Office 365 Mail Client Configuration Guide
Mozilla Thunderbird

**Required Items:** Mozilla Thunderbird

This guide will provide step-by-step guidance for configuring the Mozilla Thunderbird e-mail client for use with the Office 365 mail system. Completing each step in order is critical to proper configuration. Please be sure to complete all of the setting changes in each step before moving on to the next.

*Note:* Because Thunderbird lacks Exchange support and only supports the IMAP configuration; Thunderbird will only handle mail (not Contacts or Calendars). If you need support for this, use the Microsoft Outlook mail client.

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**Step 1: Locating Mozilla Thunderbird**

If the icon for Mozilla Thunderbird is not on the desktop or start menu, it can also be launched from one of the following locations depending on your version of Windows:

- Start ➔ All Programs ➔ Mozilla Thunderbird
- Start ➔ Mozilla Thunderbird

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Step 2: Account Creation

Option 1: New installation of Thunderbird

If you have no accounts in Thunderbird and are using the newest version, you may see a splash screen with various options on it. Click Create a new account. Thunderbird will then ask if you would like a new email address. Click Skip this and use my existing email to get to the Mail Account Setup window.

Option 2: Add an account from Account Settings

If you already have mail accounts in Thunderbird or are running an older version of Thunderbird, go to Tools ➔ Account Settings and then click the Add Mail Account... option on the Account Actions drop-down menu.
Step 3: Enter your credentials

**Your name**: How you want your name to be displayed on outgoing email

**Email address**: Your full YSU email address, i.e. ptpenguin@student.ysu.edu
- Student email addresses should end in @student.ysu.edu
- Faculty/Staff email addresses should end in @ysu.edu

**Password**: Your YSU password

*Note*: Check the **Remember Password** box if you do not want to be asked for your password each time you check for email.

Click *Continue*

Step 4: Prepare for configuration

Click **Manual config** and move to *Step 5*. 
Step 5: Server Settings

Thunderbird will either fail to find the settings for the mail account or detect the wrong settings so they must be entered manually as listed below and seen in the window:

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

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

Username: Enter your full email address

Click Done after these settings are entered, and then click OK to exit the Account Settings.

Note: If you receive a warning at the bottom of the application about a missing Sent folder, this can be ignored for now, but you should note that messages sent from Thunderbird will go into the Sent folder by default instead of the Office 365 default Sent Items folder. A later step will address this issue.
Step 6: Folder Subscription

At this point, the account is added but folders *may* be missing from your account listing. If this is the case, you will need to “subscribe” to the other folders on your Office 365 account. To do so, right-click on the email address with this issue and choose Subscribe… from the drop-down menu. A Subscribe window will appear, and you can check the boxes next to the folders that you would like to appear in the mail client. Generally, all folders besides INBOX can safely be selected. Click OK when finished.
**Step 7: Using the server’s Sent Items folder**

By default, Thunderbird stores sent items into a server folder called *Sent*, but Office 365 instead uses the *Sent Items* folder to store sent messages.

To change this setting, go to **Tools → Account Settings** and then choose **Copies & Folders** under the Office 365 mail account. Under **Place a copy in**, choose the **Other** radio box and choose the **Sent Items** folder on your new email account from the drop-down menu. Click **OK** when you are finished.