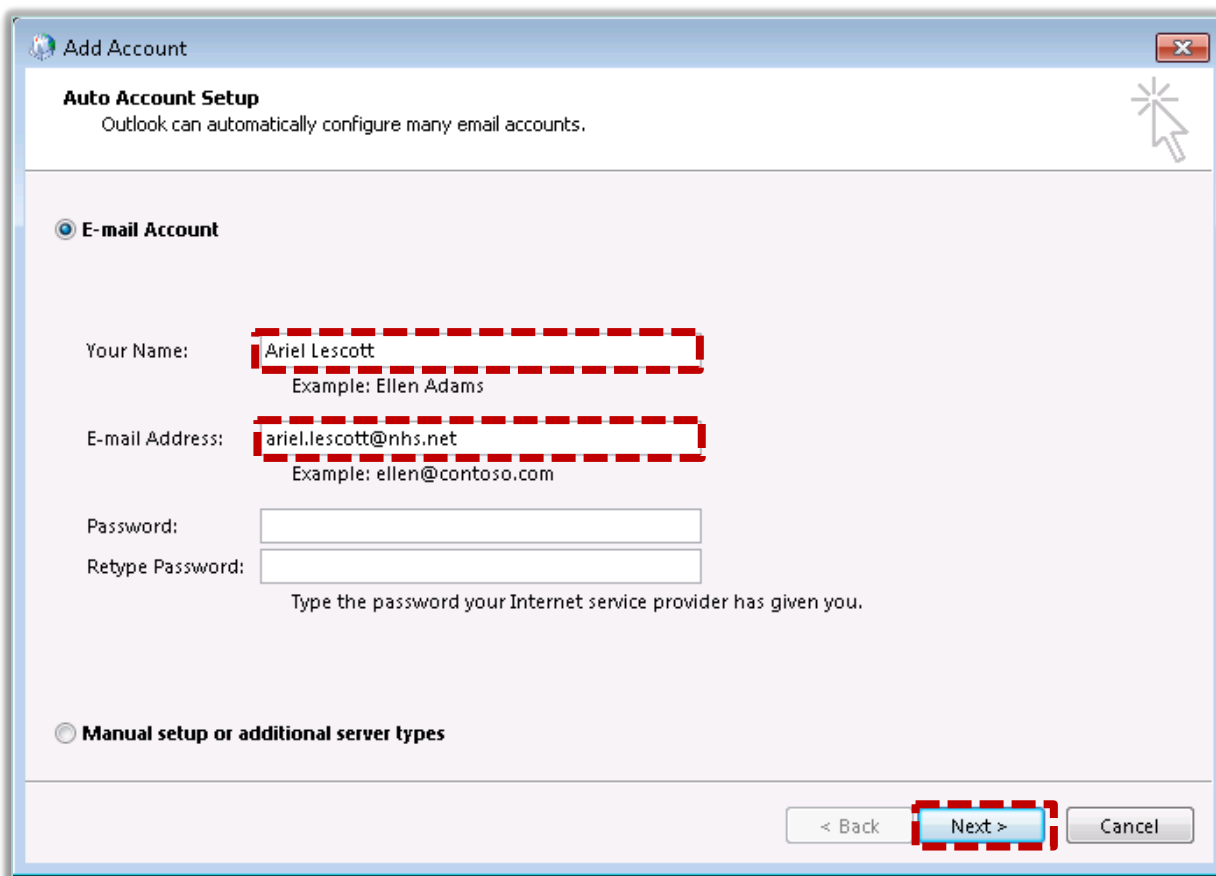
6. Enter your **email address** in the New Profile Window and then select **OK**



In the screen below you will need to populate the fields as follows:

- Enter your name in the **Your Name** field
- Enter your email address in the **E-mail Address** field

- Leave the **Password** field blank
- Leave the **Retype Password** field blank
- Click **Next**



**Add Account**

**Auto Account Setup**  
Outlook can automatically configure many email accounts.

**E-mail Account**

Your Name:   
Example: Ellen Adams

E-mail Address:   
Example: ellen@contoso.com

Password:

Retype Password:   
Type the password your Internet service provider has given you.

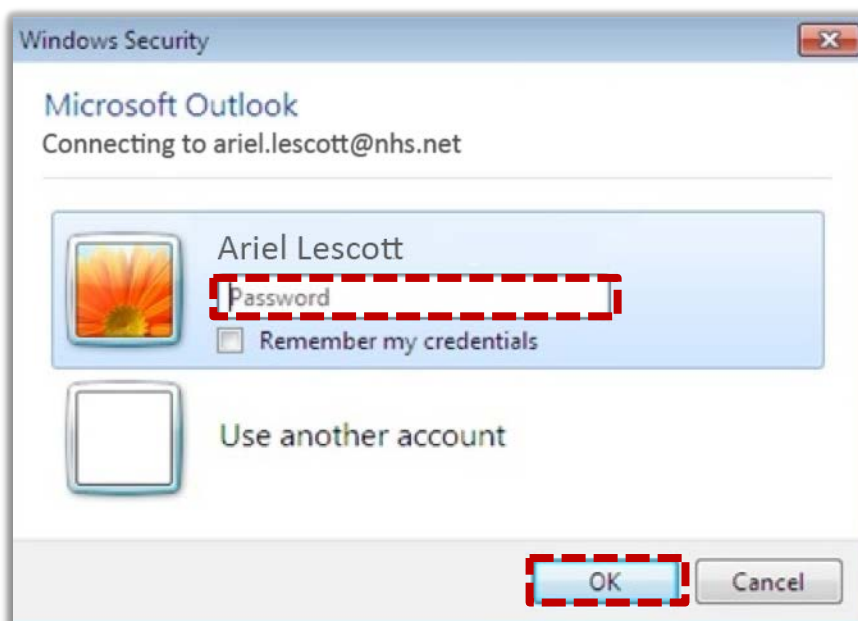
**Manual setup or additional server types**

< Back **Next >** Cancel

You will then be asked to enter your **NHSmail 2** password.


**Important:** do not tick the 'Remember my credentials' box.


7. Click **OK**.



**Windows Security**

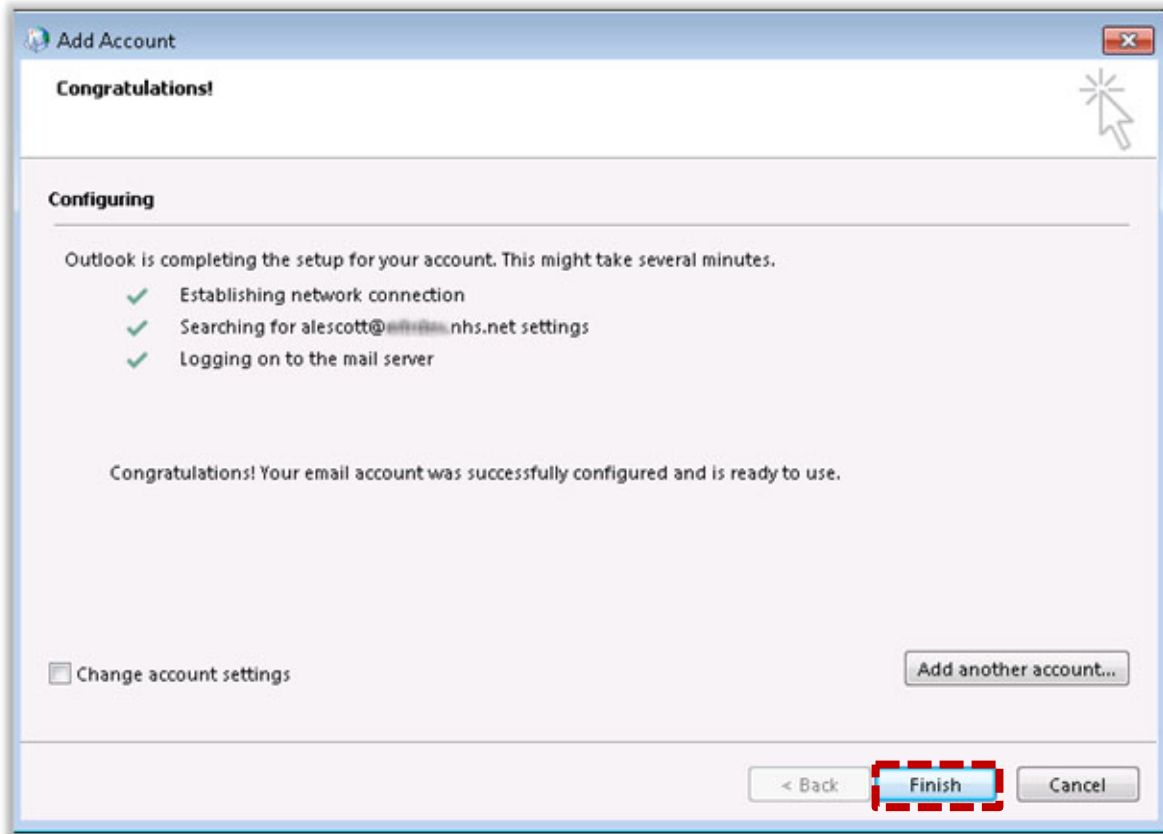
**Microsoft Outlook**  
Connecting to ariel.lescott@nhs.net

 **Ariel Lescott**  
  
 Remember my credentials

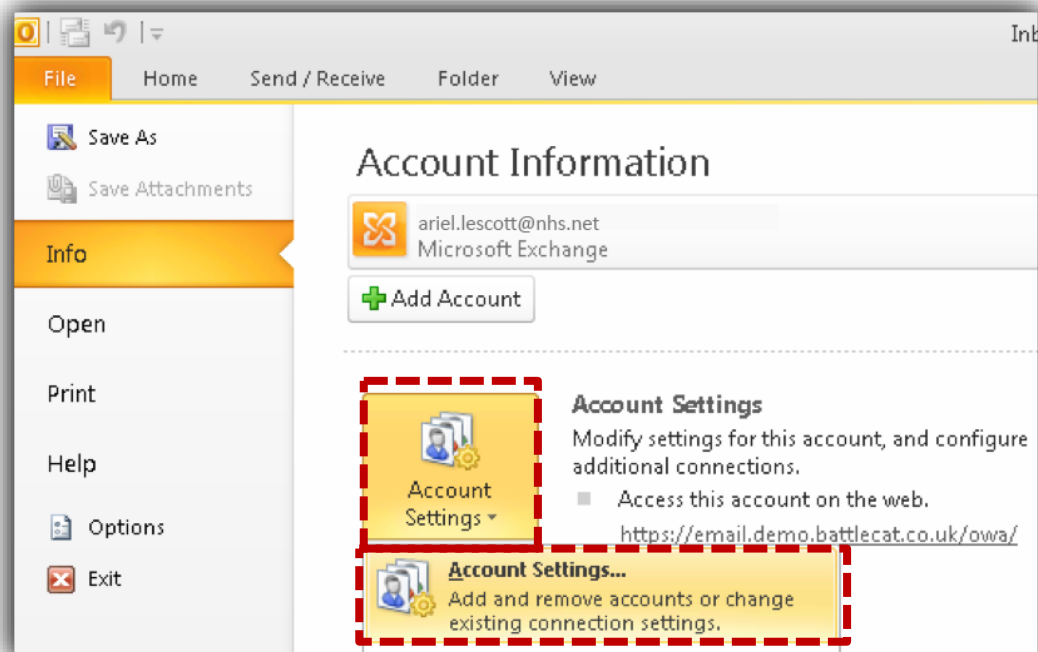
 **Use another account**

**OK** Cancel

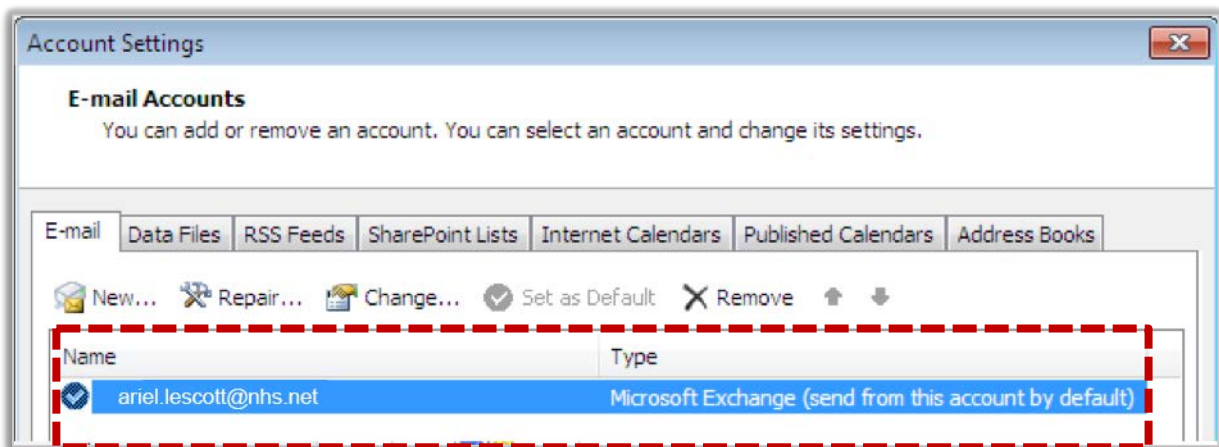
Your NHSmail 2 account is now configured to work with Outlook 2010. Click **Finish**.



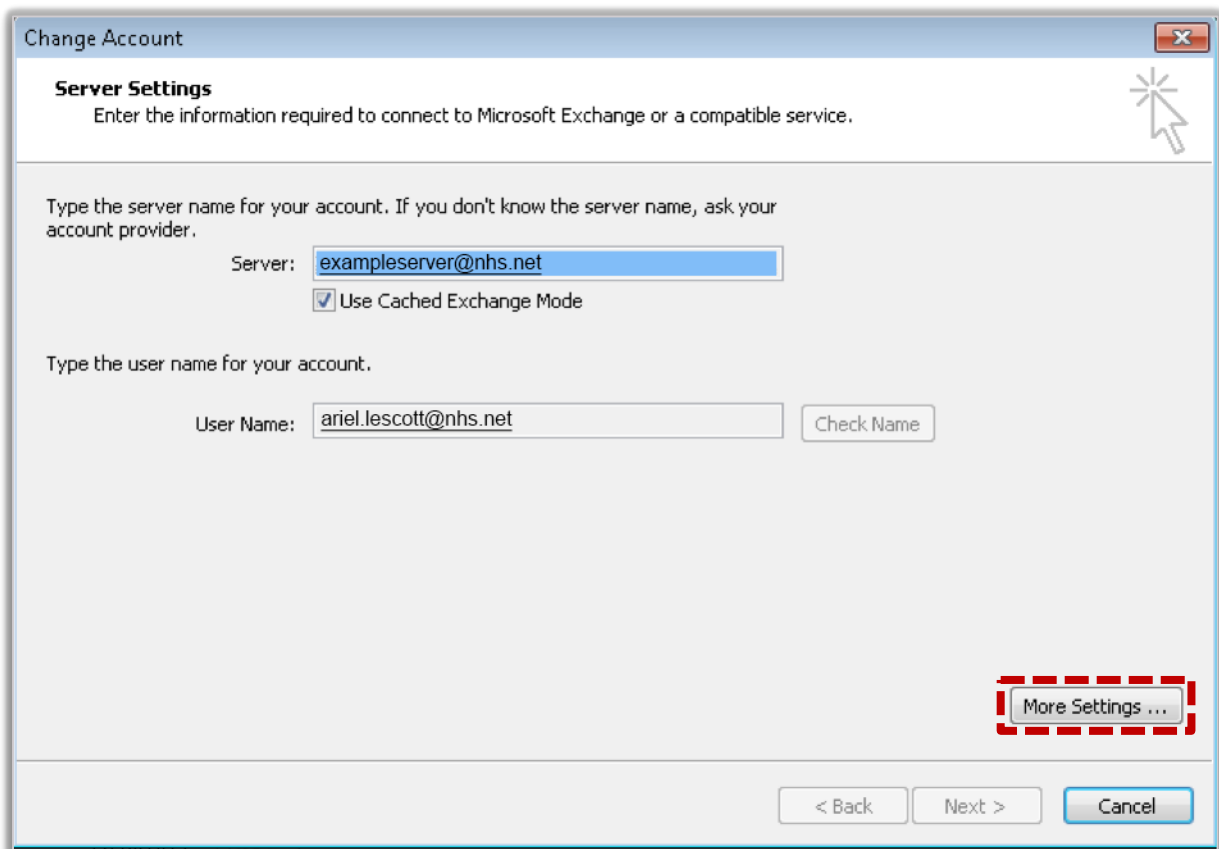
8. Open Outlook
9. Click **File**, **Info**, then **Account Settings**



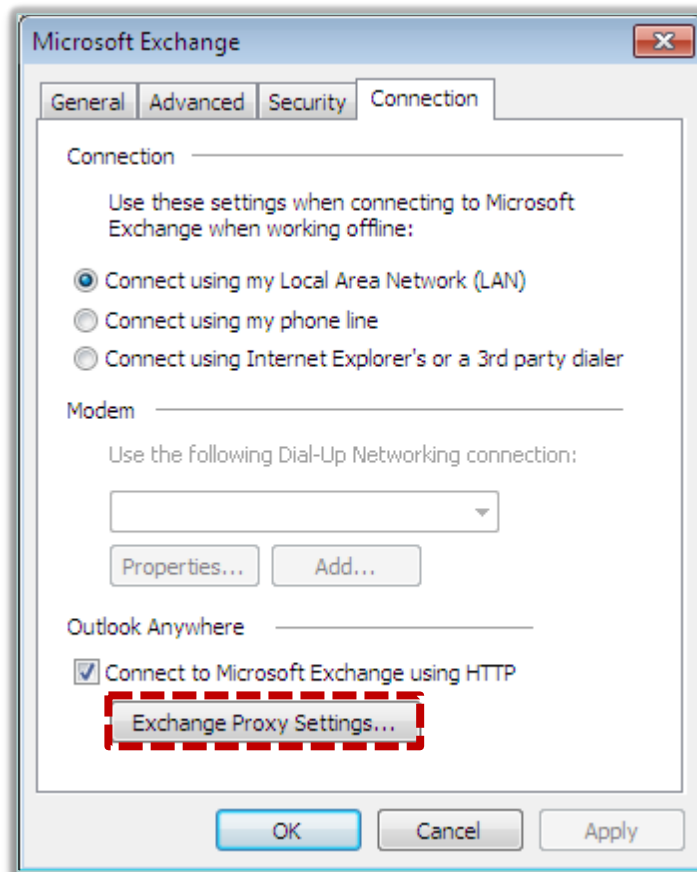
10. Double click your account name in the **E-mail** tab



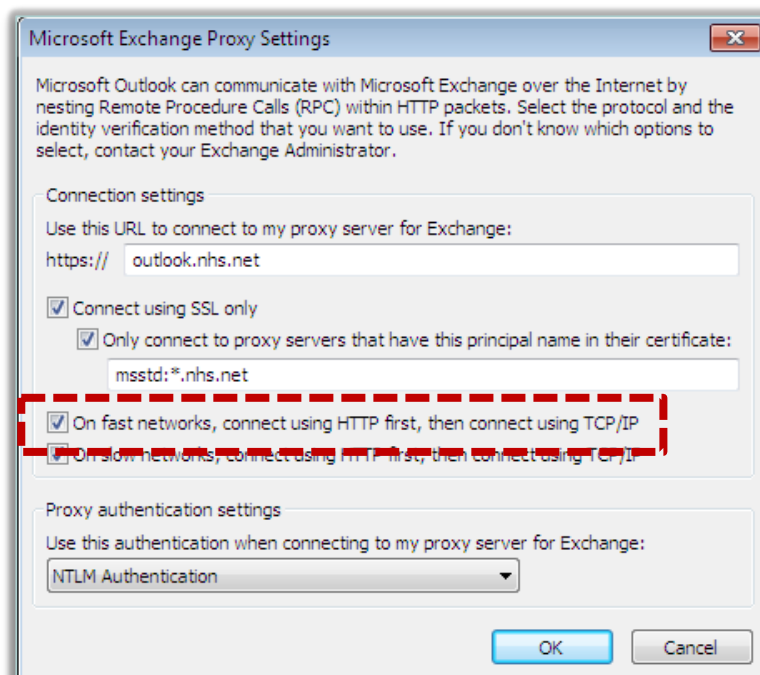
11. Click the **More Settings** button



12. Select the **Connection** tab and then the **Exchange Proxy Settings...** button



13. Tick the option for **On fast networks, connect using HTTP first, then connect using TCP/IP**

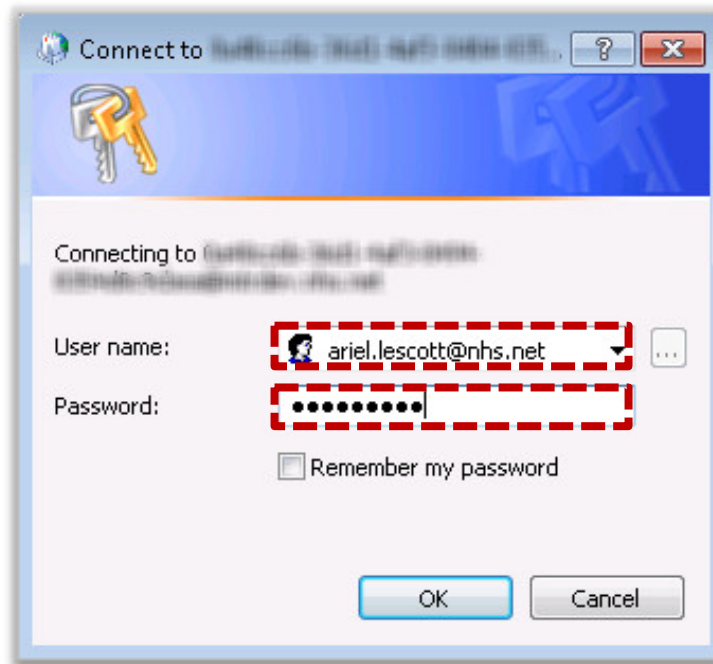


14. Click **OK**, then **OK** again, **Next**, **Finish** and **Close** to return to the main Outlook screen

## 6.2 Connecting to NHSmail 2 (logging in to Outlook)

When you open Outlook using your NHSmail 2 profile, you will be prompted to enter your user name and password.

- Type your NHSmail 2 email address in the **User name** field
- Type your NHSmail 2 password in the **Password** field
- Click **OK**



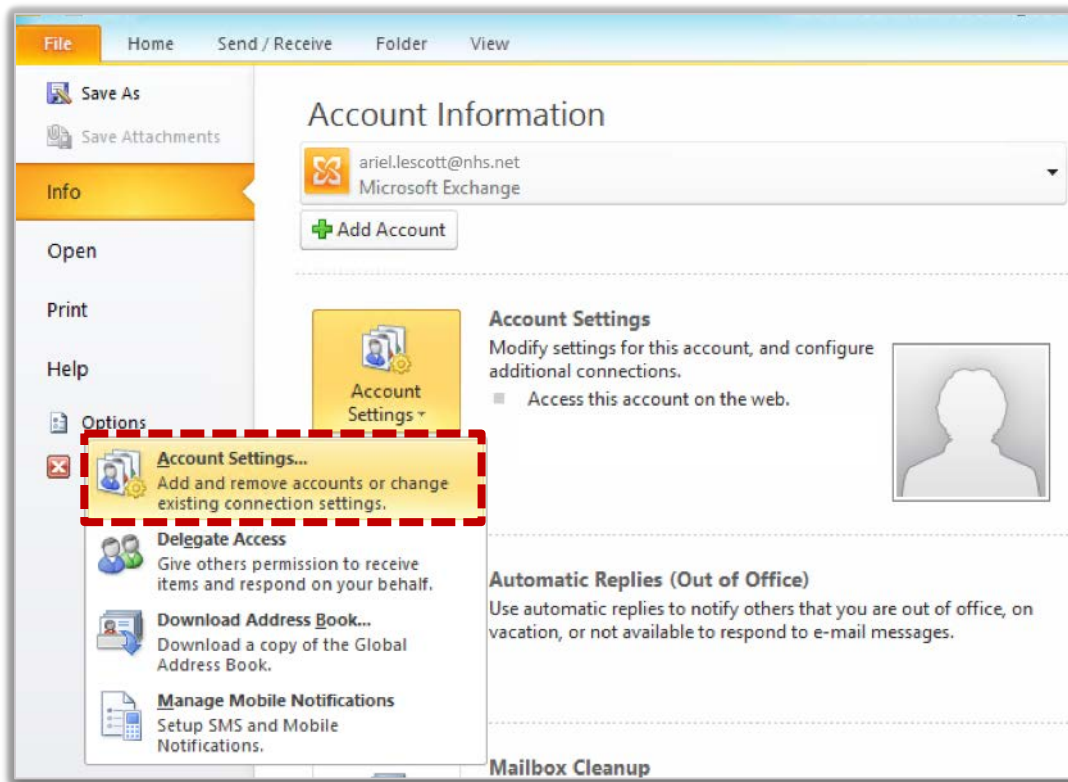
## 6.3 Remember my password

Outlook will not remember your NHSmail 2 password by default. If you want Outlook to enter your password automatically, select the Remember my password tick box. If you do not do this, you will need to enter your password each time you open Outlook and connect to NHSmail 2.

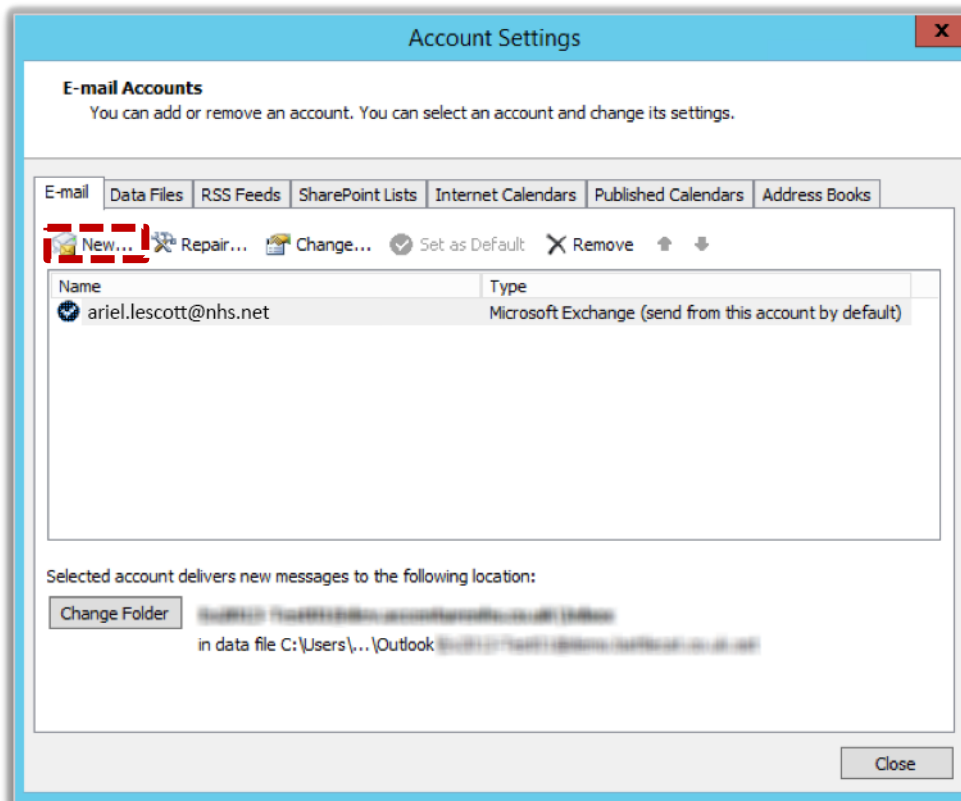
## 6.4 Add another account to your NHSmail 2 account

To add another account to your NHSmail 2 account:

1. Open Outlook 2010 and click on **File**
2. Select **Account Settings**, then **Account Settings** again

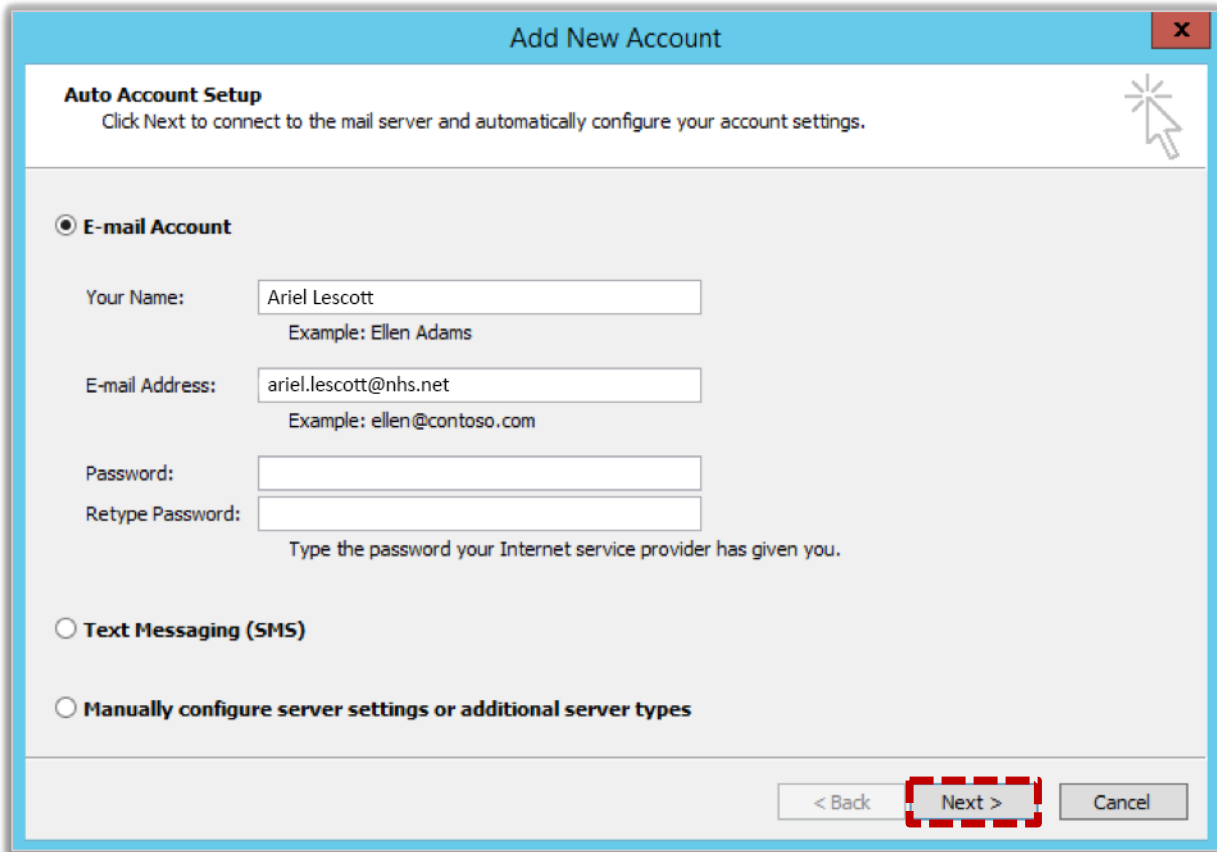


3. Click on **New...**



In the screen below you will need to complete the fields as follows:

- Enter your name in the **Your Name** field
- Enter your email address in the **E-mail Address** field
- Leave the **Password** field blank
- Leave the **Retype Password** field blank
- Click **Next**



**Add New Account**

**Auto Account Setup**  
Click Next to connect to the mail server and automatically configure your account settings.

**E-mail Account**

Your Name:   
Example: Ellen Adams

E-mail Address:   
Example: ellen@contoso.com

Password:

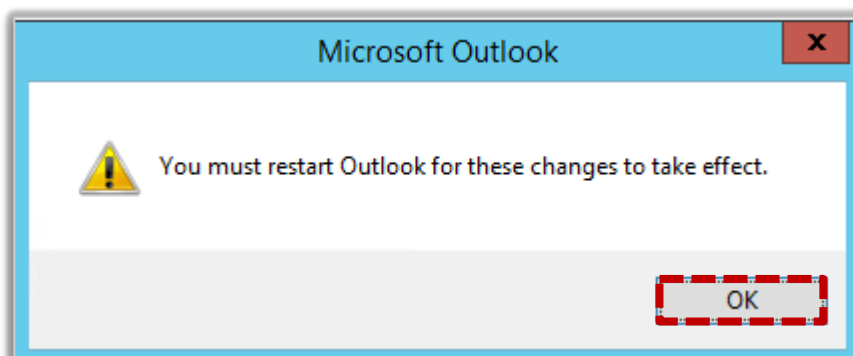
Retype Password:   
Type the password your Internet service provider has given you.

**Text Messaging (SMS)**

**Manually configure server settings or additional server types**

< Back **Next >** Cancel

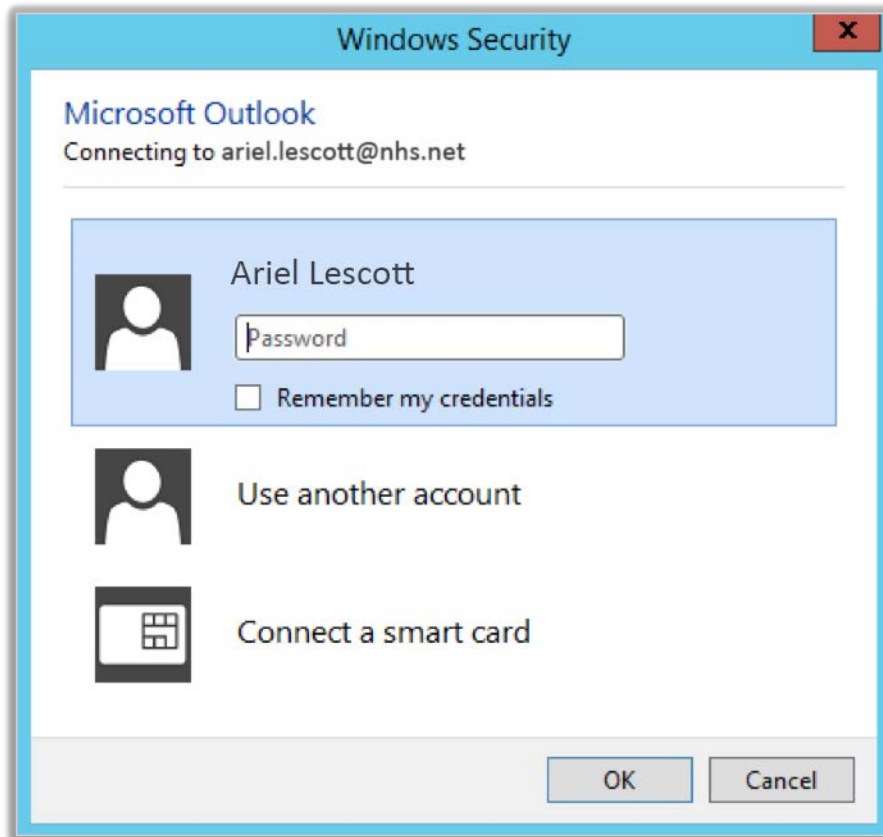
A message will ask you to restart Outlook for these changes to take effect.



The next time you open/log into Outlook, you will be prompted to enter the password for the new account just added (there may be a second pop-up if the NHSmail 2 account password



is not saved). If the passwords for both accounts are saved there will be no password prompts.



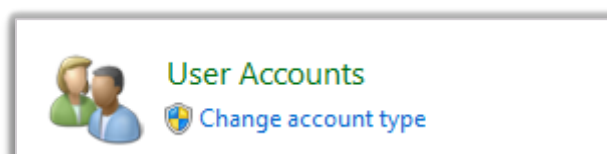
## 7 Configuring Outlook 2013

If you are using Outlook 2013 you should use the Outlook 'Autodiscover' feature. This means that during the setup of your new NHSmail 2 profile you only need to enter your name and your NHSmail 2 email address. Outlook will then automatically create your new profile.

### 7.1 Using Autodiscover to configure Outlook 2013

Follow the instructions below to use Autodiscover to configure your NHSmail 2 account using Outlook 2010.

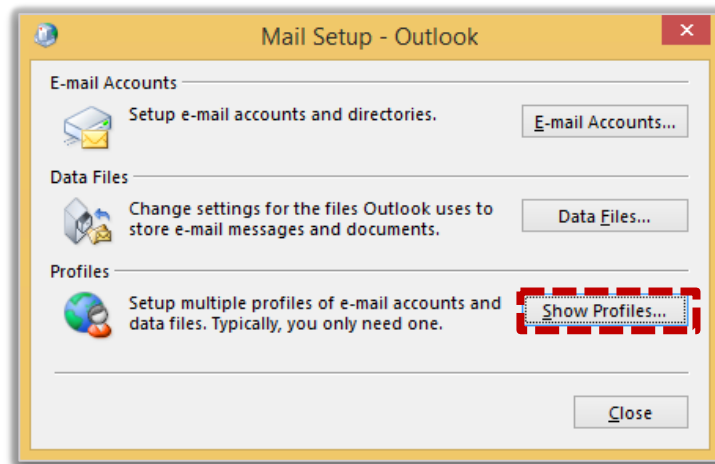
1. Click on **Start** and select **Control Panel**
2. Click on **User Accounts**



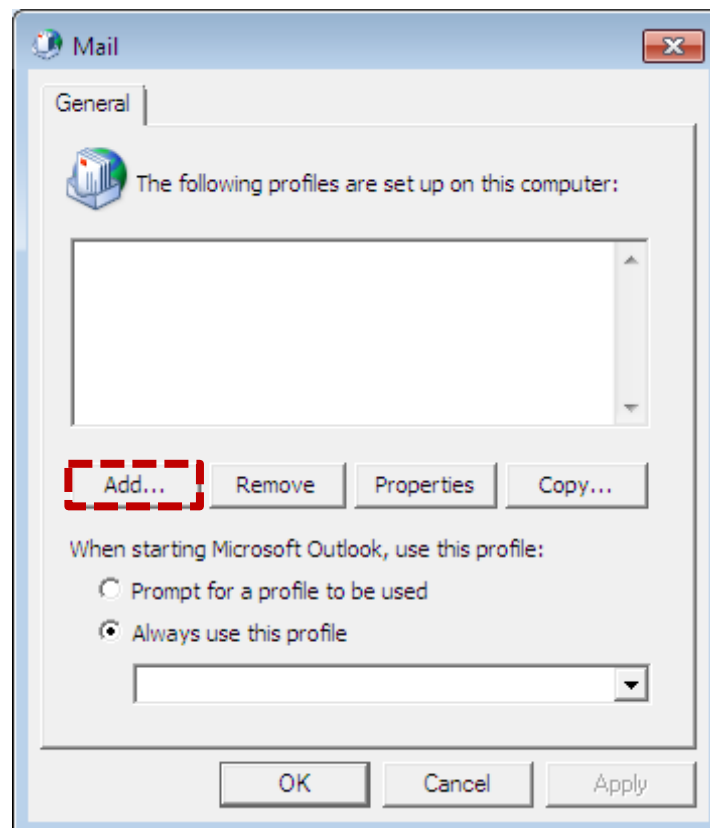
3. Click on **Mail**



4. Click on **Show Profiles...**



5. Click on **Add...** in the Mail window

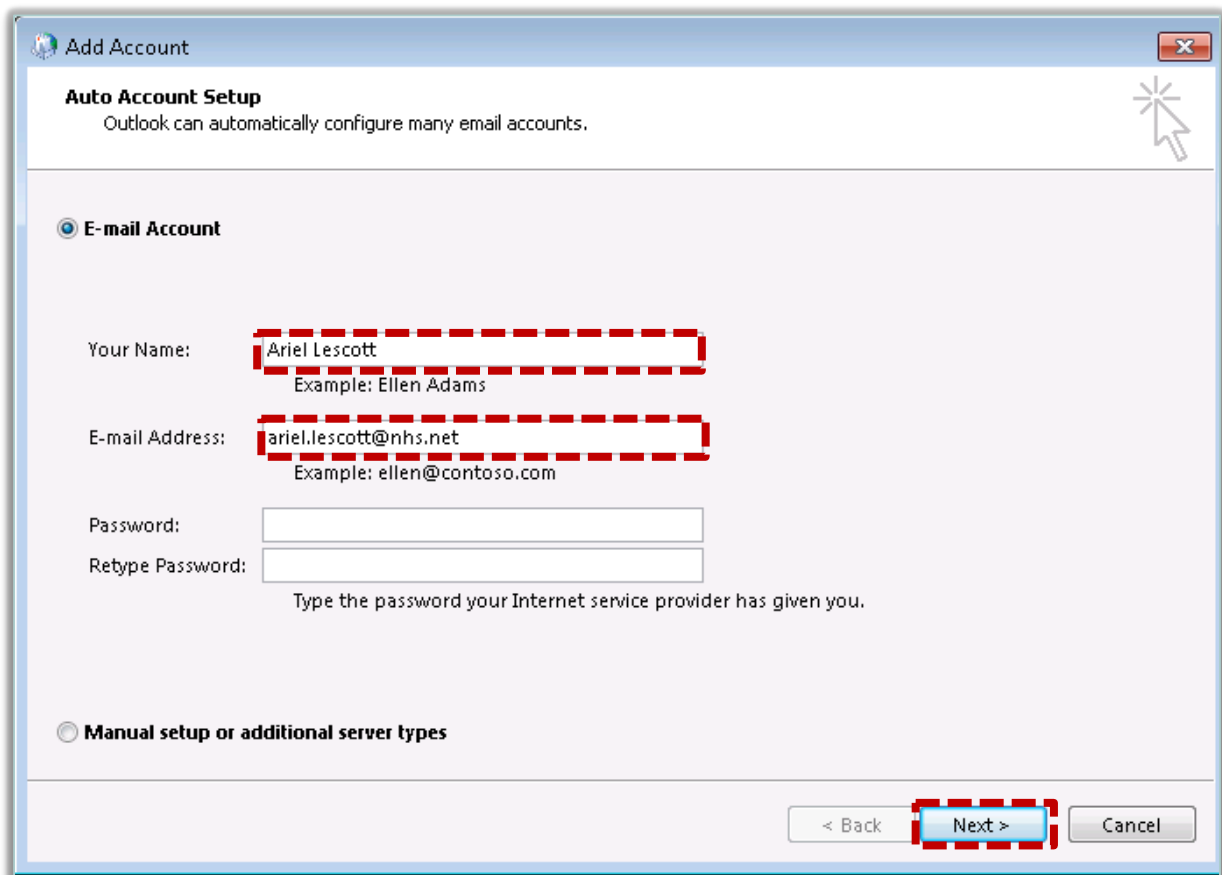


6. Enter your **email address** in the New Profile Window and then select **OK**

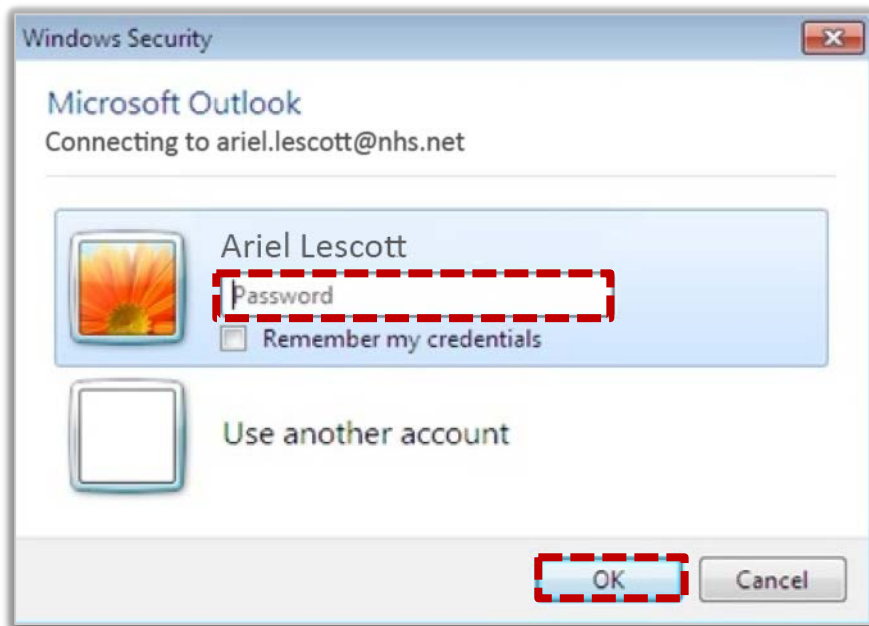


In the screen below you will need to populate the fields as follows:

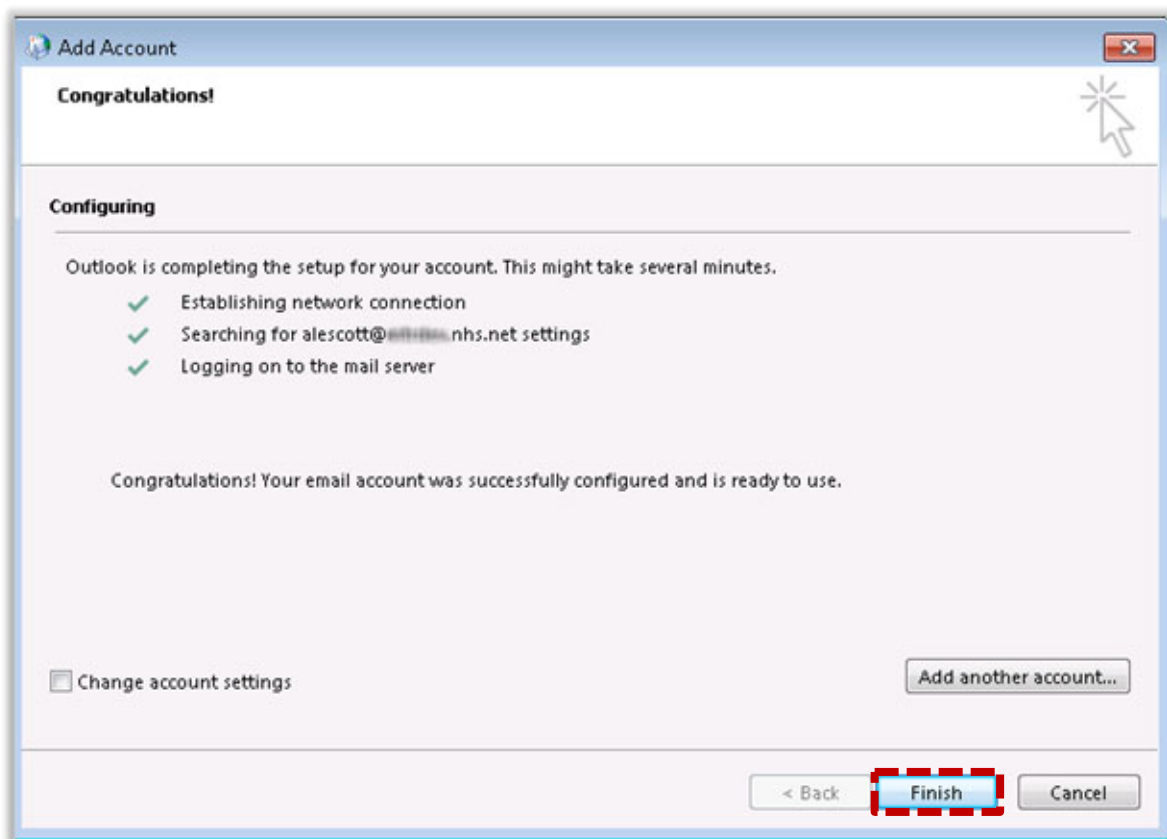
- Enter your name in the **Your Name** field
- Enter your email address in the **E-mail Address** field
- Leave the **Password** field blank
- Leave the **Retype Password** field blank
- Click **Next**



You will be asked to enter your **NHSmail 2 password**.  
**Important:** do not tick the 'Remember my credentials' box. Click **OK**.



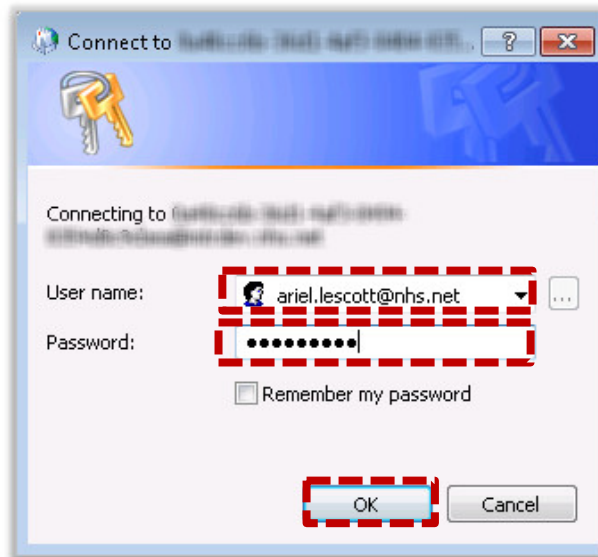
Your NHSmail 2 account is now configured to work with Outlook 2013.  
Click **Finish**.



## 7.2 Connecting to NHSmail 2 (logging in to Outlook)

When you open Outlook using your NHSmail 2 profile, you will be prompted to enter your user name and password.

- Enter your NHSmail 2 email address in the **User name** field
- Enter your NHSmail 2 password in the **Password** field
- Click on **OK**



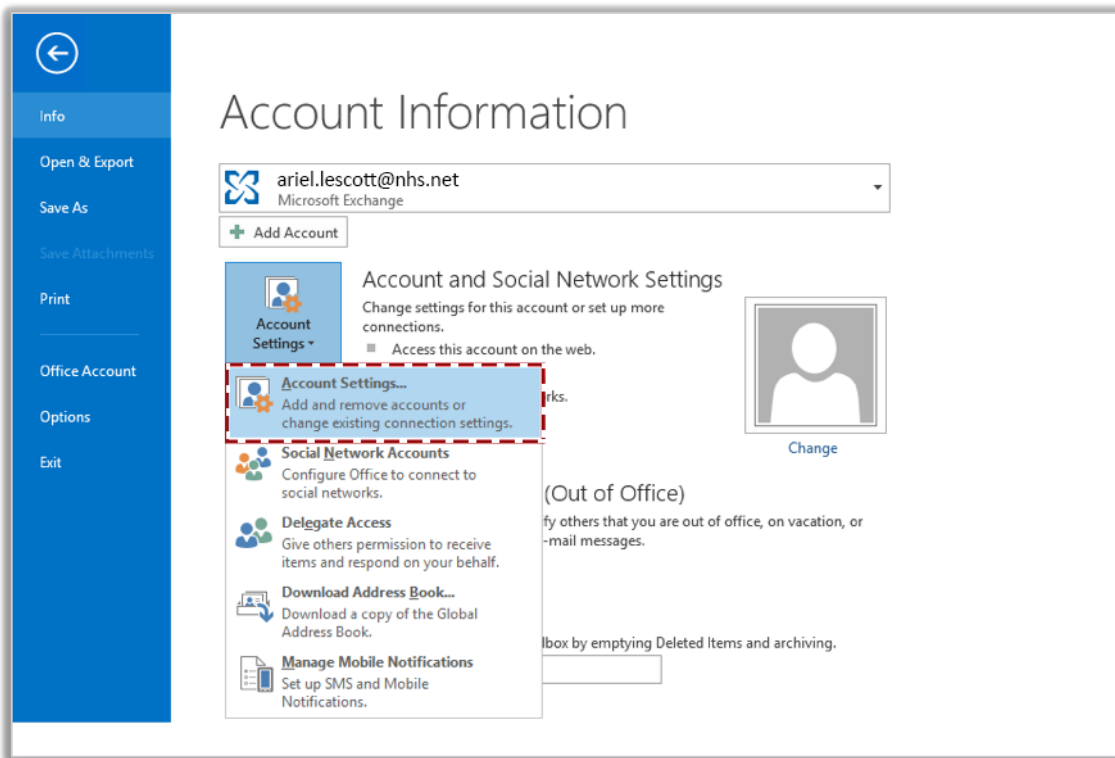
## 7.3 Remember my password

Outlook will not remember your NHSmail 2 password by default. Select the Remember my password tick box so that you do not need to enter it each time you log on. If you do not do this, you will need to enter your password each time you open Outlook and attempt to connect to NHSmail 2.

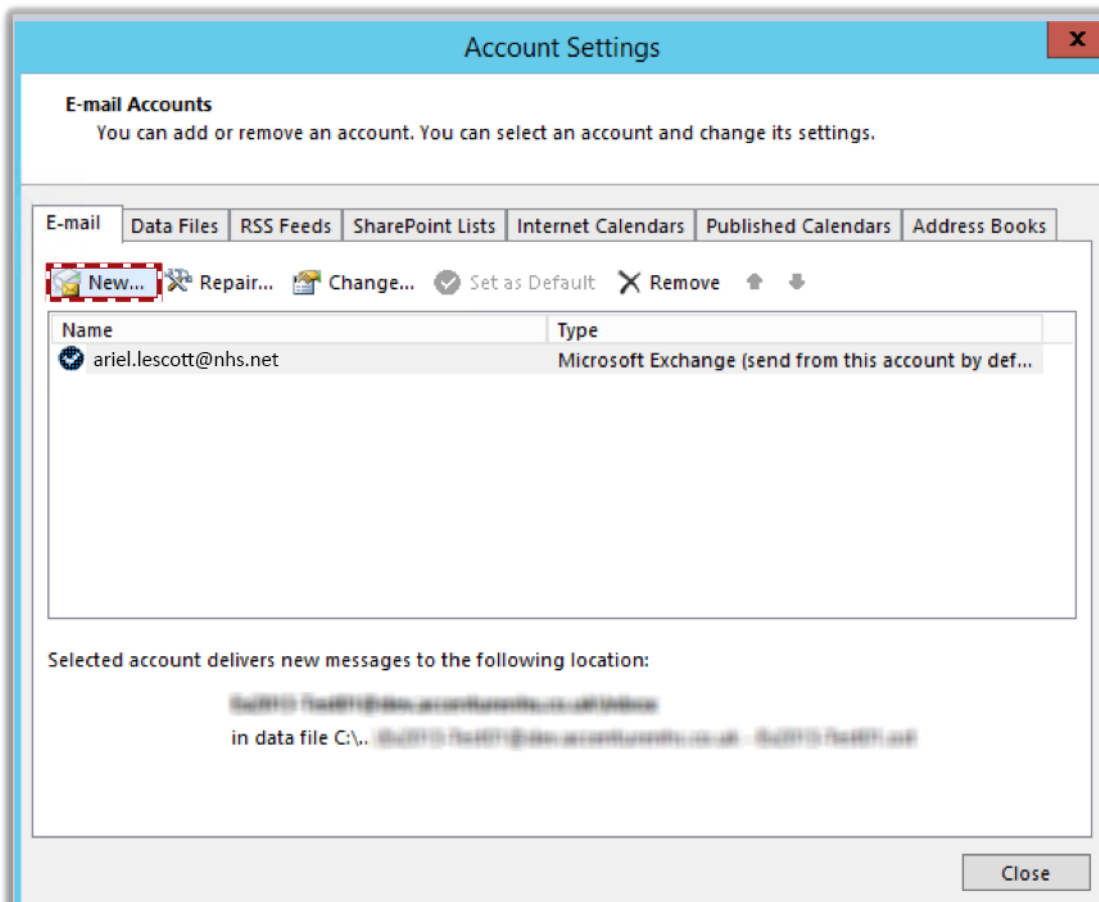
## 7.4 Add another account to your NHSmail 2 account

To add another account to your NHSmail 2 account:

1. Open Outlook 2013 and click the **File** menu
2. Click **Account Settings**, then select **Account Settings** again from the drop down menu

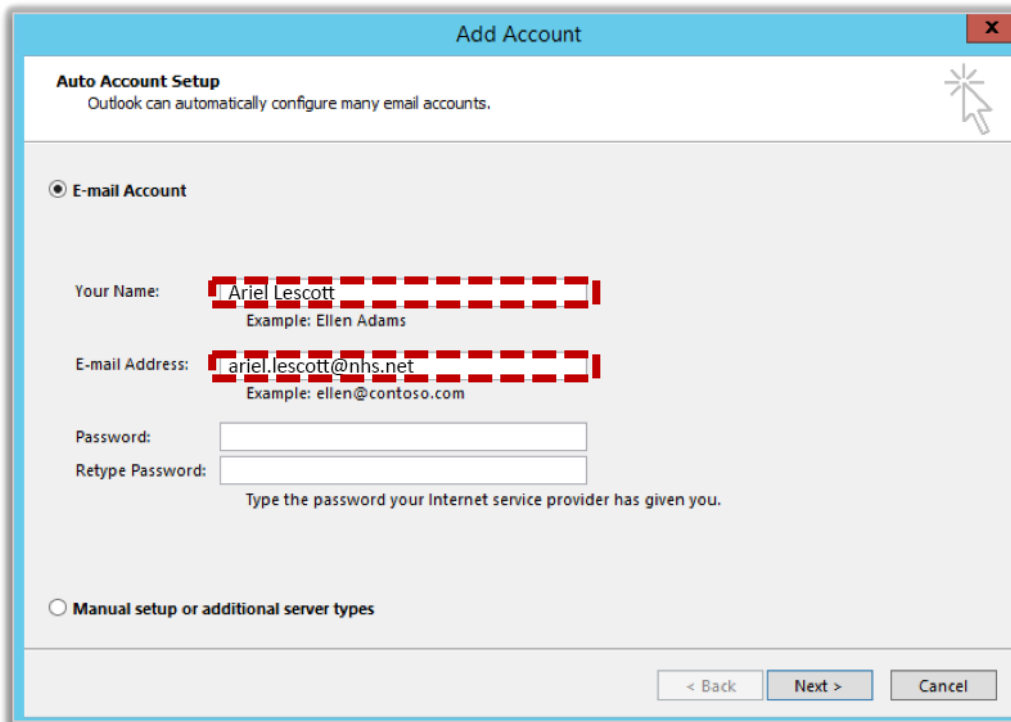


3. Click on **New...**



In the screen below you will need to populate the fields as follows:

- Type your name in the **Your Name** field
- Type your email address in the **E-mail Address** field
- Leave the **Password** field blank
- Leave the **Retype Password** field blank
- Click **Next**



**Add Account**

**Auto Account Setup**  
Outlook can automatically configure many email accounts.

**E-mail Account**

Your Name:   
Example: Ellen Adams

E-mail Address:   
Example: ellen@contoso.com

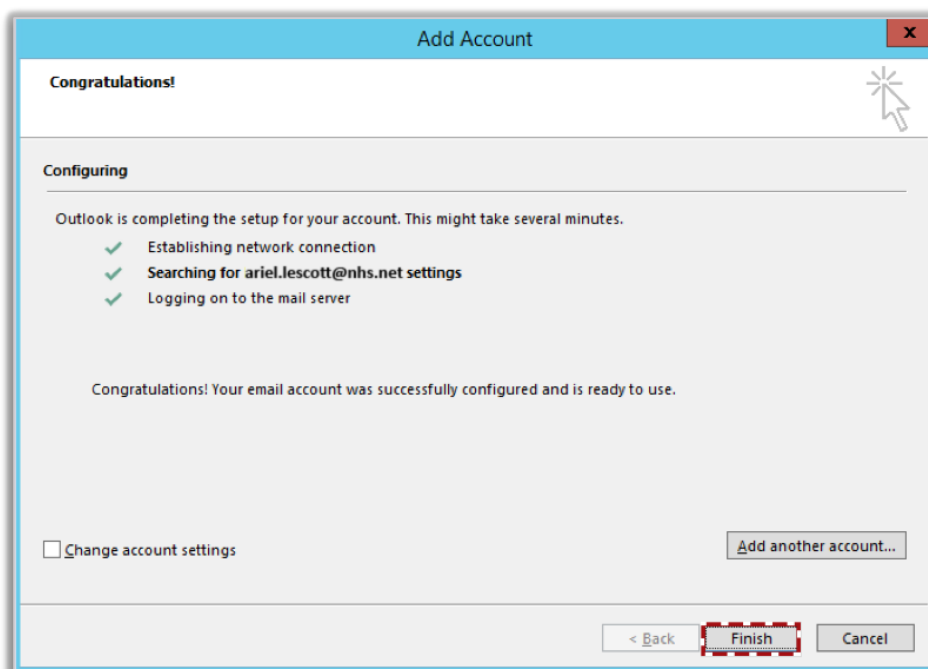
Password:

Retype Password:   
Type the password your Internet service provider has given you.

**Manual setup or additional server types**

< Back   **Next >**   Cancel

Your new account is now configured to work with Outlook 2013. Click **Finish**.



**Add Account**

**Congratulations!**

**Configuring**

Outlook is completing the setup for your account. This might take several minutes.

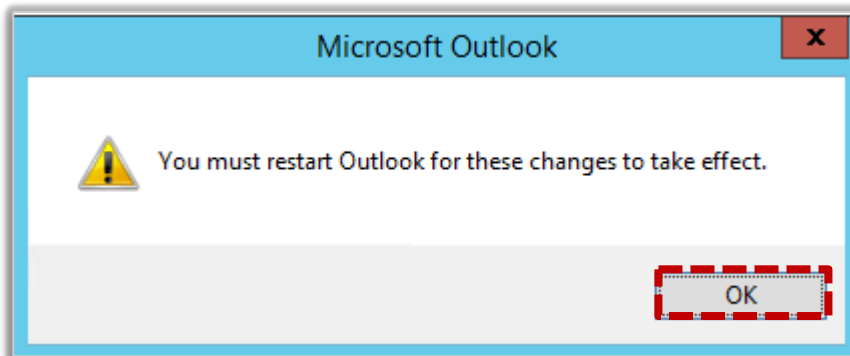
- ✓ Establishing network connection
- ✓ Searching for ariel.lescott@nhs.net settings
- ✓ Logging on to the mail server

Congratulations! Your email account was successfully configured and is ready to use.

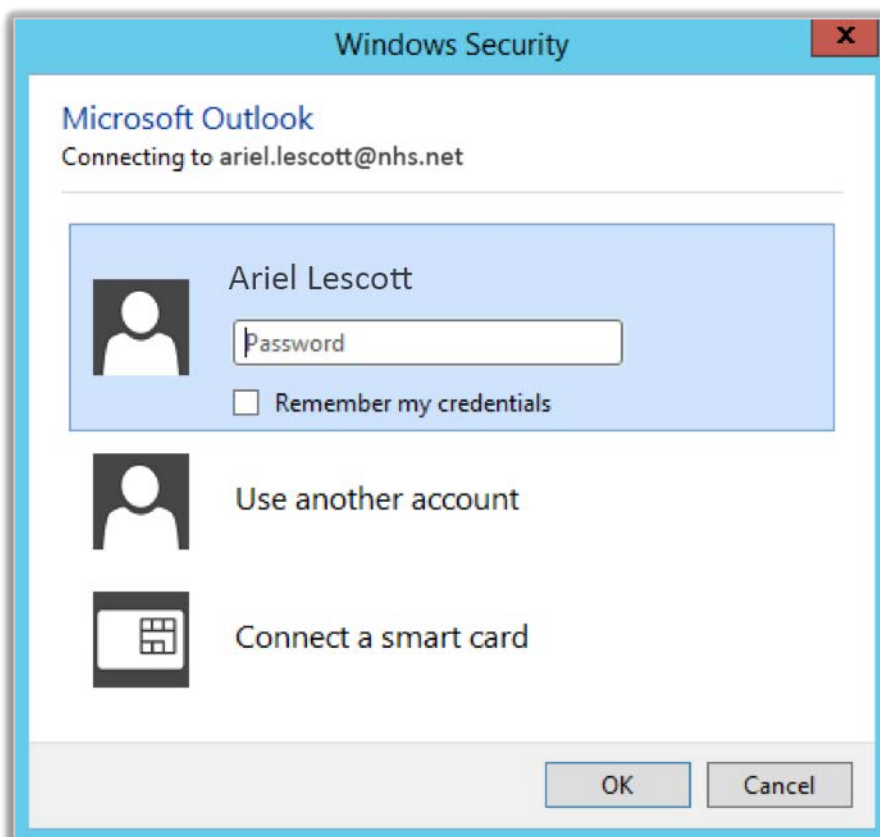
Change account settings  

< Back   **Finish**   Cancel

You will be prompted to restart Outlook for these changes to take effect.



The next time you log onto Outlook, enter the password for the new account you just added (there may be a second pop-up if the NHSmail 2 account password is not saved). If the passwords for both accounts are saved there will be no password prompts. You can also decide whether to allow Outlook to remember your credentials.





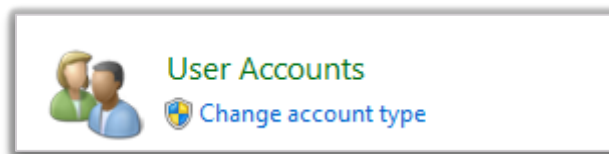
## 8 Configuring Outlook 2016

If you are using Outlook 2016 you should use the Outlook 'Autodiscover' feature. This means that during the setup of your new NHSmail 2 profile you only need to enter your name and your NHSmail 2 email address. Outlook will then automatically create your new profile.

### 8.1 Using Autodiscover to configure Outlook 2016

Follow the instructions below to use Autodiscover to configure your NHSmail 2 account using Outlook 2016.

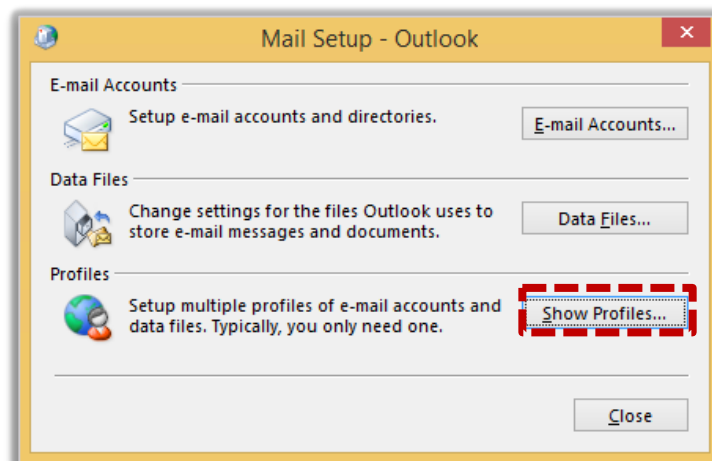
1. Click on **Start** and select **Control Panel**
2. Click on **User Accounts**



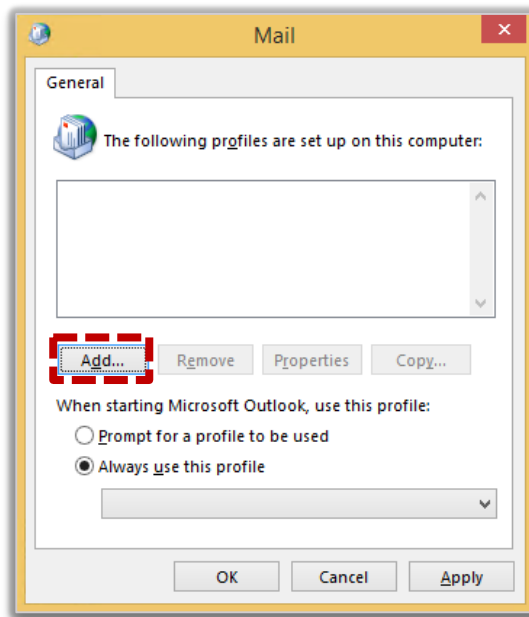
3. Click on **Mail**



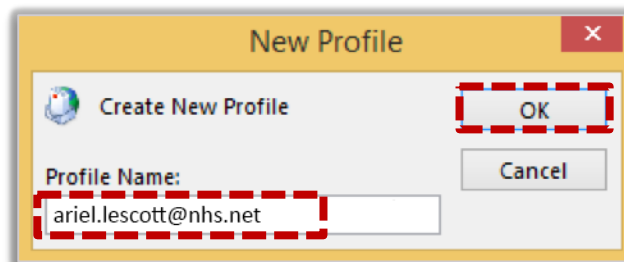
4. Click on **Show Profiles...**



5. Click on **Add...** in the Mail window

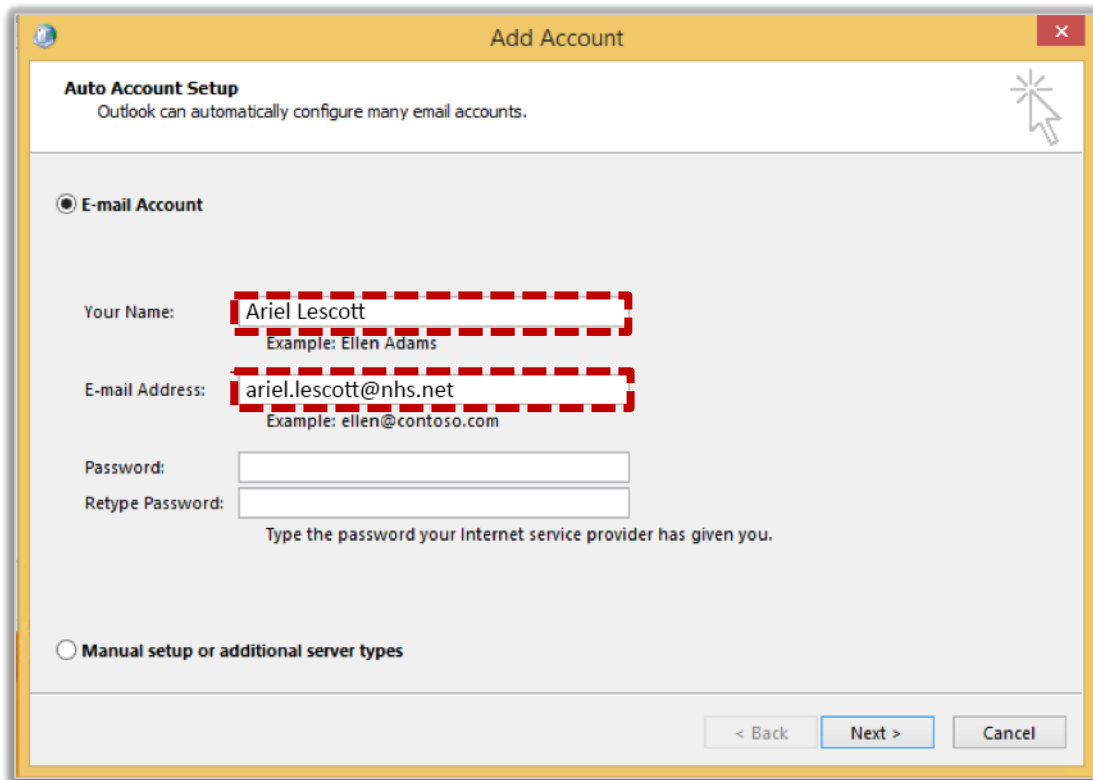


6. Enter your **email address** in the New Profile Window and then select **OK**

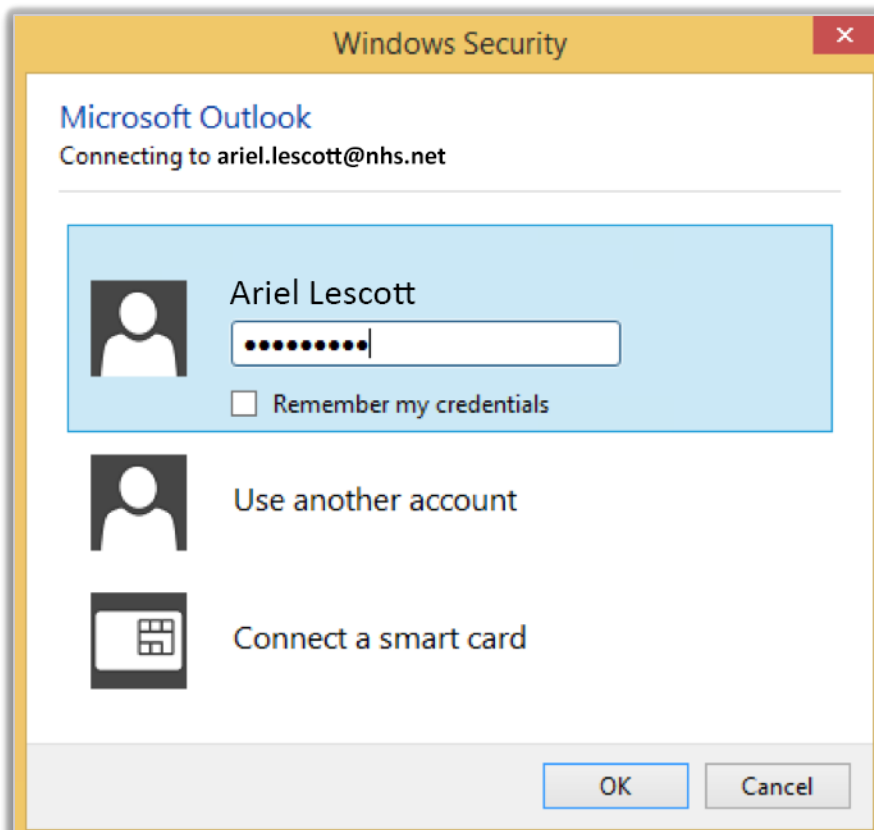


In the screen below you will need to populate the fields as follows:

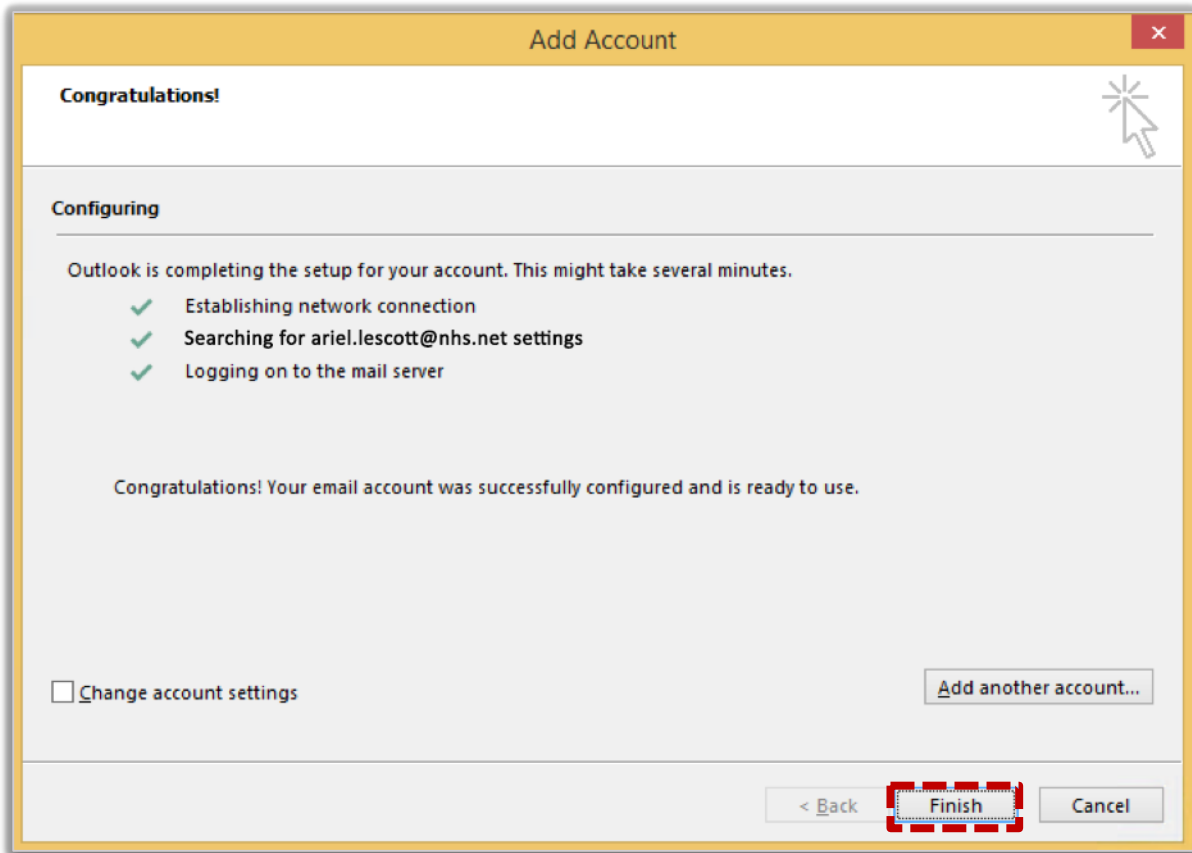
- Enter your name in the **Your Name** field
- Enter your email address in the **E-mail Address** field
- Leave the **Password** field blank
- Leave the **Retype Password** field blank
- Click **Next**



You will be asked to enter your **NHSmail 2 password**.  
**Important:** do not tick the 'Remember my credentials' box. Click **OK**.



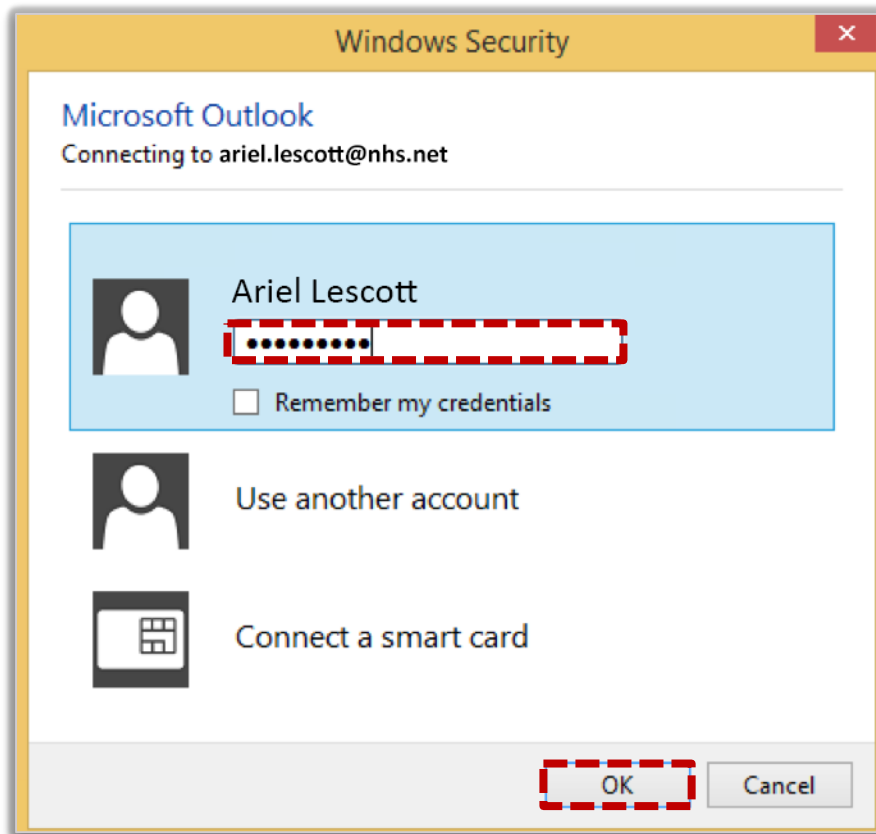
Your NHSmail 2 account is now configured to work with Outlook 2016.  
Click **Finish**.



## 8.2 Connecting to NHSmail 2 (logging in to Outlook)

When you open Outlook using your NHSmail 2 profile, you will be prompted to enter your user name and password.

- Enter your NHSmail 2 password in the **Password** field
- Click on **OK**



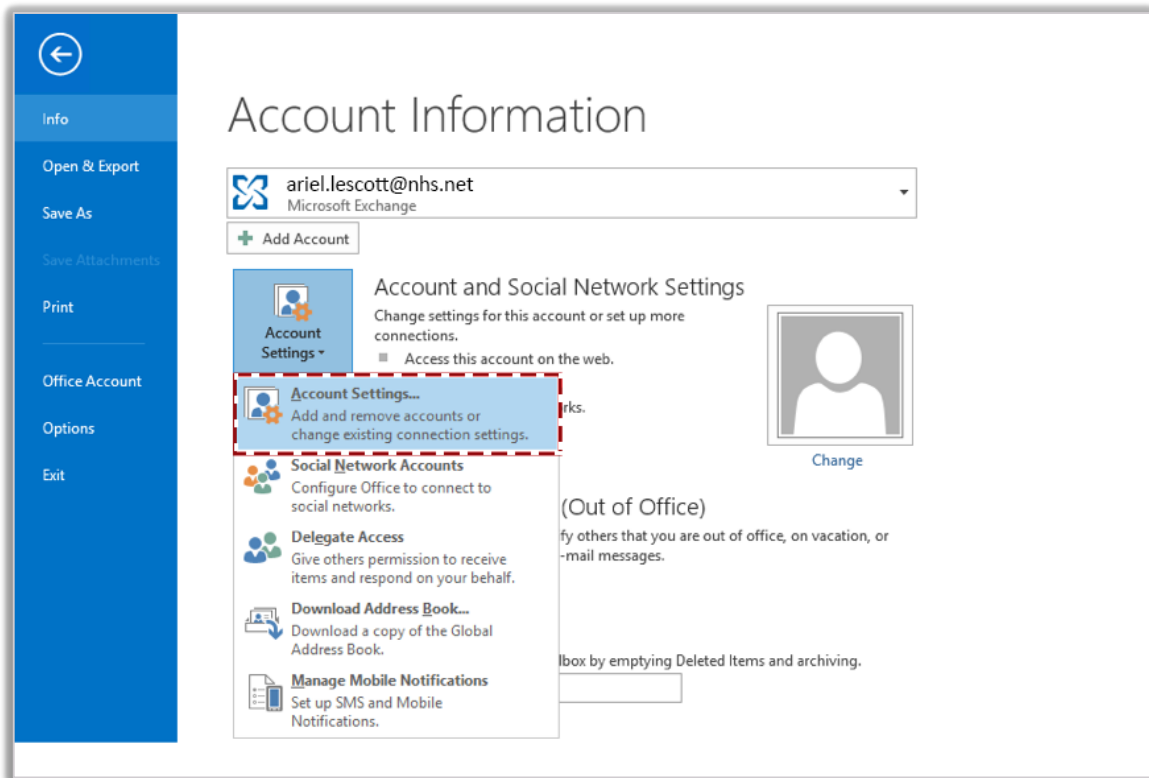
### 8.3 Remember my password

Outlook will not remember your NHSmail 2 password by default. Select the Remember my password tick box so that you do not need to enter it each time you log on. If you do not do this, you will need to enter your password each time you open Outlook and attempt to connect to NHSmail 2.

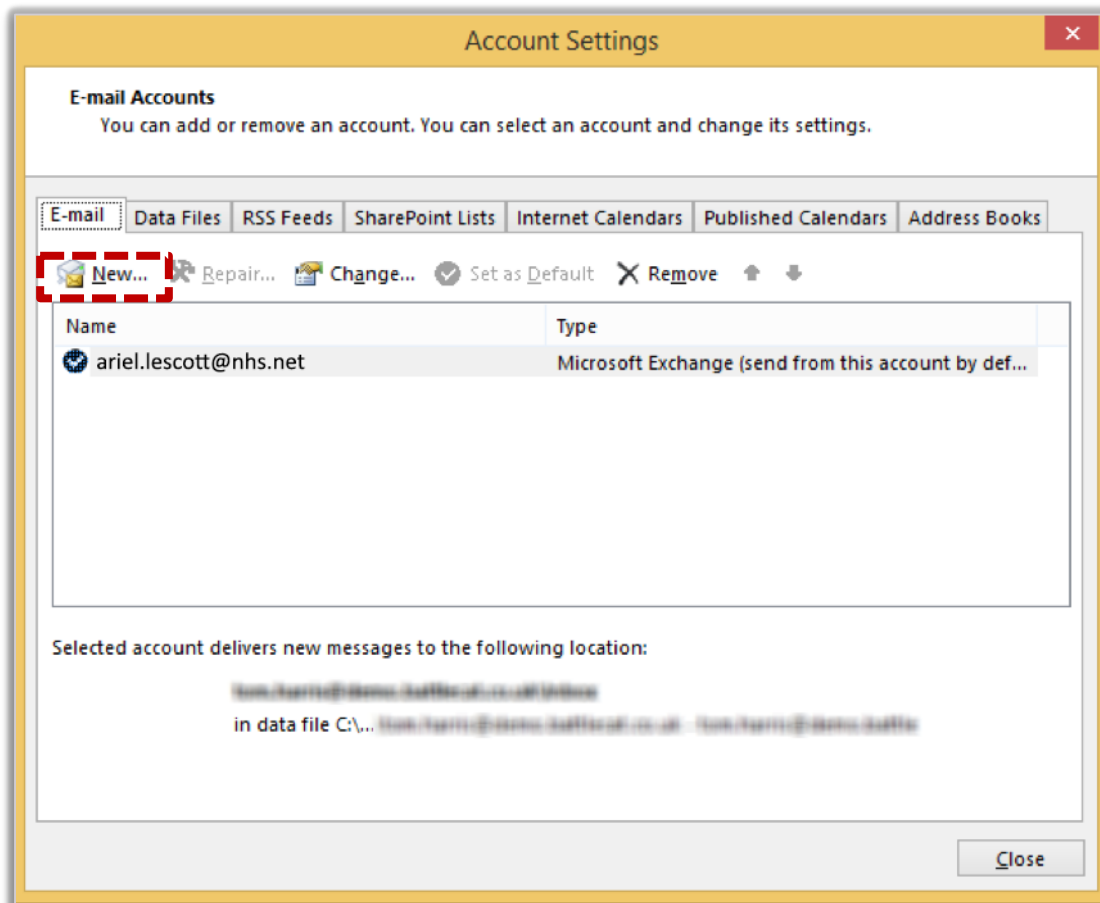
### 8.4 Add another account to your NHSmail 2 account

To add another account to your NHSmail 2 account:

1. Open Outlook and click on the **File** menu
2. Click **Account Settings** and select **Account Settings** again from the drop down menu

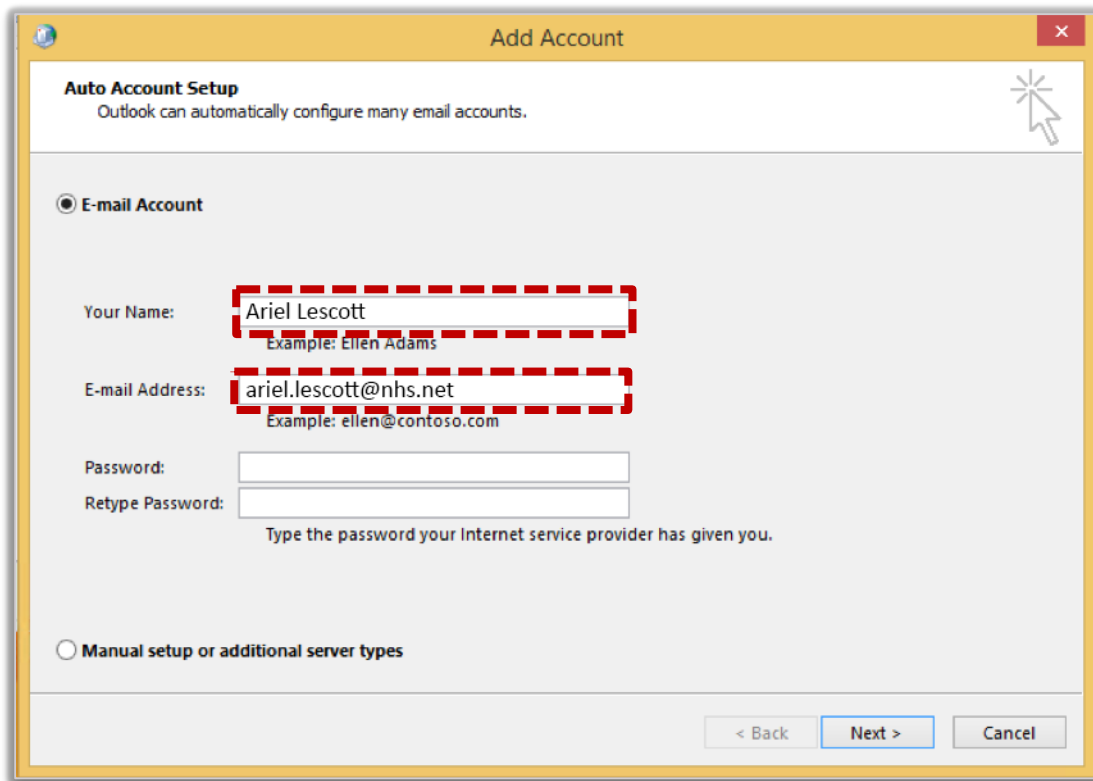


3. Click **New...**



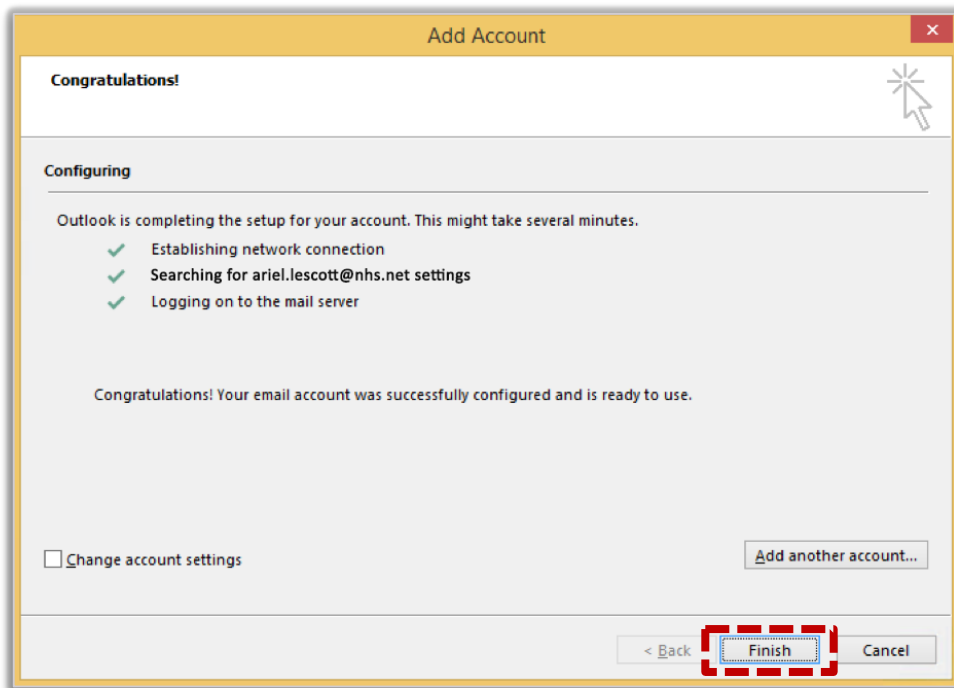
In the screen below you will need to populate the fields as follows:

- Type your name in the **Your Name** field
- Type your email address in the **E-mail Address** field
- Leave the **Password** field blank
- Leave the **Retype Password** field blank
- Click **Next**

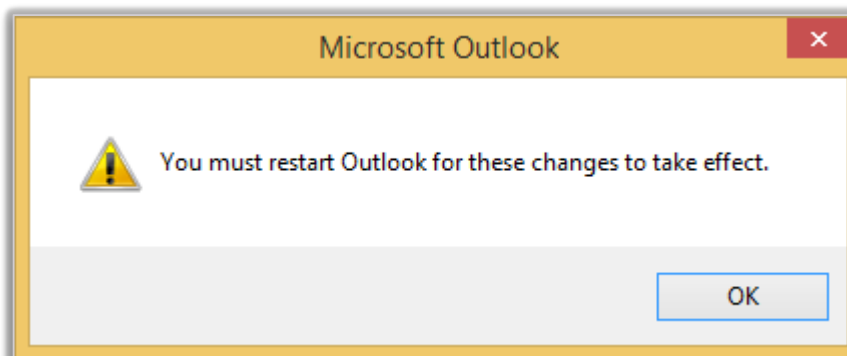


The screenshot shows the 'Add Account' dialog box in Outlook 2013. The title bar reads 'Add Account'. Below the title bar, the text 'Auto Account Setup' is displayed, followed by 'Outlook can automatically configure many email accounts.' The 'E-mail Account' radio button is selected. The 'Your Name' field contains 'Ariel Lescott' with the example 'Example: Ellen Adams' below it. The 'E-mail Address' field contains 'ariel.lescott@nhs.net' with the example 'Example: ellen@contoso.com' below it. The 'Password' and 'Retype Password' fields are empty. Below these fields, the text 'Type the password your Internet service provider has given you.' is displayed. The 'Manual setup or additional server types' radio button is unselected. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Your NHSmail 2 account is now configured to work with Outlook 2013. Click **Finish**.



You will be prompted to restart Outlook for these changes to take effect.



The next time you log onto Outlook, enter the password for the new account you just added (there may be a second pop-up if the NHSmail 2 account password is not saved). If the passwords for both accounts are saved there will be no password prompts. You can also decide whether to allow Outlook to remember your credentials.