RPCC Office 365 Email Accounts

(Updated 08 September 2017)

RPCC uses web-based Office 365 accounts for email hosting for all faculty, staff, and students. This document contains the information on how to access the Office 365 web interface, how to set up MS Outlook on your computer, and general instructions on how to add your Office 365 account to your smart phone.

1. Access Your Account via the Web.

    a. RPCC Faculty, Staff, and students can access their Office 365 account via the Internet here: https://login.microsoftonline.com/

        i. Enter your RPCC email address and password.

            1. Faculty / Staff:

                a. Username = RPCC email address

                b. Password = RPCC password

            2. Students:

                a. Username = [LOLA User Name]@students.rpcc.edu

                b. Password = LoLA password

    b. If you're logging in for the first time, select the time zone and click "Save" to proceed.

    c. Click on a button from the welcome screen to navigate to your email, calendar, etc.

2. Configure MS Outlook to access your RPCC Office 365 account.

    a. Launch MS Outlook from the Start menu.

    b. Enter your RPCC email address and password.

        i. For faculty and staff configuring Outlook on an RPCC computer, the auto-discover and auto-configure protocols should recognize your Windows login and semi-automatically configure your account.

        ii. For students, or for faculty / staff connecting from a personally-owned computer, enter your full RPCC email address and password. Click "Next".

        iii. It may take up to 5 minutes to acknowledge your email address and password and move on to the next step.

    c. You should see at least one pop-up asking to verify your account credentials.

        i. Verify or enter your email address as necessary.

        ii. Enter your password (the same one you use to login to your workstation) even if there are dots in the field indicating that your password was already entered.

        iii. Check the box to save your account information.

        iv. Click "Yes", "Next", or "Allow" as necessary.

    d. Enable Cached Exchange Mode.

        i. Check the box that says "Change account settings.

        ii. Click "Next".

        iii. Check the box next to "Use Cached Exchange Mode".

        iv. Slide the slider all the way to the right to "All".

        v. Click "Finish".

    e. Click "OK" for the pop-up that says you must restart Outlook for the change to take effect.

    f. Close Outlook and relaunch it.

    g. You may see some pop-ups when re-launching Outlook:

        i. If you see a pop-up that says that the system administrator made changes and you need to close and re-open Outlook, do so after it finishes loading and configuring.

        ii. If you see a pop-up asking to allow Outlook or the server to make changes to your computer, check the "do not ask me again" box and click "Allow".

    h. Configure Send / Receive interval. Changing your Send / Receive interval will set Outlook to sync more frequently with Office 365 making sure that your email, calendar(s), etc., remain up-to-date.

        i. Click on "Send / Receive" in the top menu bar.

        ii. Click on the "Send/Receive Groups" drop-down menu.

        iii. Click on "Define Send/Receive Groups".

        iv. Make sure all 5 check boxes are checked.

        v. Change the "30" in the two text boxes to "5".

        vi. Click "All Accounts" in the upper box.

        vii. Click the "Edit" button.

        viii. Click the checkbox for "Include the selected account in this group".

        ix. In the lower box, right click on your email address and click "Check All Subfolders" on the pop-up menu.

        x. Click "OK".

        xi. Click "Close" button.

3. Configure Your Smartphone.
(Note: due to the many makes and models of smart phones, we cannot provide specific step-by-step instructions for each.)

    a. Open your phone's email settings.

    b. Select Microsoft Exchange ActiveSync account.

    c. Enter your RPCC email address.

    d. Enter your password (the same one you use to login to your workstation).

    e. Click "Next" or "Continue" as appropriate.

    f. If prompted to allow the server to make changes to or remotely control your phone, do so (you cannot receive your email without allowing it).

    g. You may be asked to enter the following additional information:

        i. Username: this will usually be your full email address.

        ii. Password: enter the appropriate password for your account.

        iii. Domain:

            1. Faculty / Staff: enter "rpcc"

            2. Student: enter "students.rpcc.edu". If that doesn't work, try "rpcc".

    h. You will likely be prompted to modify your account options for items such as:

        i.   How far back to sync your account.

        ii.   How you want to retrieve your emails (push, manual, time interval, etc.).

    i.   Click "Next" or "Continue" as appropriate.

    j.   Name the account as appropriate.

    k.   Click "Done", "Next" or "Continue" as appropriate.

4. If you experience problems accessing your email account, send an email to help@rpcc.edu to open a support ticket. Please be sure to properly identify yourself with your first name, last name, and LoLA ID number (or LoLA username).