Introduction

Prerequisites

1. You must have a valid UNSW Login ID account and its associated zPass. If you are unsure about this: please call the Service Desk.

2. Your email account on the UNSW IT Services Exchange Server must have been set up; you can test this by opening your web browser to:

https://mail.unsw.edu.au/owa

Enter your UNSW Logon ID, and your zPass and Log On.

You should now see your email appear, similar to the panel shown.
If your mailbox does not appear, or you receive the message, “Outlook Web Access could not find a mail box for ADUNSW\<your UNSW Login ID>”: contact the service Desk.

(Note: it may take up to 4 hours for your mailbox to be provisioned after you have activated your z account).

• Mail Version 4.2 (1078) and greater
Client set up – First time configuration (using Autodiscover)

When you run Mail application for the first time the “Welcome to Mail” panel will appear.

Enter you details:
• Your Name
• Your email address
• Your password (zPass).

Click on the **Continue** button.

Change your user name to your UNSW Account ID.

Click on the **Continue** button.
The application will configure the connection to the Exchange System, and will bring up the panel below when it has finished.

In previous versions of this app you could select if you wanted to synchronise your Address Books & iCal calendars.

You are now configured for **Mail**, **Address Book** and **iCal** with **UNSW Exchange**

When you open the Mail application as shown below:

You will see the inbox starting to fill with mail and your folders appearing.

Note: If you have a large mail box > 500Mb, it could take a while for all of your mail to appear.
Configuring Apple Mail for UNSW Exchange system.
Mail Configuration – Modify existing / create configuration

Select Mail > Preferences… (select the Mail pull down on the tool bar, and then select Preferences).

Under General items:

For the item “Add invitations to iCal” use the pull down action to select “Automatically”.

Under Accounts, account information:

You can change the description item to whatever you feel is appropriate.
Under Accounts, mailbox Behaviours:

Make sure the tick boxes are the same as that shown.

Under Accounts, advanced information:

Make sure that the settings are as those shown.
Under Junk Mail items:

Clear the tick box “Enable Junk Mail Filtering”, we feel it is better to let the Exchange Server handle this load*.

This completes the set up of Mail.

* To ensure Server based Junk Mail is enabled, log on to Outlook Web Access, Select then Junk E-Mail then select , as seen below.
1.1 iCal Configuration – Modify configuration.

Note: In this version of the Mail Application these items should have been automatically configured, however earlier versions required you to put many of the values in manually.

1. Select **iCal > Preferences...** (select the **iCal** pull down, and then select Preferences).
1.2 Address Book Configuration – Modify configuration if required

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

2. Click on the  icon that reads **Accounts**

*Note: In this version of the Mail Application these items should have been automatically configured, however earlier versions required you to put many of the values in manually.*
1.3 Connection Troubleshooting

To monitor and/or troubleshoot, Select **Window > Activity** and **Window > Connection Doctor**

This is a successful connection.