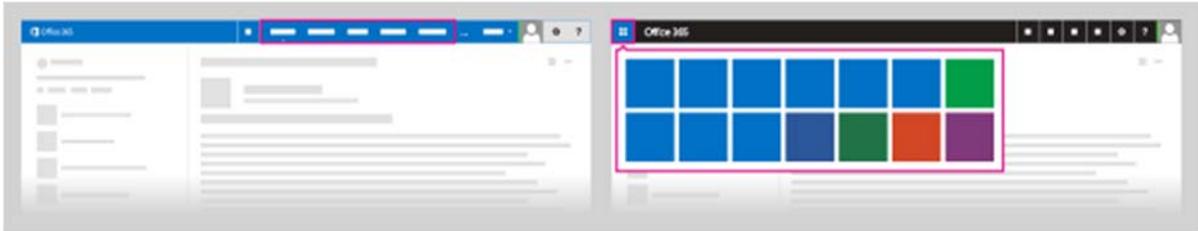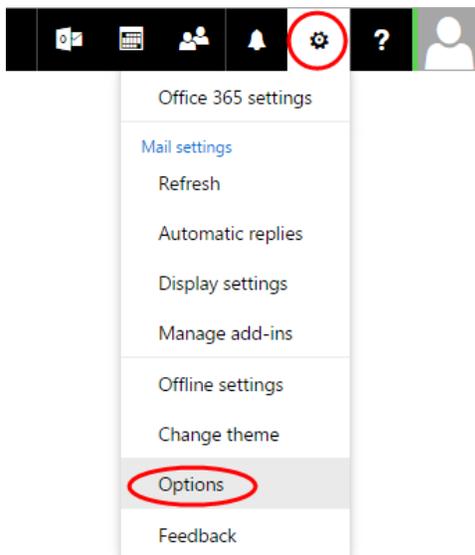# Connect to another email account

Keep track of email from other email services by adding the account from the other email service as a connected account. You can connect up to five other accounts, such as Outlook.com (formerly Hotmail), Gmail, and Yahoo! Mail accounts. Please keep in mind that Office 365 receives information from connected accounts once every hour.
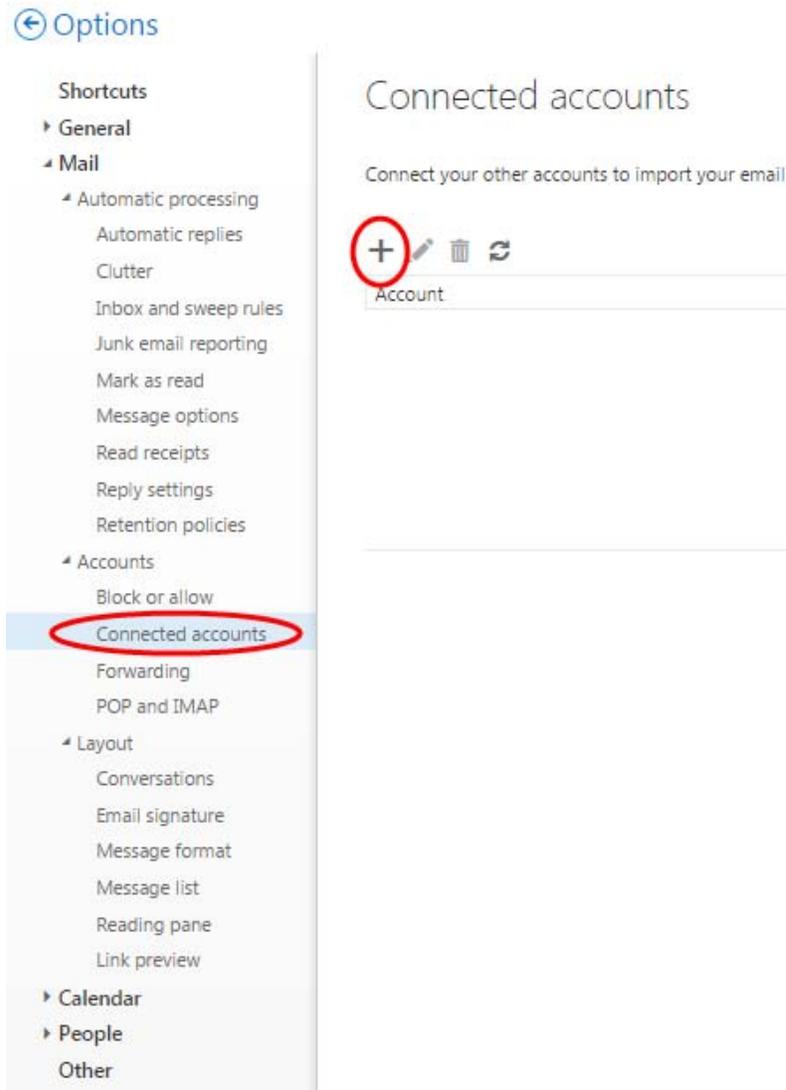
Create a connection to another account

1. Sign in to Outlook Web App. For help, see:
   www.udmercy.edu/about/its/communication/email/files/access.pdf

2. At the top of the page, select **Outlook** (or **Mail**). Or, select the **App launcher** , and then select **Outlook**.

3. At the top of the page, select **Settings** ⚙ > **Options**.

4. In the left menu, select: **Mail** > **Accounts** > **Connected accounts** > **New** +

5. In the **New Account Connection** dialog box, enter the email address and password of the account you want to connect to, and then select **OK**.

6. Your email from your connected account will be imported into Office 365.

Connect your email account

We are importing your email. This can take a while. Meanwhile, you can close your browser or turn off your computer if you need to.

OK

If you see a message that Outlook Web App couldn't connect to the server for your other account, we recommend that you select **Back** and make sure that you entered the correct email address and password for your other account. If Outlook Web App still can't connect to the server for your other account, please see the troubleshooting tips on the following pages.

Troubleshooting Tips

Turn on Pop Access - Gmail

1. Sign in to your Gmail Account

2. Click **Settings** > **Forwarding and POP/IMAP**.
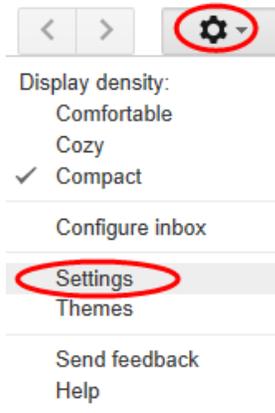
3. Under **POP Download**, select one of the following options:
   - **Enable POP for all mail (even mail that's already been downloaded)** If you select this option, all old and new email will be downloaded to your work or school account and will be available from Outlook Web App .
   - **Enable POP for mail that arrives from now on** If you select this option, only new email will be downloaded to your work or school account.

   - If you want Gmail to keep a copy of mail sent to your Gmail email address in your Gmail inbox, under **When messages are accessed with POP**, select **Keep Gmail's copy in the inbox**.

Click **Save Changes**.

Unlock Captcha - Gmail

1. Navigate to: https://accounts.google.com/DisplayUnlockCaptcha

2. Click **Continue**.

Allow access to your Google account

As a security precaution, Google may require you to complete this additional step when signing into a new device or application.

To allow access, click the Continue button below.

Continue

Enable Access for Less Secure Apps - Gmail

1. Navigate to: https://www.google.com/settings/security/lesssecureapps

2. **Turn on** access for less secure apps.

Some apps and devices use less secure sign-in technology, which makes your account more vulnerable. You can **turn off** access for these apps, which we recommend, or **turn on** access if you want to use them despite the risks. Learn more

| Access for less secure apps | ○ Turn off |
| | ● Turn on |