How to Configure Outlook after the Office 365 Email Migration

PLEASE NOTE

Your **email username** is different than your **email address**. Your email address will not change. The email username (which looks like an email address, but really is not) will be used when configuring Outlook, setting up your email on a device, or using Webmail.

The naming convention for usernames is:

> yourpolarisusername@peacelibrarysystem.ab.ca

For example:

> plshpotter@peacelibrarysystem.ab.ca
> pabarhgranger@peacelibrarysystem.ab.ca
> parymrweasley@peacelibrarysystem.ab.ca
> pahfxlibmanager@hogwartslibrary.ab.ca

It does not matter what your email domain is (e.g. @beaverlodgelibrary.ab.ca, @rainbowlakelibrary.ab.ca, @slavelakelibrary.ab.ca), your username will always end with @peacelibrarysystem.ab.ca.
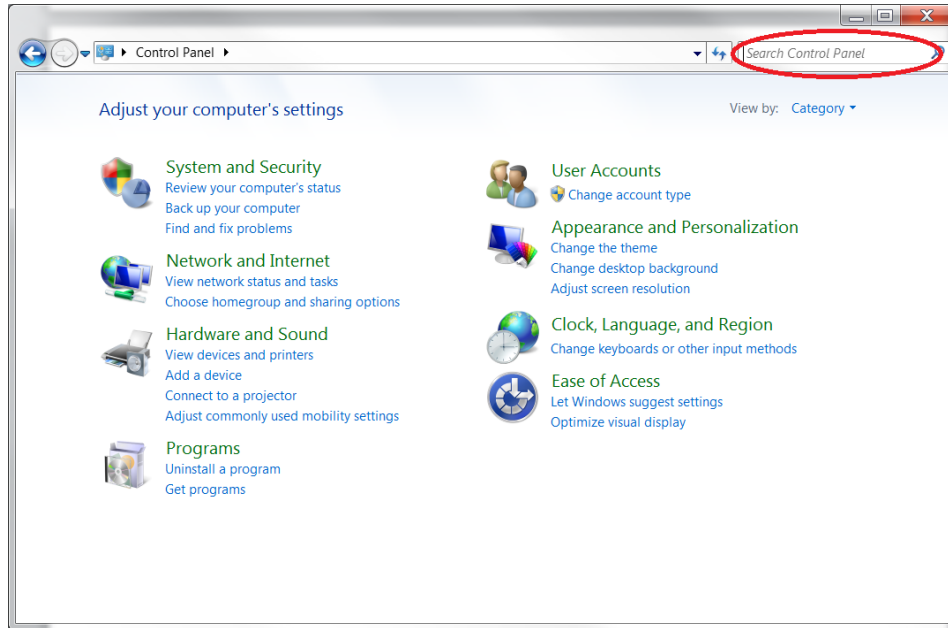
Before you start…

> *Are you using Outlook 2007? **If yes**, stop and call Fred or Janet before proceeding.*

> *Did you turn off your computer the last time you were at it? **If no**, please restart before doing anything.*
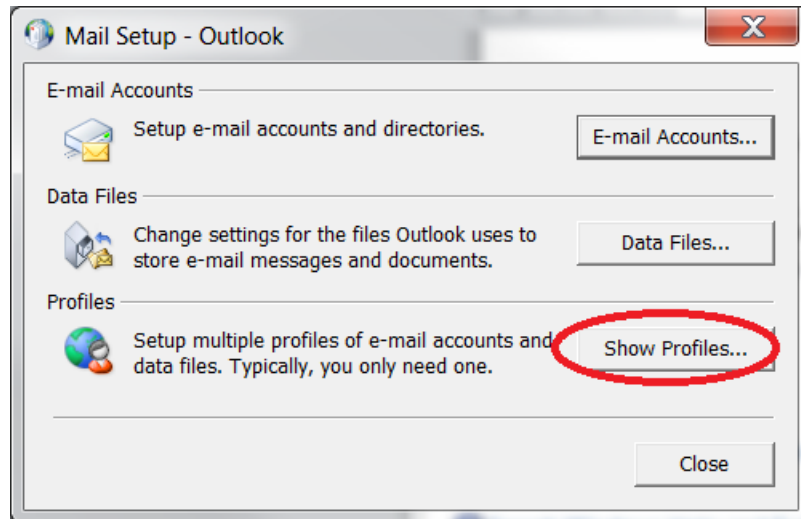
1. Click Start → Control Panel.
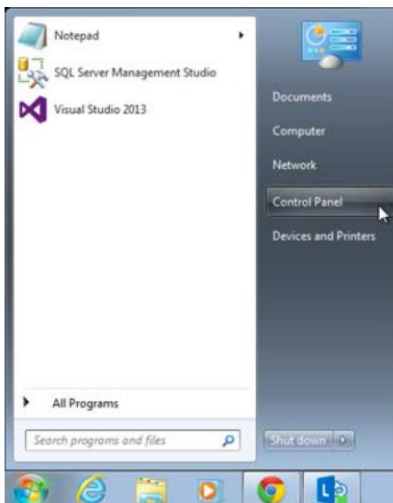
2. In the search box in the top right-hand corner, search for **Mail**.
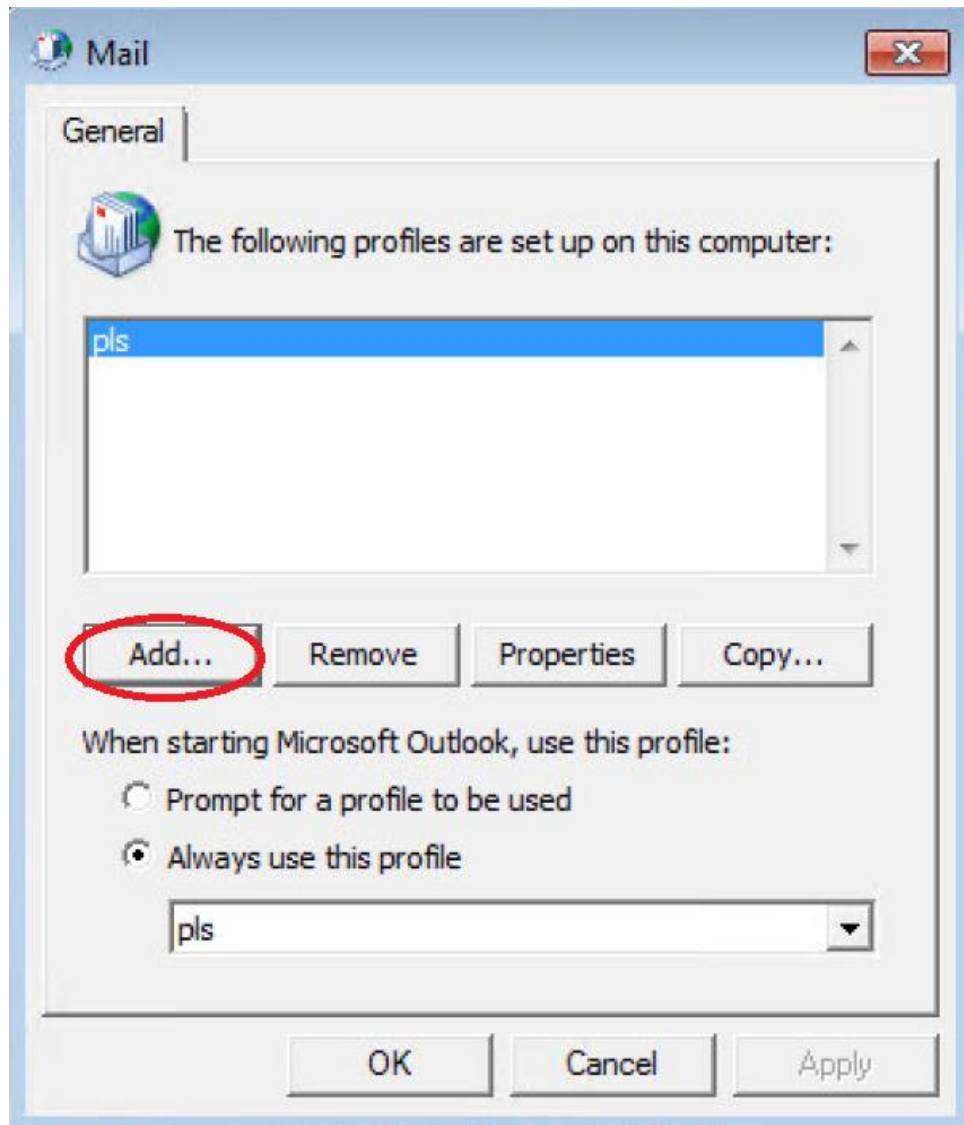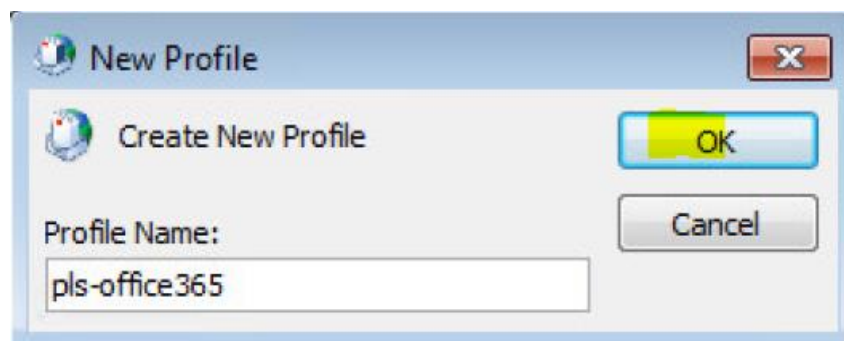

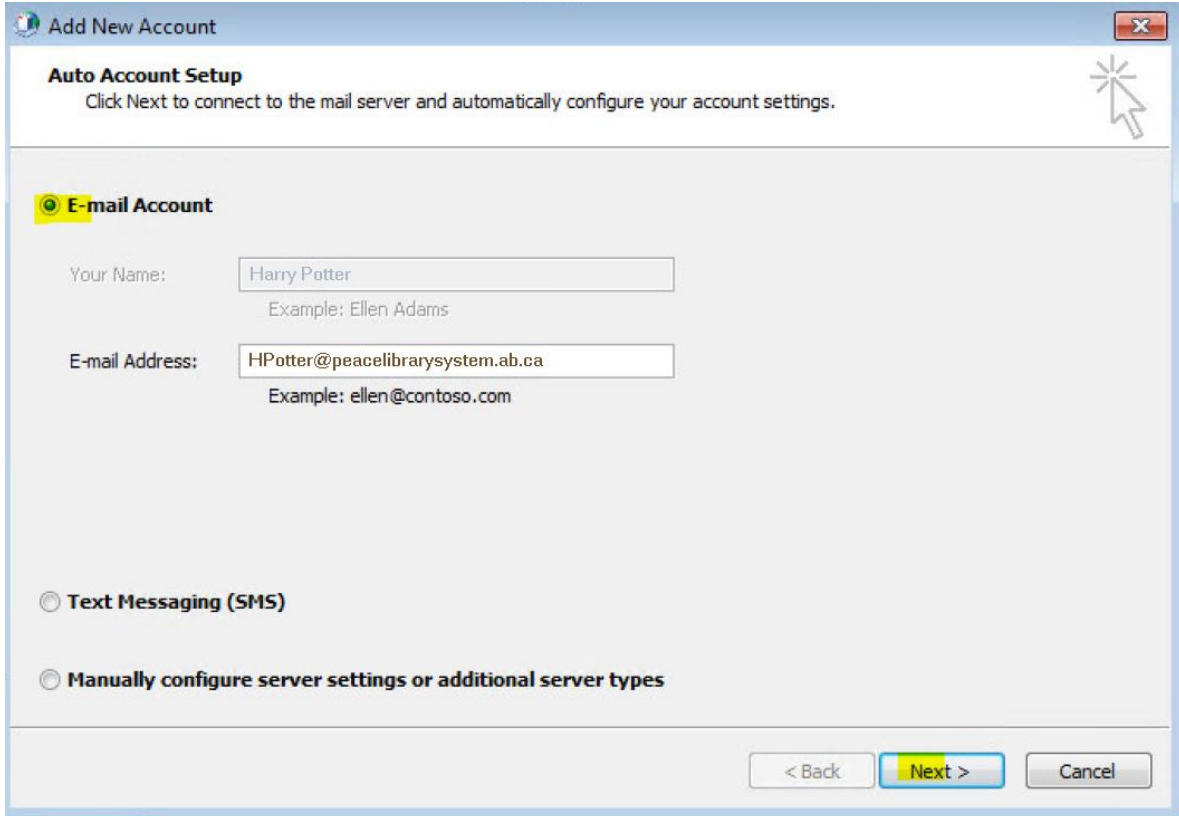3. Click on **Mail (32-bit)**.

4. Click on Show Profiles

5. Click **Add**. *You may have another profile(s) listed: **do NOT remove this profile***.

6. Enter the new profile's name **pls-office365** and click OK.

7. Your information will auto-fill in. Here we see the information for PLS employee Harry Potter. His email address is hpotter@yrl.ab.ca and his Polaris username is plshpotter. Beside Your Name, you will see either his Polaris username or Harry's full name. Either is fine, just click **Next**.

8. **This step is very important. Proceed carefully.**

   A prompt will ask you to enter your username and password.

   **If you do not see this prompt, please restart the computer and start over.**

   a. If the window shows your email address (i.e. hpotter@peacelibrarysystem.ab.ca) and not your email username (i.e. plshpotter@peacelibrarysystem.ab.ca), click on **Use another account** and then enter your *email username* and your Polaris password.
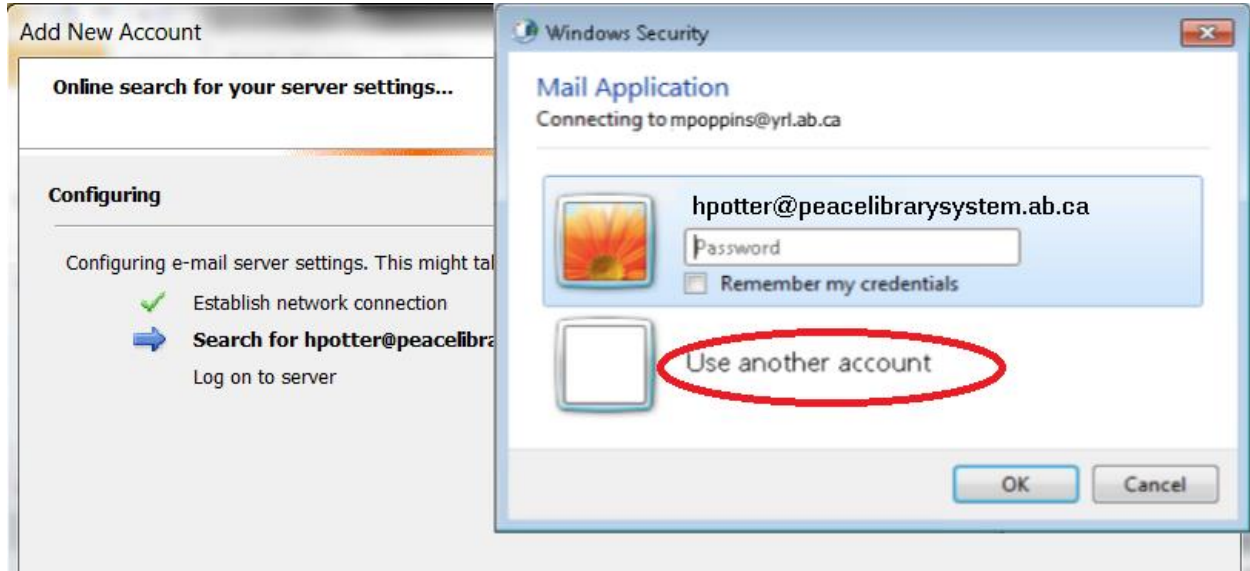

   If you accidentally enter your password at this step and continue, all is not lost. Your profile will not be setup but it can be fixed. Cancel the steps going forward and start over. When you reach Step 5, delete the profile **pls-office365** that you created. Restart the computer and then start over from Step 1.

   b. **If the window shows your *username*** polarisusername@peacelibrarysystem.ab.ca (i.e. plshpotter@peacelibrarysystem.ab.ca), enter your Polaris password and click the checkbox to **Remember my credientials.**

9. Once your password has been accepted, you will see three green checkmarks. Click **Finish**.
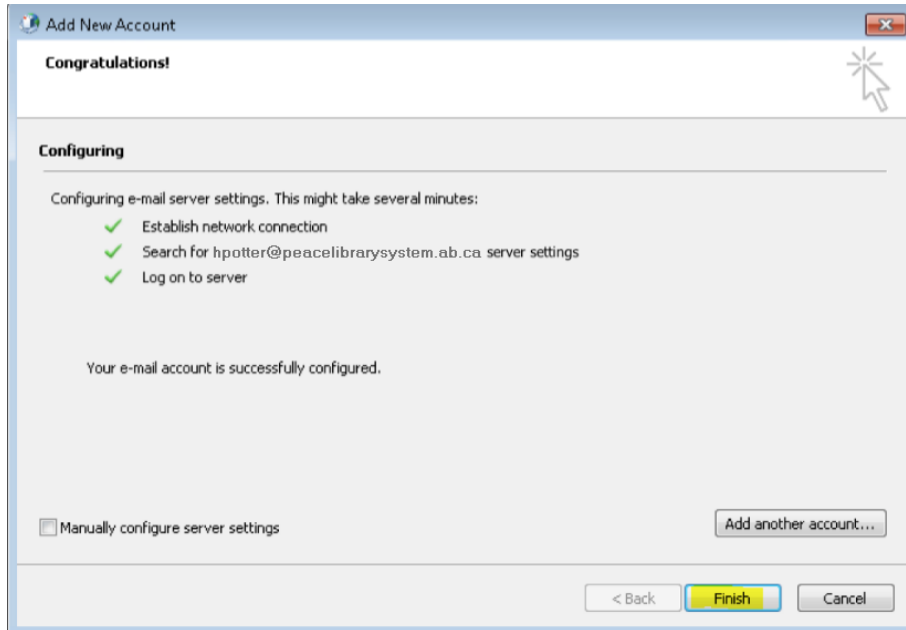
10. Set the default profile to **pls-office365**. Click **Apply** then **OK** to proceed.
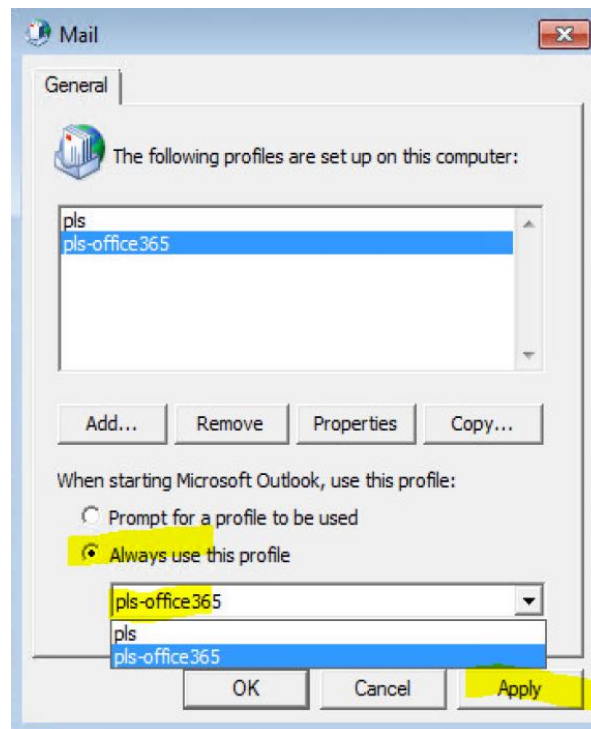
11. You can now open Outlook. Please be patient as it will take time to rebuild your account as your mailbox is configured.

12. Verify the Outlook settings. In Outlook, click File. You will see the Account Settings area. Below *Access this account on the web*, you should see **https://outlook.office365.com**

   If you see https://mail.tracpac.ab.ca please stop and call Fred or Janet immediately!