Mozilla Thunderbird email application with TUNI Office 365

Mozilla Thunderbird is a free email client. IT Services doesn't officially support using Thunderbird on other computers than centrally managed TUT Linux computers. The official supported email software is Microsoft Outlook. However, this page contains some instructions for using Thunderbird on Linux, Windows and Mac computers.

Moving from old email services to TUNI Office 365

At the end of the year 2018 old tut.fi, uta.fi and tamk.fi mailboxes will be decommissioned and the new tuni.fi address will begin working.

Configuring TUNI email account in Thunderbird works similarly than with older Office 365 services. Most important change is the last part of the email address (tuni.fi). For some users the also the first part (firstname.lastname) will also change.

These instructions guide you in configuring your personal TUNI mailbox. Shared mailboxes will be taken into use later and the instructions for their usage will be released later.

Emails from old UTA email services which are not in Office 365 the users need to move to TUNI service manually. The instructions for this operation will be released later.

We suggest to configure a new TUNI account into thunderbird alongside your old email account(s). After you have tested that the new account is completely working and all your emails are in your new mailbox, you can remove the old account.

The new settings are as follows:

- **Incoming mail server address:** outlook.office365.com
  - Port: 993, Connection security: SSL/TLS, Authentication method: Normal password
- **Outgoing mail server address:** smtp.office365.com
  - Port: 587, Connection security: STARTTLS, Authentication method: Normal password
- **Username to log in to your personal email:** Your own email address (example: example.user@tuni.fi)

Read the more detailed instructions below to avoid many problems.

Configuring Office 365 settings in Thunderbird

Exchange is the basis of Office 365 email system. Thunderbird does not support Exchange's own protocols. However, Exchange supports the standard IMAP protocol, and it is best to connect to your Exchange account via this protocol. The configuration settings of this kind of an account are relatively easy, but some additional adjustments are needed to ensure the best possible integration.

Setting up an account

Prior to setting account on Thunderbird, we suggest that you login to Office 365 webmail Outlook Online at https://portal.office.com/ using your TUNI email address and make sure that your default folders' names (Drafts, Sent) are in English.

If you start Thunderbird for the first time, the setup of a new account begins automatically. Otherwise the process needs to be started manually (File -> New -> Existing Mail Account...). The required fields are your name and your email address in the format firstname.lastname@tuni.fi. **Do not type your password at this stage.** Thunderbird will prompt you for your password later and ask whether you want Thunderbird to remember your password. Do not allow Thunderbird to remember your password before you have read the chapter titled “Master Password” below.

Thunderbird will automatically retrieve the protocol settings in most cases. Otherwise you will have to configure the settings manually.
Important additional email settings
You should check some of your email account settings. By default, Thunderbird uses special mailboxes for the following purposes: Trash for deleted items, Sent for sent items, and Junk for spam. Office 365 offers a similar feature but does not hide it under the IMAP protocol. To avoid confusion, you should configure Thunderbird to use the same mailboxes as applications that support Office 365 protocols. This will ensure that you find your emails in the correct locations regardless of whether you access the system using a mobile application, a web browser or Outlook. Unfortunately these are all displayed on separate pages in the Thunderbird settings.

You can access the mailbox settings via the top menu: Edit (Tools in the Windows version) -> Account Settings... or go to the front page under Accounts and click View settings for this account. In these instructions it is assumed that the Office 365 mailboxes have English-language names, meaning that the mailboxes are called Deleted Items, Sent Items and Junk E-Mail. However, it is possible that the names of the mailboxes are in Finnish or some other language (see the guide for Office 365 language settings). You may need to subscribe these folders to see them. Use File -> Subscribe for this.

If you want to change your junk mailbox, you select the checkbox "Move new junk messages to:". If you do not want to use this feature after all, unselect the checkbox. The correct folder settings are displayed below:
### Copies & Folders

#### When sending messages, automatically:

- **Place a copy in:**
  - "Sent" Folder on: `example.user@tuni.fi`
  - Other: `Sent Items on example.user@tuni.fi`
- Plage replies in the: `example.user@tuni.fi`
- Cc these email addresses:
- Bcc these email addresses: Separate addresses with commas

#### Message Archives

- **Keep message archives in:**
  - "Archives" Folder on: `example.user@tuni.fi`
  - Other: Choose Folder...

#### Drafts and Templates

- **Keep draft messages in:**
  - "Drafts" Folder on: `example.user@tuni.fi`
  - Other: Choose Folder...
- Keep message templates in:
  - "Templates" Folder on: `example.user@tuni.fi`
  - Other: Choose Folder...

- **Show confirmation dialogue when messages are saved**

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**Note:**
- [Inbox]
- [Sent Items]
- [Junk Email]
- [Deleted Items]
- [Archive]
Please also note that Thunderbird saves a copy of all emails locally by default. Although this may be a good policy if you are using a laptop, it consumes a great deal of disk space. To disable this feature, go to the Account Settings window in your Office 365 account’s Synchronisation & Storage section and unselect the checkbox Keep messages for this account on this computer. If you do not want to disable this feature, you must select a local directory that is not backed up (backups are automatically done in Office 365). To select a directory, please go to the Account window -> Server Settings -> Local directory. If you use TUT Linux computer, you should create for example a directory /worktmp/my_own_username/.thunderbird and use this as local directory.

Master Password

You were instructed not to allow Thunderbird to remember your password earlier on this page. Otherwise your stored passwords would not have been encrypted, which is not advisable for security reasons. Since you access your emails using your TUNI account’s password, which you use to log on to many other services as well, the intranet password must be kept safe and secure. However, it is convenient to allow Thunderbird to remember your passwords, because otherwise you are repeatedly prompted for your password as you log on to the different services listed on this page and every time you start Thunderbird. The solution is to ask Thunderbird to store your password in an encrypted form. After you have defined a Master Password, you will be prompted to enter it once when your start Thunderbird and it needs to access your stored passwords.

To enable this feature (Edit -> Preferences; in Windows versions Tools -> Options) go to the Security section, the Passwords tab and select the checkbox “Use a master password”. You will be asked to type a master password. Once you have set the password, you can allow Thunderbird to remember your other passwords.