

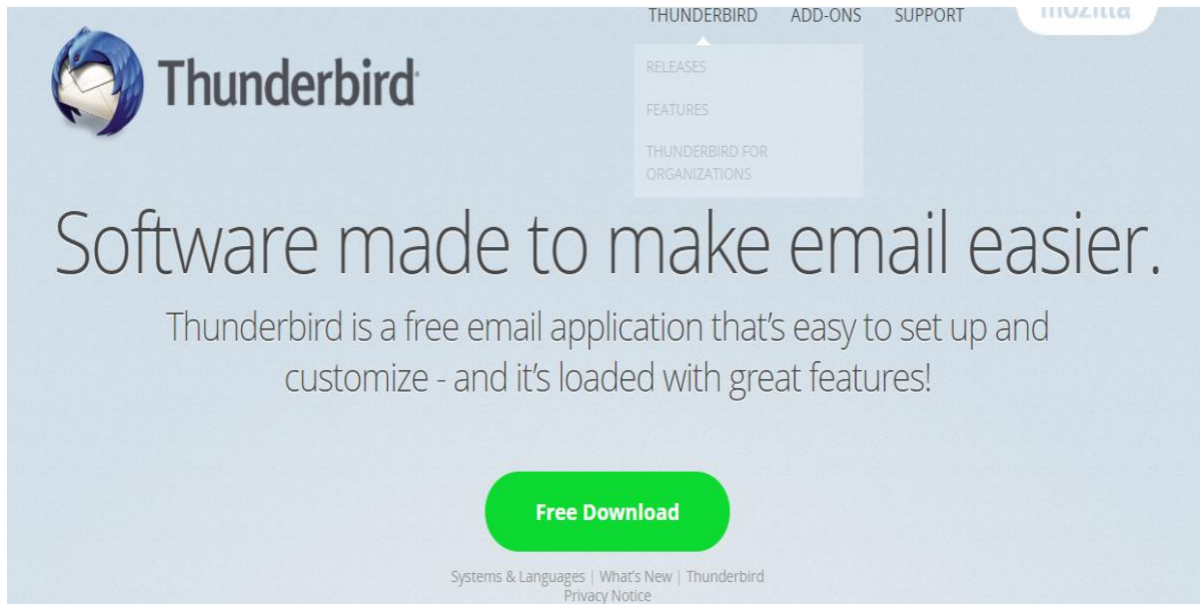
Office365: Configure Thunderbird on WindowsKB0011383

NOTE: Skip steps 1 through 12 if Thunderbird is already installed on your computer.

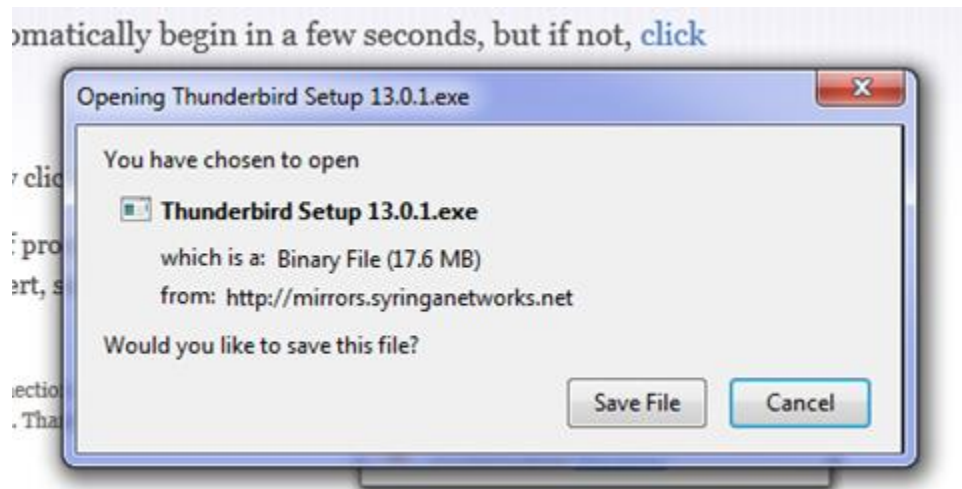
Download Thunderbird

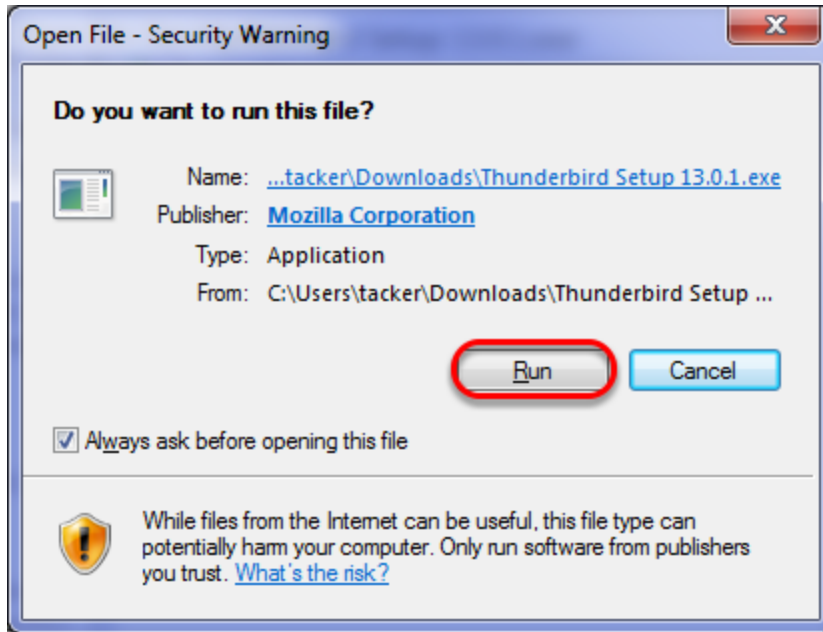
Step 1: Visit the Thunderbird download page at <https://www.mozilla.org/en-US/thunderbird/>

Step 2: Click **Free Download**.

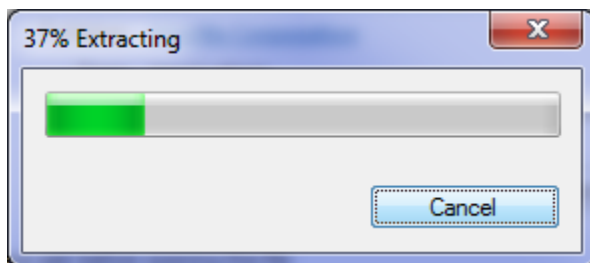


Step 3: Depending on the web browser you are using, you may be presented with a **Run or Save File** option. If you are asked to **Save the File**, save it to a location on your computer where you can find and open the file later. Alternatively, if you are presented with a **Run** option, choose to **Run** the downloaded file.

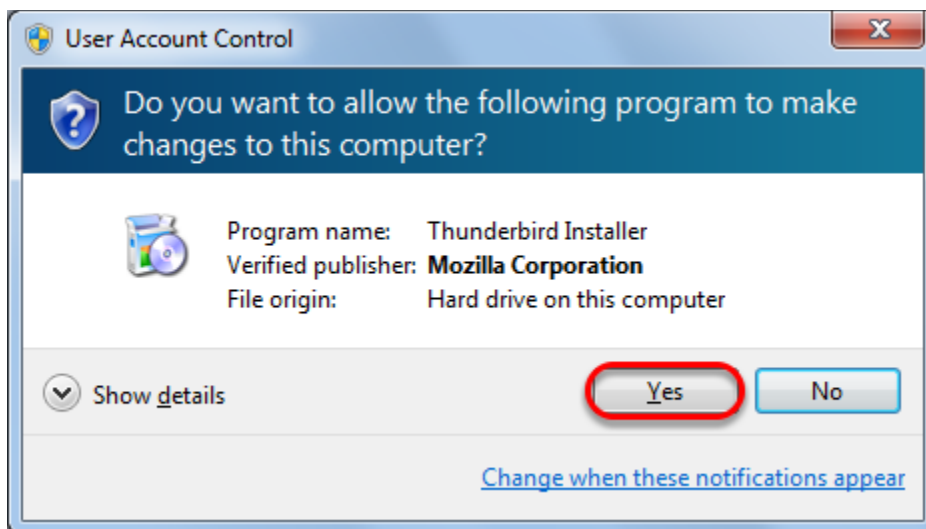




Step 4: The installation program will begin by extracting the downloaded installation file.



Step 5: Windows 7 users will receive a **User Account Control** security warning. Click **Yes** to proceed with installation.



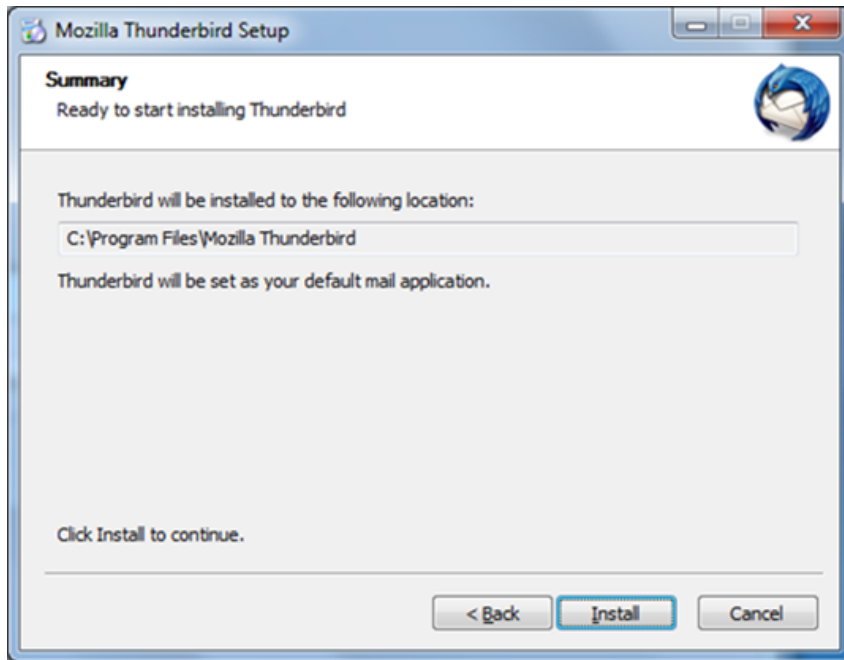
Step 6: The Mozilla Thunderbird Setup Wizard will launch. Click **Next** to proceed.



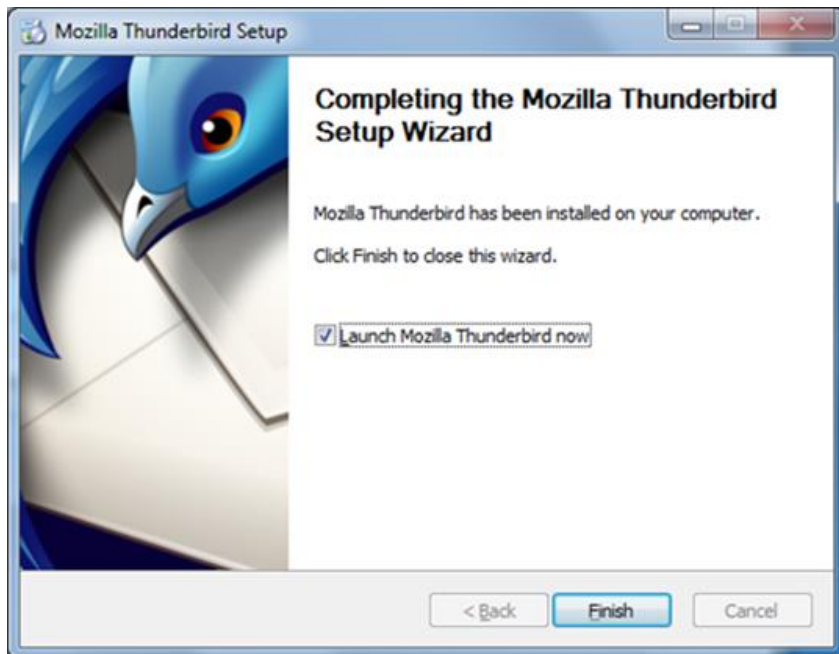
Step 7: Click **Next** to install the standard features and set Thunderbird as your default mail application. Advanced users can select the **Custom** option to choose individual options to install.



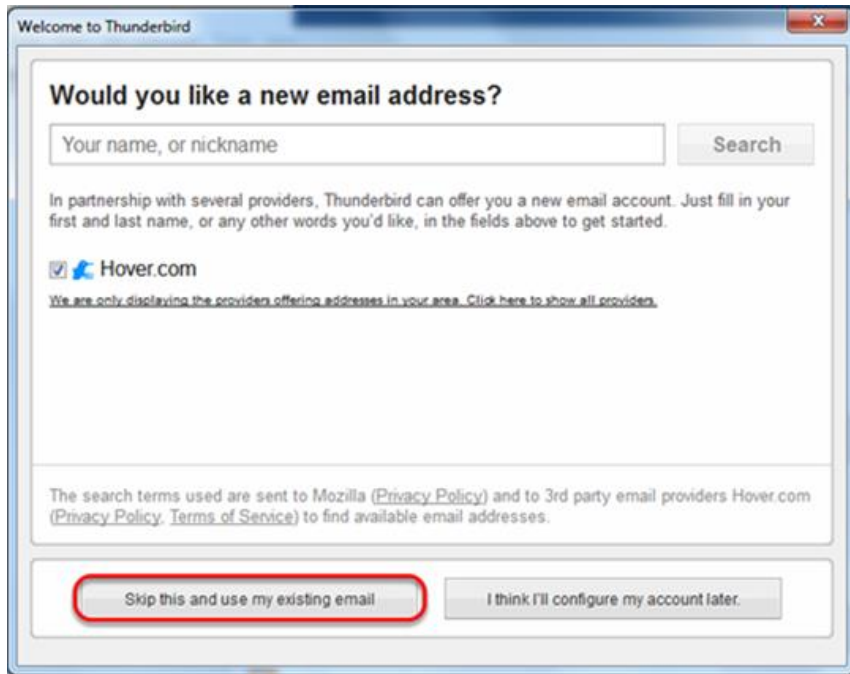
Step 8: Click **Install** to begin the installation.



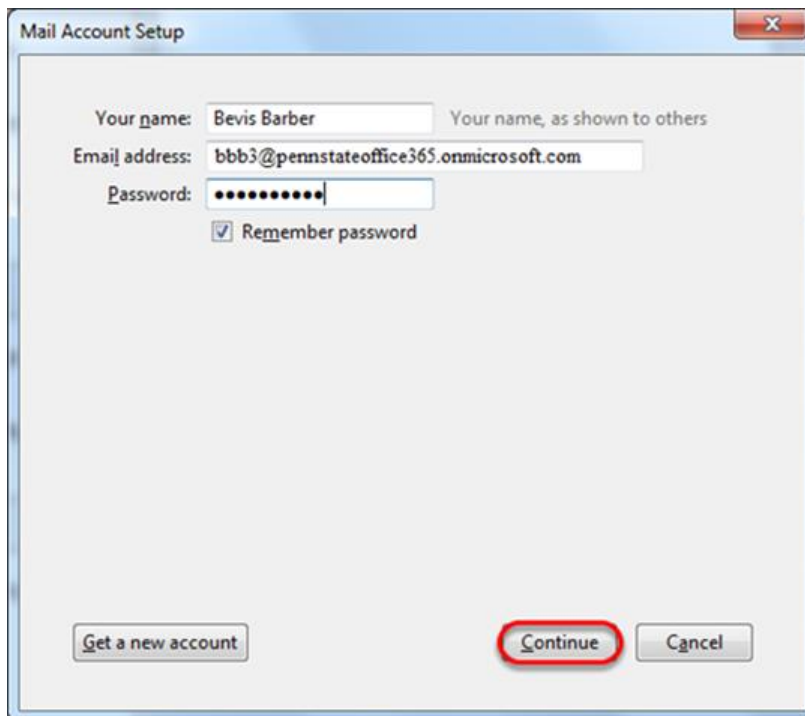
Step 9: When installation is complete, click **Finish** to exit the wizard and launch Thunderbird.



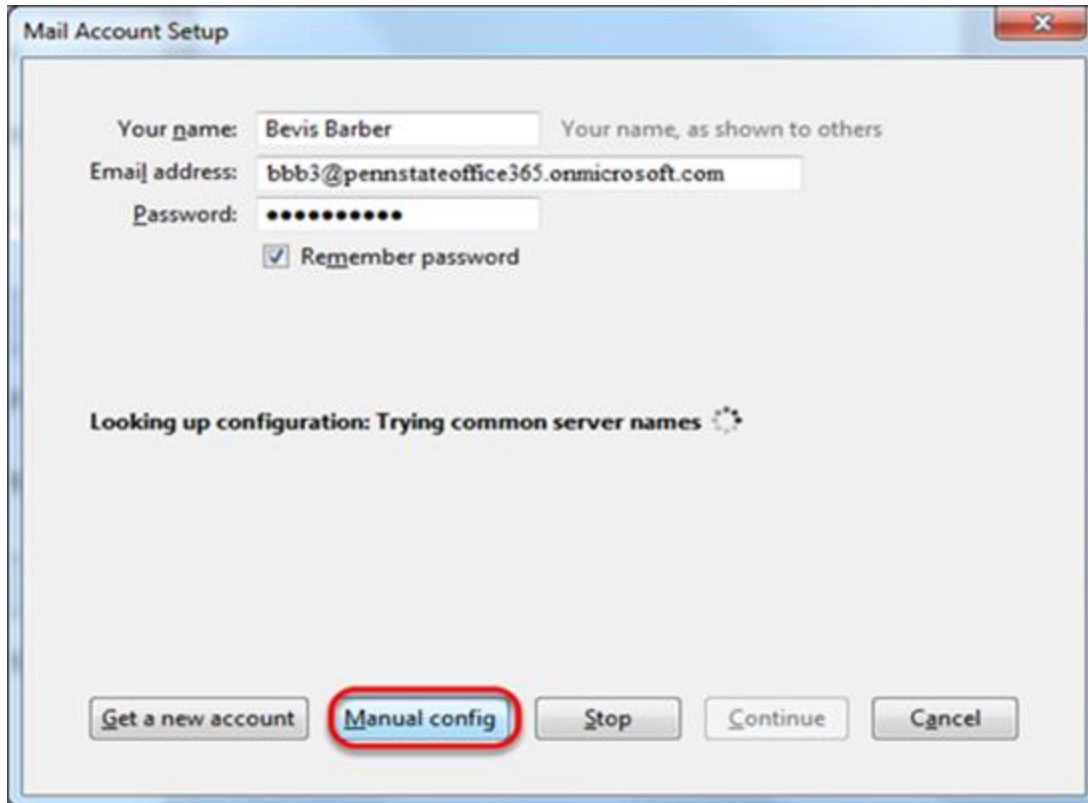
Step 10: Click **Skip this and use my existing email** button.



Step 11: Enter your name, your Outlook 365 email address, and your password. Click **Continue**.



Step 12: Thunderbird will attempt, and likely fail, to configure your email settings automatically. Click **Manual config** button.



Step 13: As pictured below, enter the following settings and click **Create Account**.

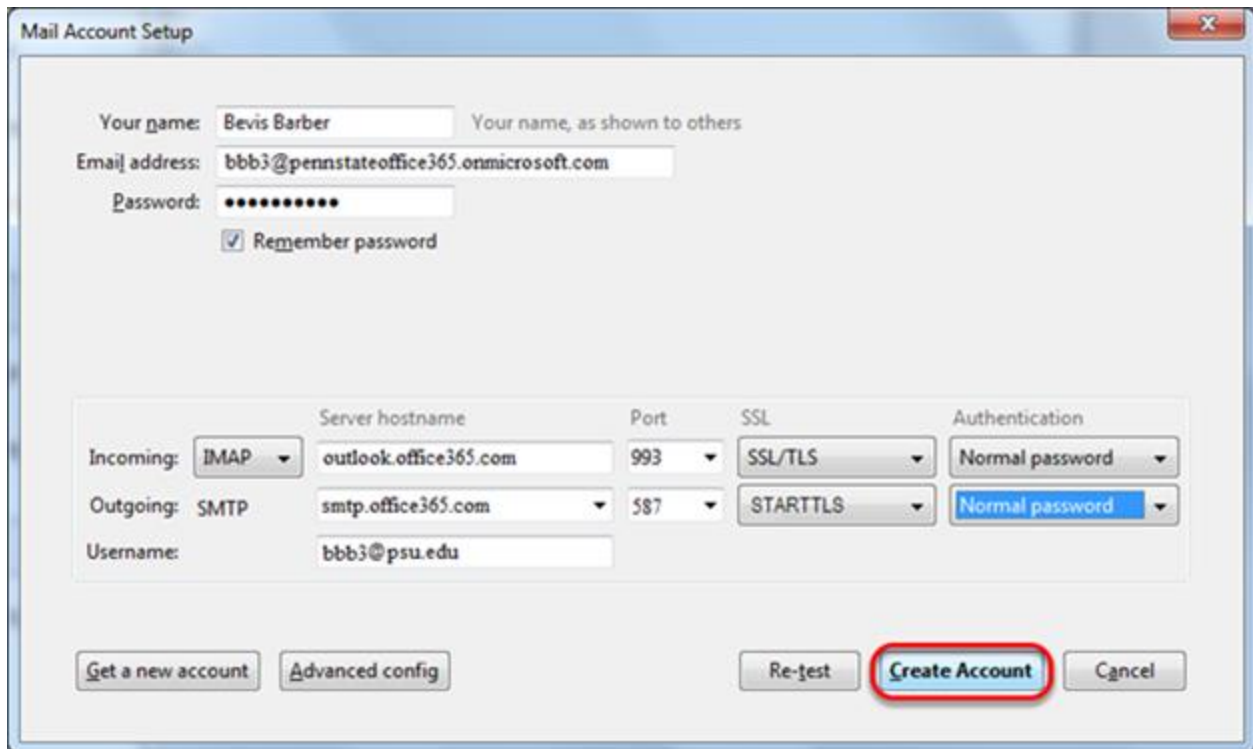
Incoming: IMAP

- Server hostname: outlook.office365.com
- Port 993
- SSL: SSL/TLS
- Authentication: Normal password

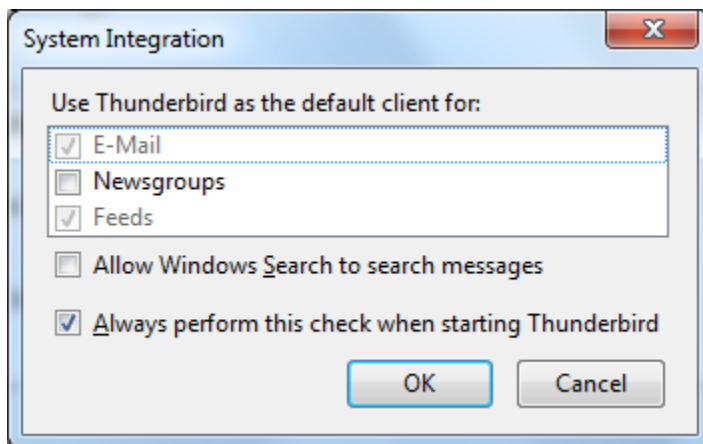
Outgoing: SMTP

- Server hostname: smtp.office365.com
- Port: 587
- SSL: STARTTLS
- Authentication: Normal password

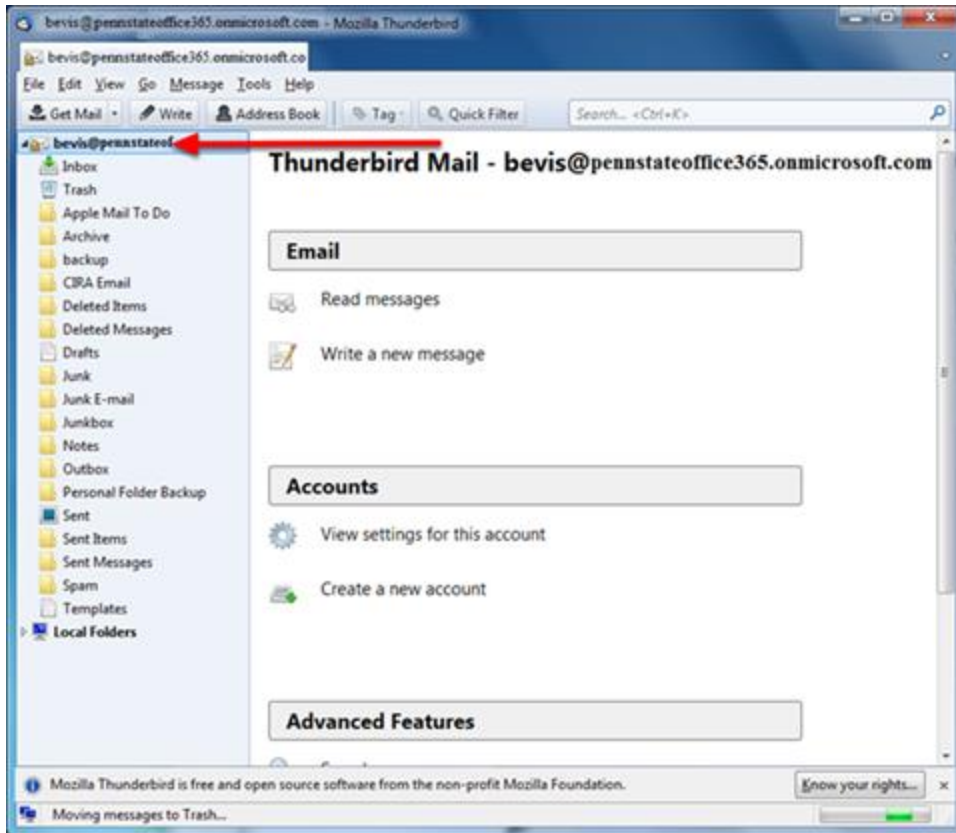
NOTE: Thunderbird 13 users may receive an error if they try to re-test the settings even after the settings are entered perfectly. The settings below should work after clicking **Create Account**. It is not necessary to re-test the settings. Please ignore any errors when testing the settings prior to creating the account.



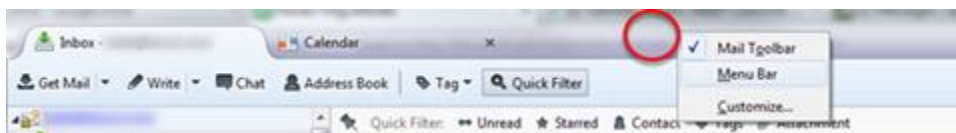
Step 14: A **System Integration** window will prompt you to set Thunderbird as your default mail client. Click **OK**.



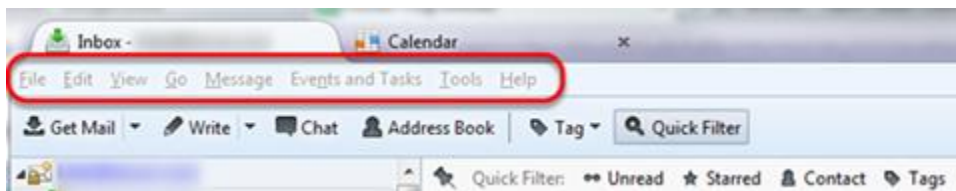
Step 15: Thunderbird will connect to the email server and begin downloading your email messages and folders.



NOTE: After downloading Thunderbird, the **Menu Bar** may not display by default. In order to show the menu bar, you must **right-click** in the blank space at the top of the program and **checkmark** the option for **Menu Bar**.



Once enabled, you will see the options for **File**, **Edit**, **View**, **Go**, **Message**, **Tools**, and **Help**.

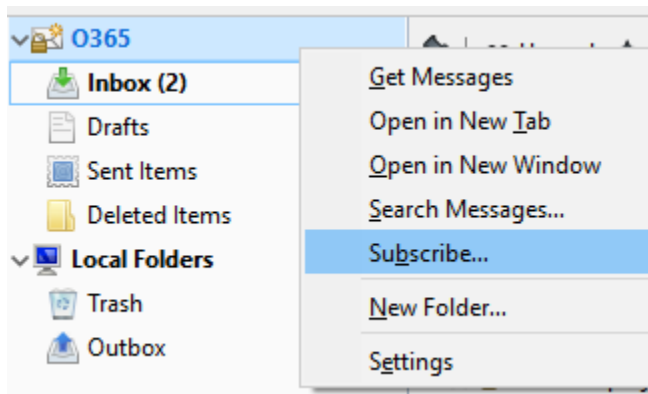


Reconfigure Folder mapping

Clients configured using Microsoft Exchange protocol use different folders for some of the primary mail folders. For consistency, we highly recommend that you configure Thunderbird to

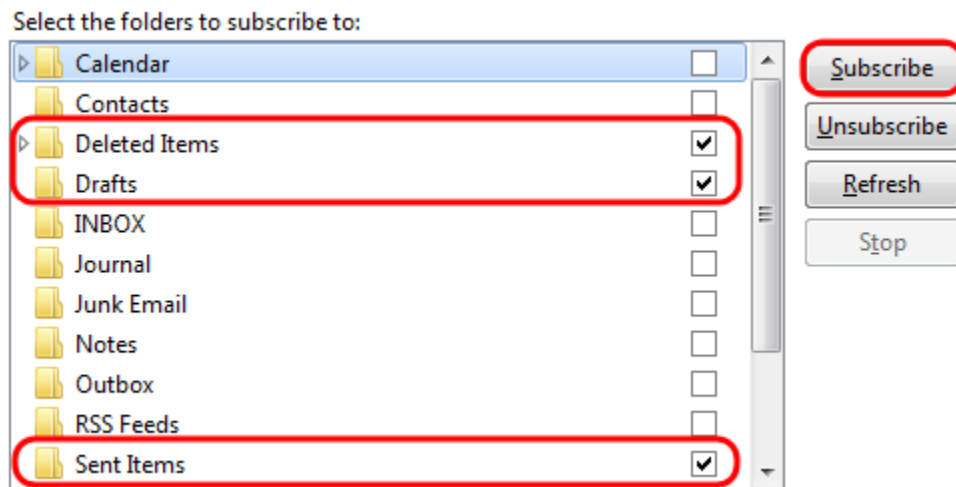
use these same folders. This will make it less confusing if you also use the web client for Office 365 or a different desktop client that is using the Exchange protocol.

Step 1: Right-click on your Office 365 account and select **Subscribe....** from the drop-down menu.



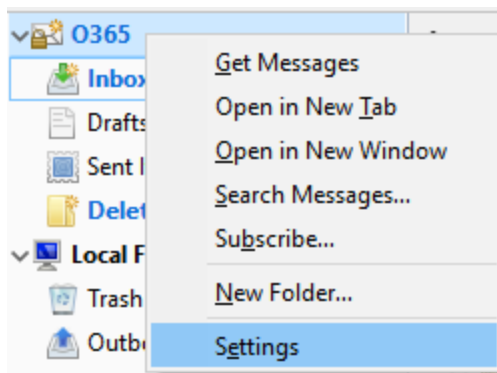
Step 2: Place a check-mark within the box next to each of these folders: **Drafts, Deleted Items, Sent Items.**

Step 3: Click **Subscribe.**



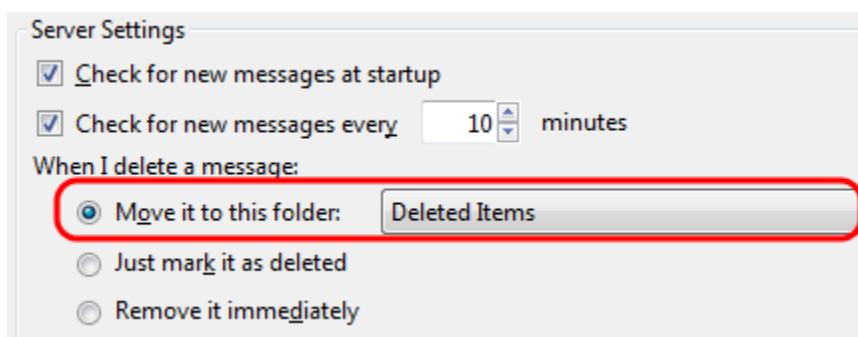
Step 4: Click **OK.**

Step 5: Right-click on your Office 365 account and select **Settings...** from the drop-down menu.



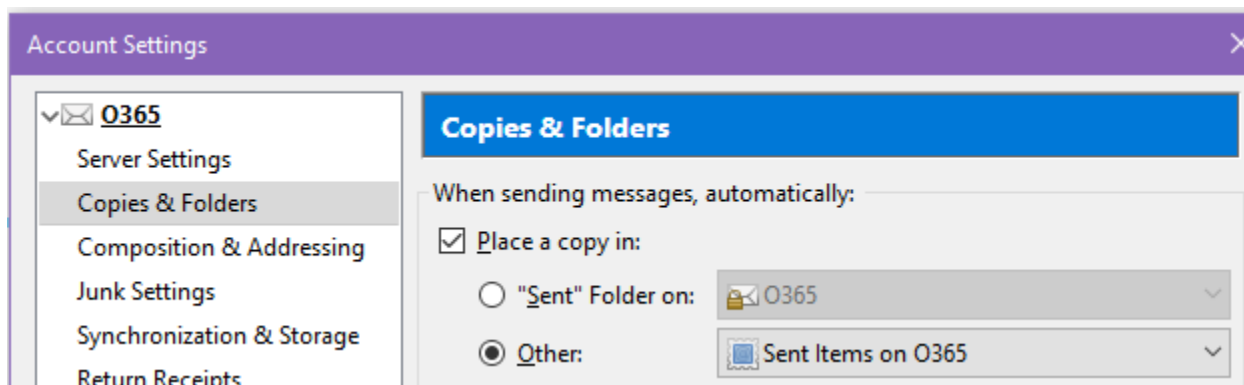
Step 6: Under your Office 365 account, select **Server Settings**.

Step 7: Under **When I delete a message** section, select **Move it to this folder** and use the text box next to this setting to select the **Deleted Items** folder.

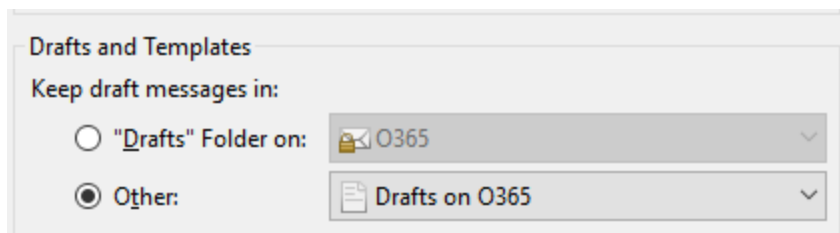


Step 8: Under your Office 365 account, select **Copies & Folders**.

Step 9: Under **When sending messages, automatically:** > **Place a copy in:** select **Other** and use the text box next to this setting to select the **Sent Items** folder within your Office 365 account.



Step 10: Under **Drafts and Templates**, make sure **Drafts** folder is selected.



Step 11: Click **OK**.

Step 12: Restart Thunderbird.