1.1 Introduction to Apple Mail
Some users have a preference to use Apple Mail to access Microsoft Exchange e-mail over Entourage. It is noted doing so introduces feature limitations when compared to Entourage, such as Calendar sharing, Free/Busy lookup.

This is a brief outline of the steps necessary to configure the Apple Mail client application for Exchange. If you are using OS X 10.6 Snow Leopard refer to the installation guide specifically for that OS.

Note: this product is also known as Mail.App, to access Microsoft Exchange.

1.2 Prerequisite
- Entourage or Apple Mail installed with the latest updates.

1.3 Configuration – First time configuration
1. Start the Application and complete the following:

Where:
- Full Name: Your full name, as you would like it to appear in outgoing messages. The recommended format for users is Firstname Lastname
- E-mail address: Your UNSW email address
- Password: Your UNSW ‘z number’ ZPass
2. Next, complete the **Incoming Mail Server** details

![Incoming Mail Server](image1.png)

**Where:**

- **Description:** A *descriptive name* for your Exchange account, recommend **Firstname Lastname**
- **Incoming Mail Server:** `mail.unsw.edu.au`
- **User Name:** Your ‘z number’
- **Password:** Your UNSW *zPass*
- **Outlook Web Access Server:** `mail.unsw.edu.au`

3. Next, complete the **Incoming Mail Security** details

![Incoming Mail Security](image2.png)

4. Next, complete the **Outgoing Mail Server** details
**Note:** If the smtp server does not confirm settings correctly, you may need to Go Back to cancel verification then continue again

5. Next, complete the **Outgoing Mail Security** details

6. Next, **Accounts Summary** is displayed next, select **Create**
7. Select **Don’t Show** on the following screen

8. You are now configured to receive e-mail, example follows:

   ![](image)

   **Note:** To monitor and/or troubleshoot, Select **Window > Activity** and **Window > Connection Doctor**
1.4 Configuration – Modify existing / create configuration

1. Select **Mail > Preferences...** (select the Mail pull down, and then select Preferences).

2. Click on the @ (at) icon that reads **Accounts**

3. On the bottom right hand corner of the Accounts page you'll see a plus + and a minus - symbol.

4. Click on the plus sign + in the lower left corner of the screen.

**NOTE:** You are allowed to have only ONE Exchange account configured. Select Account Type and then select Exchange.

5. On the **Accounts** windows, complete the fields as follows:

![Accounts settings](image)

Where:

- **Description:** A **descriptive name** for your Exchange account e.g. **Firstname Lastname**
- **E-mail address:** **Your UNSW email address**
- **Name:** **Your full name**, as you would like it to appear in outgoing messages. The recommended format for users is **Firstname Lastname**
- **Incoming Mail Server:** **mail.unsw.edu.au**
- **Outgoing Mail Server (SMTP):** **smtp.unsw.edu.au**
- **Outlook Web Access Server:** **mail.unsw.edu.au**
• Account ID: Your UNSW ‘z number’, e.g. z1234567

• Password: Your UNSW zPass

• Outgoing Mail Server (SMTP): smtp.unsw.edu.au

5. On the **Advanced** TAB, complete the fields as follows:

![Advanced TAB](image)

**Where:**

• Enable this account: **Selected**

• Include when automatically checking for new mail: **Selected**

• Keep copies of messages for offline viewing to: **All messages, but omit attachments**

• Port: **993** & select **Use SSL**

• Authentication: **NTLM**

• Domain Name: **ADUNSW**

• Use IDLE command if the server supports it: **Selected**
Known Issues & Limitations

1. Exchange GAL is available by using the Mac Directory application and searching AD.UNSW.EDU.AU
   
   Note: This not available outside the UNSW network without VPN.

2. Passwords need to be updated manually (when changed in AD)