

# ITD Fact File:

## Setting up a new Exchange Account in Outlook



Information Technology Directorate – UNE Microsoft Exchange Project

### **Extremely Important:**

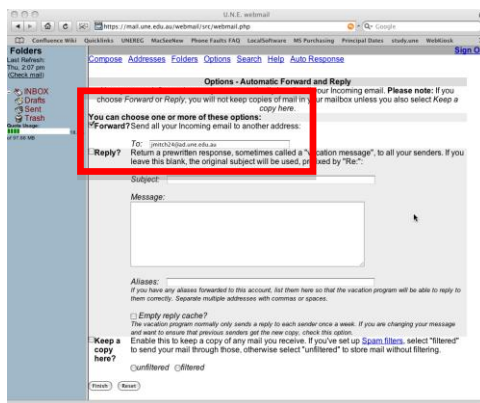
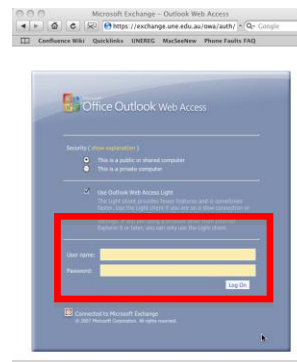
This guide should only be used by staff members who are new to UNE, and have NEVER received email into Outlook/Entourage/Webmail before.

If you have EVER had a UNE Staff email account before please DO NOT use these instructions. You will loose your email. Instead, please contact the Exchange Project team (servidesk@une.edu.au or call 6773 2551), and trained technicians will convert your old account to Exchange for you.

### Step 1

Go to: <http://exchange.une.edu.au/owa> and log in using your new UNE username and password. If you can log in successfully this means that you do have an account in Exchange- proceed to Step 2.

If you cannot log in here your Exchange account has not yet been created. You should wait a few hours and try to log in again, and if this still doesn't work, contact the IT Service Desk.



### Step 2

Go to: <http://mail.une.edu.au> and log in using your UNE username and password. Click on *Auto Response* in the top right-hand corner of the page.

### Step 3

Tick the box next to *Forward*, and in the *Forward field* type: *yourusername@ad.une.edu.au* Make sure all other boxes are un-ticked, click *Finish* and log out.

### Step 4

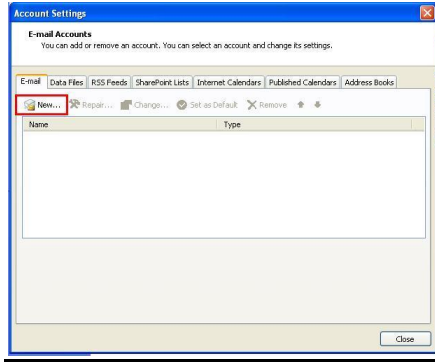
If already open, close Outlook, and go to *Start* → *Control Panel* → *Mail*

### Step 5

Click on *Email Accounts*



## Setting up a New Exchange Account in Outlook

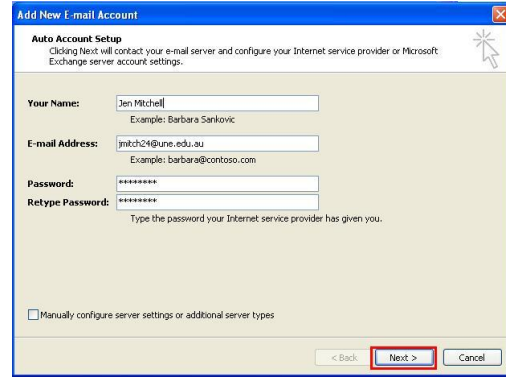


**Step 6**  
Click on *New...*

**Step 7**  
If you are logged onto the UNE Domain the wizard should auto-detect your settings. Check that the email address shown is your own, that there is no tick in the *Manually Configure...* box, and click *Next*

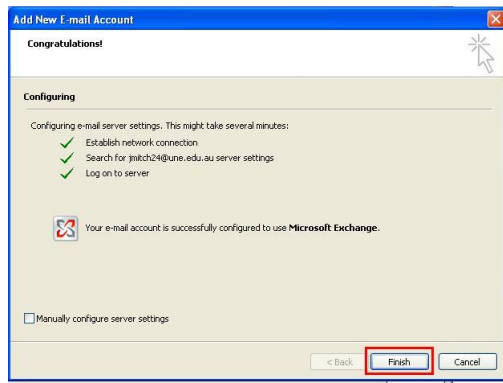
*Or...*

If you do not log into the UNE Domain you will need to enter your full UNE email address and password. Then check that there is no tick in the *Manually Configure...* box, and click *Next*.



**Step 8**  
Make sure every configuration step shows a green tick, and you receive a message saying that your account has been “successfully configured to use Microsoft Exchange”. Click *Finish*, and close all of the mail configuration windows.

**Note:** If you do not get this message, please call the IT Service Desk on extn. 5000



**Step 9**  
Open Outlook. (If it is the first time you’ve opened it you may be asked about options for searching and RSS feeds- say *No* to both). If you are not logged onto the UNE Domain you will be asked for your password again- enter it in the following way:

**Username:** UNE\username

**Password:** Your password.

Outlook will then create and update your Exchange Mailbox and Calendar. **This may take a while, so be patient, and do not close Outlook until it has finished.** When you see a “Connected to Microsoft Exchange” icon in the bottom right corner of the Outlook window, setup is complete.