

# Guide to Managing Your ACC Email Account

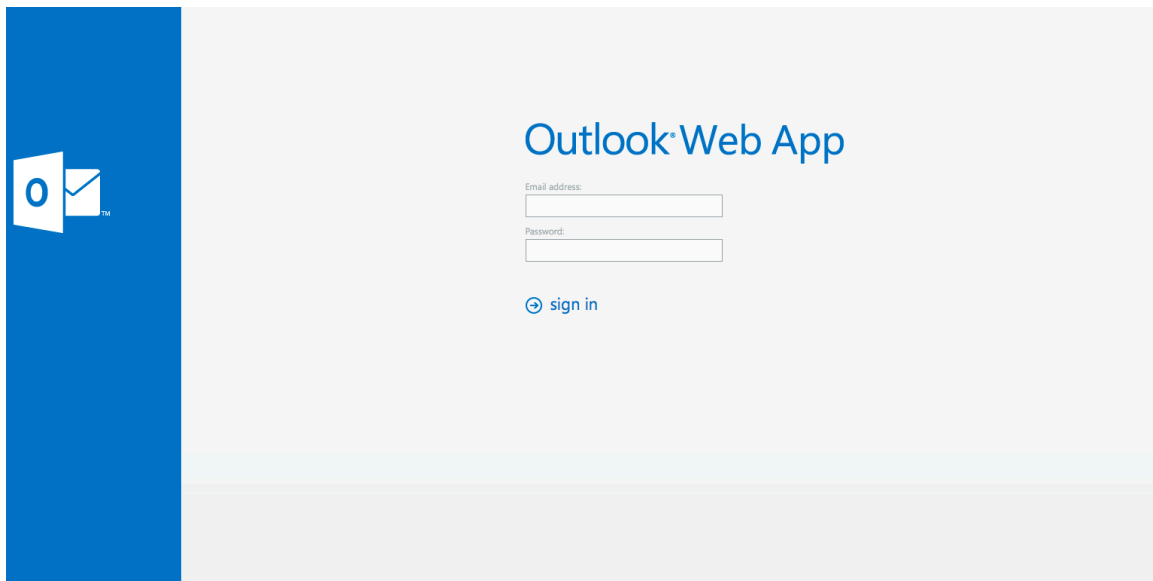
## Table of Contents

1. Accessing your @accglobal.com Email Address
2. Changing Your Password
3. Customizing Your Email
4. Adding ACC @accglobal to Your Email Client (Outlook Mac 2011)
5. Adding ACC @accglobal to Your Email Client (**(Windows Outlook 2016, 2013, or 2010)**)
6. ACC @accglobal Email Support Contacts

## Accessing Your @accglobal.com Email Address

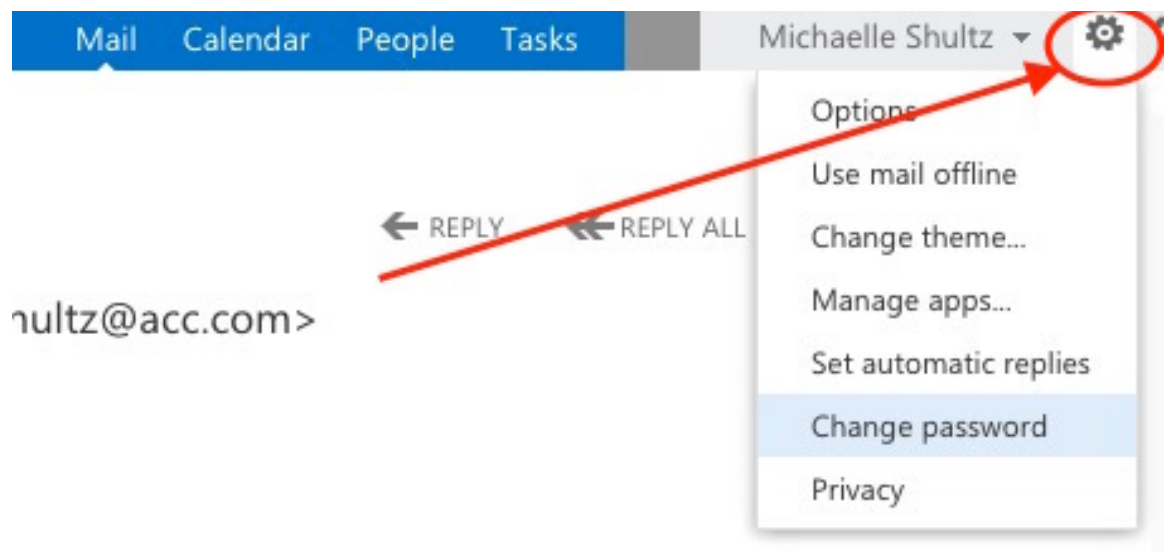
*\*ACC will provide you with your email address and password for setting up your account*

1. You can access your email account from any browser. To log on to your email, go to <HTTPS://mail.accglobal.com/owa>
2. Log on using username and password provided as seen in picture below.
3. Click sign in.



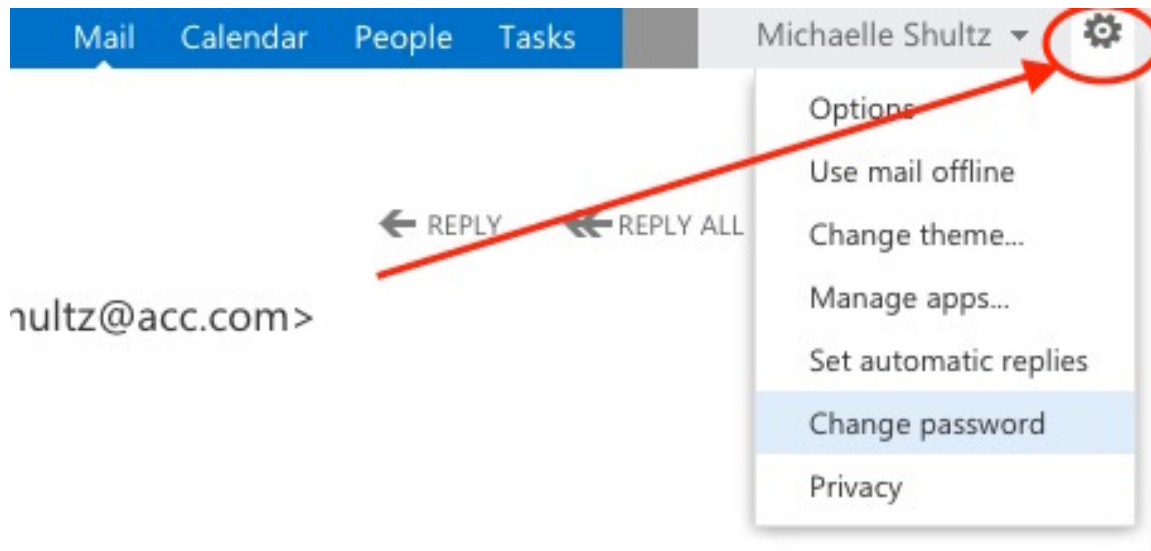
## Changing Your Password

1. Once you have successfully logged on, the below screen will appear. Click the gear icon as indicated to select menu customization options.
2. Click on Change Password.
3. Enter the current password provided to you by ACC.
4. Enter New Password.
5. Confirm New Password.
6. Click on Save to finalize your new password.



## Customizing Your Email

You may select the gear symbol again and click on options for further customization.



*\*If you need any help, the question mark to the right of the gear will give you information for the current page that you are on.*

Click on Options in the dropdown to view the options page.

You can add your photo and contact information by clicking on “Edit information...” at the bottom of the page.

Mobile phone:

[Settings for POP or IMAP access...](#)

[Edit information...](#)

On the right side of the page you will see shortcuts for:

- Setting up automatic reply messages
- Connecting your mobile phone or device to your account (most devices are listed here)
- Connecting different versions of Outlook

### shortcuts to other things you can do

[Set up an automatic reply message](#)

[Connect your mobile phone or device to your account](#)

[Connect Outlook to this account](#)

[Change your password](#)

On the left side of the page you may view further customizations options that include:

- Organizing your email
- Adding groups
- Adding your signature (in settings)
- Adding read receipts
- Adjusting your reading pane
- Marking items as read
- Formatting message format
- Other message options
- Setting calendar preferences
- Setting up reminders
- Automatic processing of messages

## Adding ACC @accglobal To Your Email Client (Outlook Mac 2011)

You can connect to your Office 365 or other Microsoft Exchange based email account Microsoft Outlook for Mac 2011 by using only your email address and password.

1. Open Outlook for Mac 2011. On the **Tools** menu, click **Accounts**. If this is the first account you're creating in Outlook 2011, under **Add an Account**, click **Exchange Account**.

If you've previously created an email account for a different email address, in the lower corner of the **Accounts** dialog box, click the + icon, and then click **Exchange**.

2. On the **Enter your Exchange account information** page, type your ACC @accglobal email address.
3. Under **Authentication**, make sure **User Name and Password** is selected.
4. In the **User name box**, type your complete email address. In the **Password box**, type your password (provided to you by ACC).
5. Make sure **Configure automatically** is selected, and then click **Add Account**.
6. After you click **Add Account**, Outlook will perform an online search to find your email server settings. In the dialog box that asks if you want to allow the server to configure your settings, select the **Always use my response for this server** check box, and then click **Allow**.

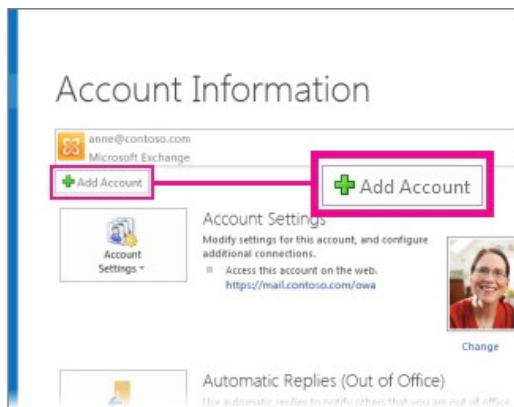
If Outlook is able to set up your account, you'll see the account you set up in the **Accounts** dialog box. Close the **Accounts** dialog box.

## Adding ACC @accglobal To Your Email Client (Windows Outlook 2016, 2013, or 2010)

1. Open Outlook. When the Auto Account Wizard opens, select **Next**. On the **E-mail Accounts** page, select **Next**. If the Wizard didn't open or you want to add an additional email account, on the Outlook toolbar select the **File** tab.



2. Select **Add Account**.



3. On the **Auto Account Setup** page, enter your name, e-mail address, and password, and then select **Next**.
4. Select **Finish**.

## **ACC @accglobal Email Support Contacts**

If you need assistance during normal business hours, 8:30 – 5:00 PM EST, please contact Sherwin Valerio [s.valerio@acc.com](mailto:s.valerio@acc.com), 202-293-4103 ext. 389.

If you need assistance after normal business hours, please contact Mindshift customer support 800-978-9047 and provide your ACC @accglobal email address as the issue.