Introduction

Prerequisites:

1. You must have a valid Z number 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

Enter your znumber, 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\znumber”: 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).
Manually Configure Outlook 2010 for UNSW Exchange system.

Client set up.

1. Start Microsoft Outlook

2. If Outlook 2010 has not been run before, the Outlook 2010 setup wizard may appear. On the Microsoft Outlook 2010 Startup window, click Next

3. On the Account Configuration window, select Yes then click Next

4. On Add New Account window, select Manually configure server settings or additional server types, then click Next
Manually Configure Outlook 2010 for UNSW Exchange system.

5. Select **Microsoft Exchange or compatible service**, then click **Next**

6. Enter the **Server** as `exchange.ad.unsw.edu.au` and your `z number`. Confirm that **Use Cached Exchange Mode** option is ticked and click **Check Name**
7. You will be prompted for username and password. Enter adunsw\`z number` and zPass, enable **Remember my Password**, then click **OK**.

8. Once the account has been authenticated, the **Server** and **User Name** should resolve indicated by the entries being underlined. Ensure that **Use Cached Exchange Mode** is enabled. Click **Next**.
9. Account has been setup. Click Finish

10. You may be prompted again for username and password when you launch Outlook. Enter credentials as per Step 7 above, enable **Remember my password**, then click **OK**.

11. Email should then begin to download and appear in the mailbox. *(The length of time it will take for all the mail to appear is dependent upon the amount and size of mail held on the server).*
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Configuring Outlook Options

The following details options are recommended once Outlook 2010 has been configured to connect to a user’s mailbox.

1. Ensure **No Automatic Filtering** option is selected.

   On the main page, select the ‘Home’ tab on the menu bar, click on ‘Junk’ pull down arrow, then select ‘Junk e-mail options’.

   This will bring up the “Junk E-mail options” panel as shown.

   Select the **No Automatic Filtering** radio button.

2. Ensure the Message format is set to **HTML**.

   Open Outlook 2010 and click on the ‘File’ tab at the top of the main page, and then select ‘Options’ to open **Outlook Options** panel.

   Select ‘Mail’ in the left hand panel as shown.

   Use the pull down arrow to select **HTML**, as shown.
3. Create **User’s email signatures.**

Open Outlook 2010 and click on the ‘File” tab at the top of the main page, and then select options to open.

Outlook Options panel. Select ‘Mail’ in the left hand panel as shown.

Click on the Signatures button in the right hand panel.

This will bring up the ‘Signatures and Stationary’ panel where you can enter your details.

4. Enable **Always check spelling before sending**

Open Outlook 2010 and click on the ‘File” tab at the top of the main page, and then select options to open Outlook Options panel. Select ‘Mail’ in the left hand panel as shown.

Ensure the boxes are ticked as shown.
5. To **configure alternate/additional dictionary languages**.

Open Outlook 2010 and click on the ‘File’ tab at the top of the main page, and then select options to open Outlook Options panel.

Select ‘Language’ in the left hand panel as shown.

In the right hand panel use the pull down arrow to select additional languages.

6. Uncheck **Empty Deleted Items on Exit**.

Open Outlook 2010 and click on the ‘File’ tab at the top of the main page, and then select options to open Outlook Options panel.

Select ‘Advanced’ in the left hand panel as shown.

Un-tick the “Empty Deleted ----” box.
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7. Disable AutoArchive.

Open Outlook 2010 and click on the ‘File’ tab at the top of the main page, and then select options to open Outlook Options panel. Select ‘Advanced’ in the left hand panel as shown.

Now click on the “Autoarchive Settings” button.

On the AutoArchive details panel, un-tick the “Run AutoArchive” box as shown.
8. Download headers/full items.

To do this:
Open Outlook 2010 and click on the “Send/Receive” tab at the top of the main page, select “Download Preferences” and select, ‘Full items’ or ‘Download Headers and then Full Items’, etc.

Downloading initially only part of the message is faster to access your mailbox but when you open the individual mail item it will then download the body of the message, (use this option if you get a lot of mail you never open and you are always on line). Downloading the full message initially takes longer but when opened appears on the screen quicker, (use this option if you read the majority of your email and you want to work off line).