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).
Client set up

These instructions are based upon Thunderbird v 3.04, which is the current version at the time of writing.

When you run the Thunderbird application for the first time, the panel which will appear is shown below:

Click on the icon ‘Create a new account’

The ‘Mail Account Setup’ panel will appear and requires you to enter your information.

Enter your details as shown, where Password is your zpass.
Thunderbird will now automatically configure your connection to the mail server. The result is shown in the panel below:

Thunderbird automatically assumes that the name on the email address is your 'User name'. Click the edit button to modify this, and enter your znumber. (Click the Re-test Configuration button when it appears).

Once the green symbols have re-appeared in the lower left of the panel, click the 'Create Account' button.
Configuring Mozilla Thunderbird for UNSW Exchange system.

Your new mail box account will appear in the left hand panel, and any folders are listed underneath.

To complete the set up of the Client:
Configuring Mozilla Thunderbird for UNSW Exchange system.

This will bring up panels where you can enter your preferences, in the Account Settings panel:

In the **Reply-to-Address** text box; enter your email address.

In the **Signature** box, enter the details you would like to appear at the bottom of your emails.

In the **Copies & Folders** panel:

Ensure that your email address has been entered as shown, (any other selection will negate IT Services ability to back up and restore your emails).
In the **Outgoing Server (SMTP)** settings panel:

Your details should be similar to those shown.

---

**Unable to connect to the mailbox?**

If you get an error message similar to this Alert; it is likely you have connected to the mailbox previously with another email program such as Outlook 2010.

This has resulted in some hidden folders being duplicated.

To rectify this problem; open your email in Outlook Web Access, search through your mail folders, and delete one of any that are duplicated.

If you are unable to remove these hidden folders yourself, or after doing so the connection to your mailbox still fails; please log a call with the UNSW IT Service Desk to obtain assistance. Phone: (02) 9385 1333.