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## Tools and Knowledge Required

- **UWS owned/leased standard Macintosh desktop or laptop computer with OS 10.5/10.6 and MS Office 2011 installed.**
- **Internet connection**

This fact sheet addresses configuring Outlook 2011 (Macintosh) from scratch.

It assumes that readers will be familiar with the basic operation and navigation of Macintosh Computers.

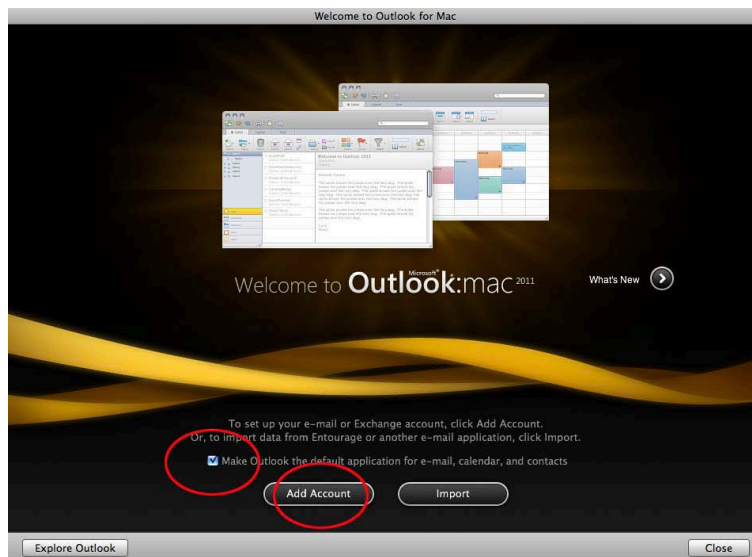
## Configuring Outlook 2011 for Mac

1) After Microsoft Office 2011 has been installed on your system, you can configure Outlook. Launch Outlook by clicking the Outlook icon in your Dock, or by double clicking Outlook in Macintosh HD/ Applications/Microsoft Office 2011.



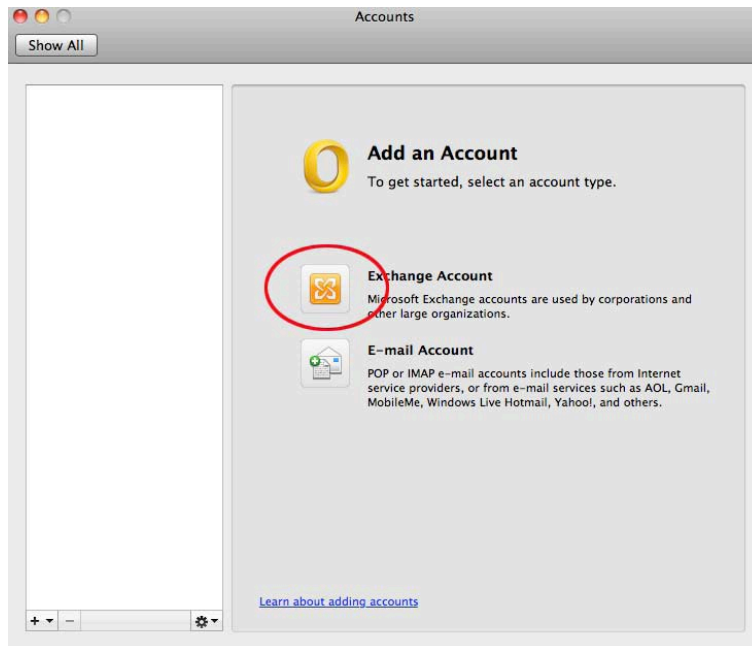
*Launch Outlook from the Dock*

2) As Outlook has never been launched before, you will be presented with the following screen. Tick **Make Outlook the default application....** and press **Add Account**.



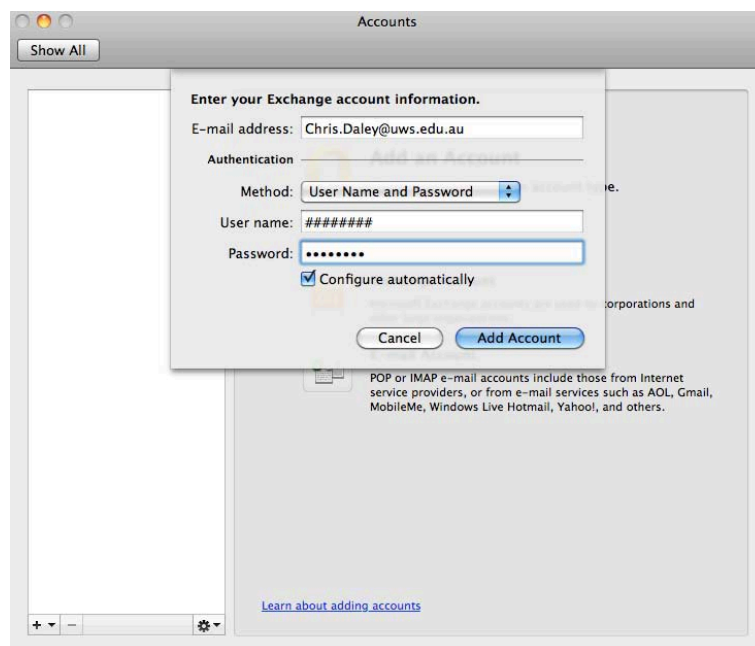
*Make Outlook the default application and Add Account*

3) The following screen appears. Select **Exchange Account** as shown.



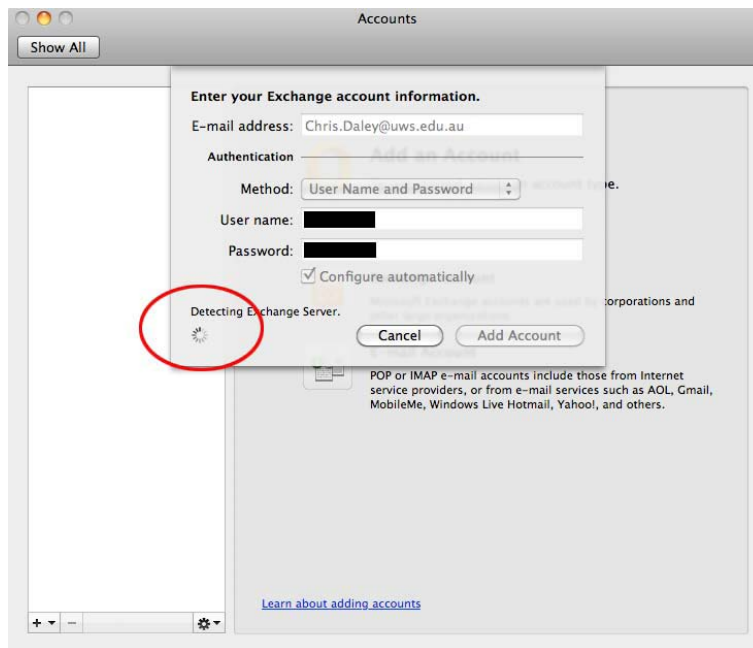
*Select Exchange Account*

4) The following drop down window appears. Enter your details. Please note your User name and Password are your **MyUWSAccount credentials**. Tick **Configure Automatically**. Press **Add Account**.



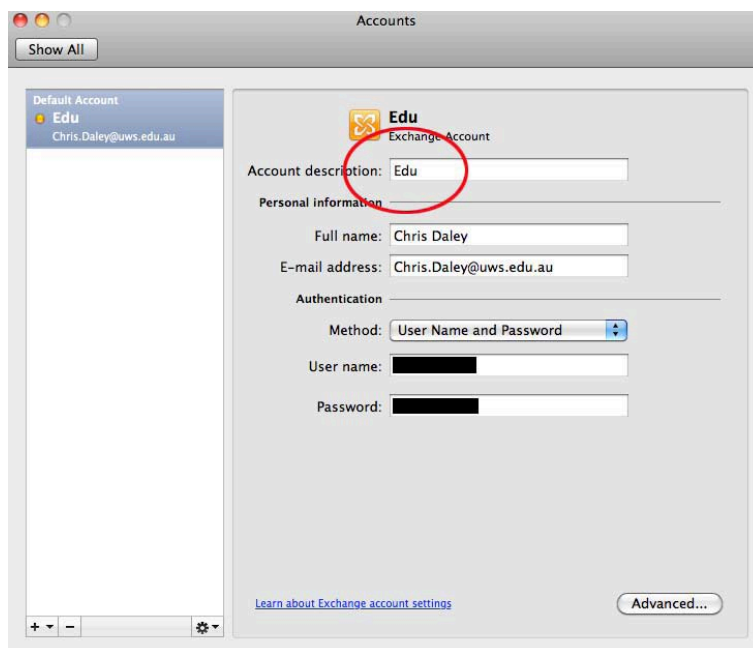
*Enter your details*

5) You will see the following while Outlook detects the Exchange Server Settings. If you see any errors such as “Autodiscover failed” or “Mail cannot be retrieved at this time”, please refer to Step 13 of this document.



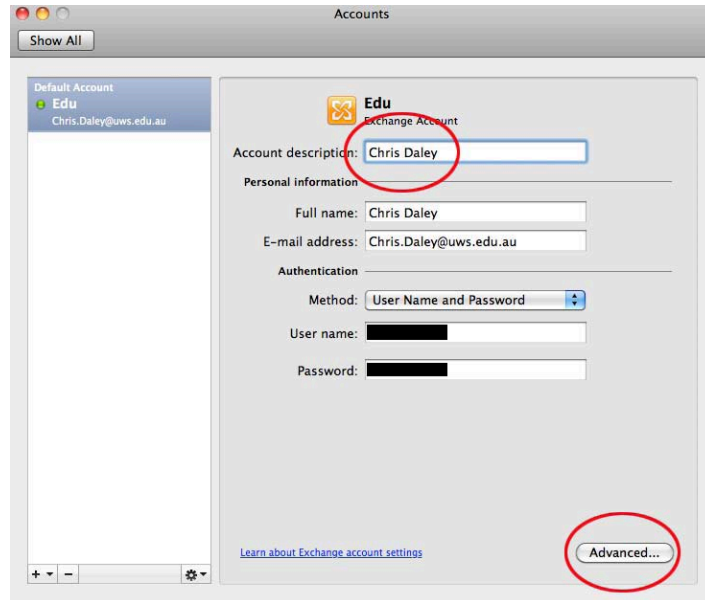
*Outlook is detecting the server*

6) You will then be presented with the following. Change the **Account description** from Edu to your name.



*Enter your name*

7) Press the **Advanced** button.



*Press Advanced to verify your settings*

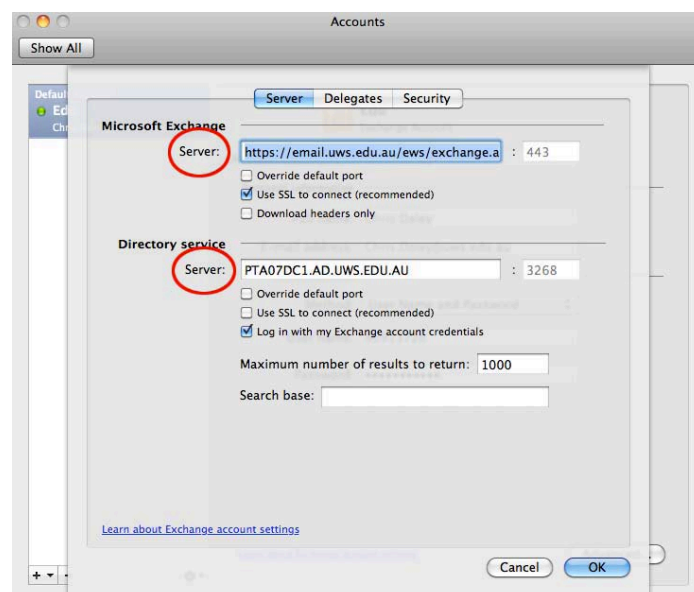
8) You will be presented with the following drop down window. Verify that the Microsoft Exchange Server setting is:

<https://email.uws.edu.au/ews/exchange.asmx>

and the Directory service Server is:

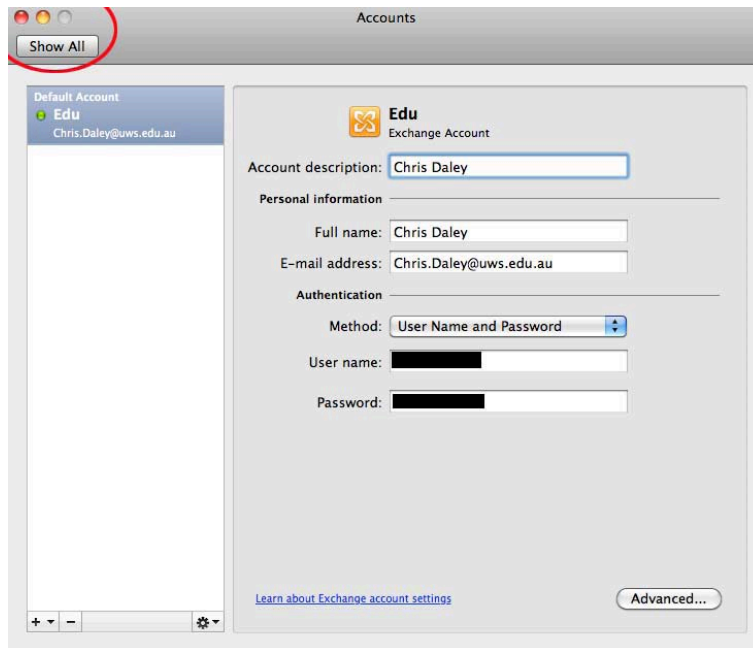
**PTA07DC1.AD.UWS.EDU.AU.**

Press **OK**.



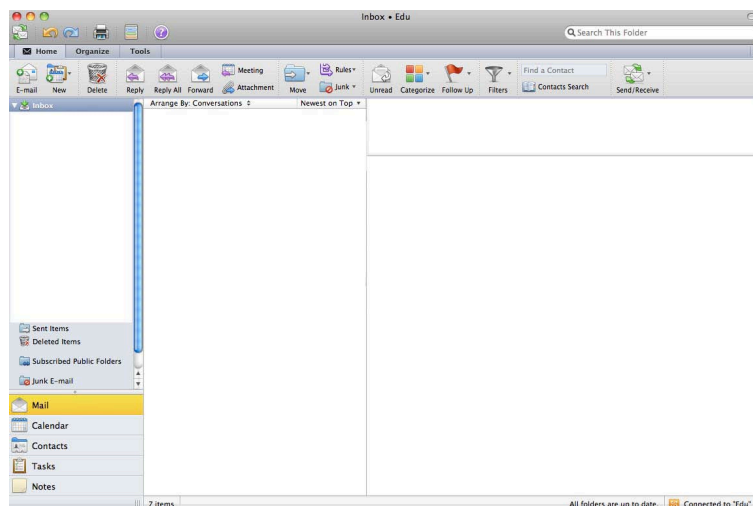
*Check the server details are correct*

11) You will return to the main accounts screen. Close the window (press the red button).



*Close this window*

12) Outlook's main screen appears, and you will see your emails are downloading. Please be patient, as depending on the size of your inbox, downloading could take an hour or more.



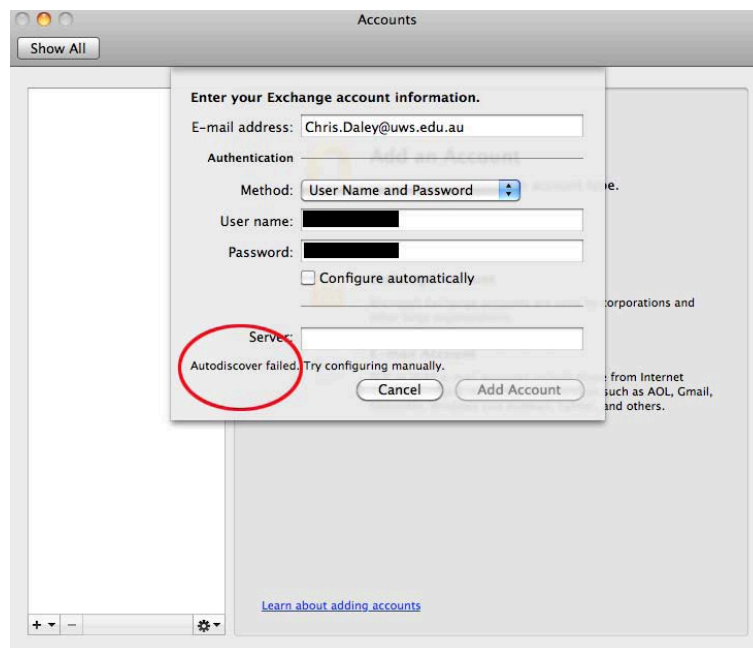
*Email starts to download*

You have successfully configured Outlook 2011 for Macintosh.

## Issues Configuring Your Account

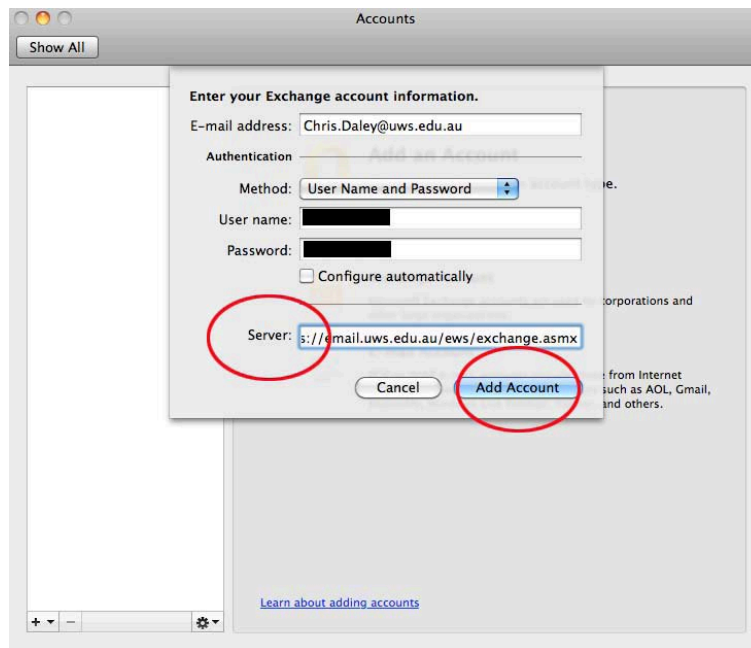
13) Issues. In step 5) you may have seen an error message. If so, please:

- Ensure your user name (MyUWSAccount number) is correct.
- Delete and re-enter your MyUWSAccount password.
- Confirm you have an Internet connection by opening a web browser and visiting the following web sites:
  - o [www.uws.edu.au](http://www.uws.edu.au)
  - o [www.google.com](http://www.google.com)
- If they both fail, you do not have an Internet connection. Contact the IT Service Desk on 5111 for assistance.
- If both web sites work, let's proceed with troubleshooting.



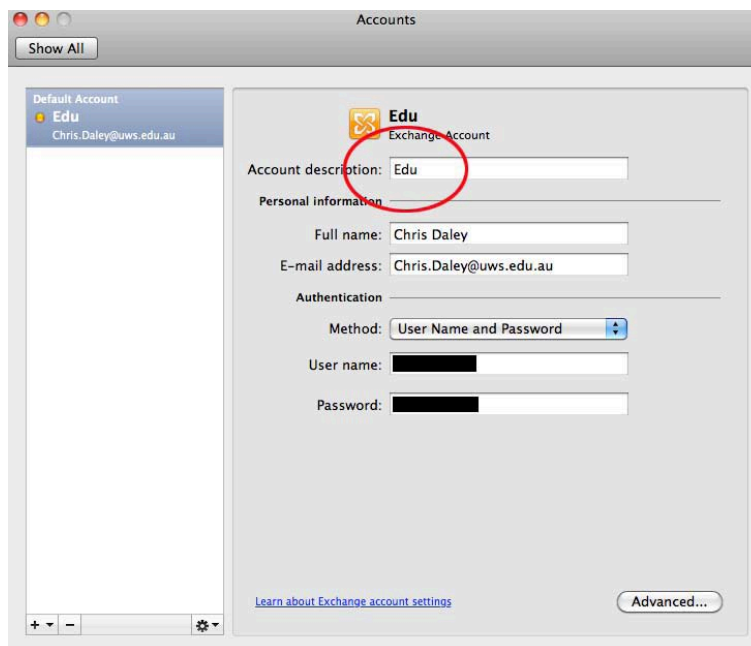
*Error message*

- We are going to configure the Exchange Server settings manually. Cut/Paste the following into the Server field as shown. If you have printed this document, carefully type the setting into the Server field. Press **Add Account**.
- The Exchange Server is:  
**<https://email.uws.edu.au/ews/exchange.asmx>**



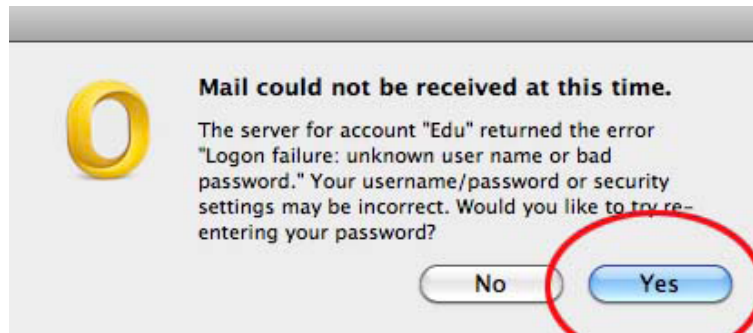
*Re-enter the details*

14) If successful, you will see the following, which takes us back to Step 6), so please proceed with the rest of the document.



*Success! Go back to Step 6*

15) If unsuccessful, you will see this error. Click **Yes** for another opportunity to ensure you have entered your MyUWSAccount credentials correctly.



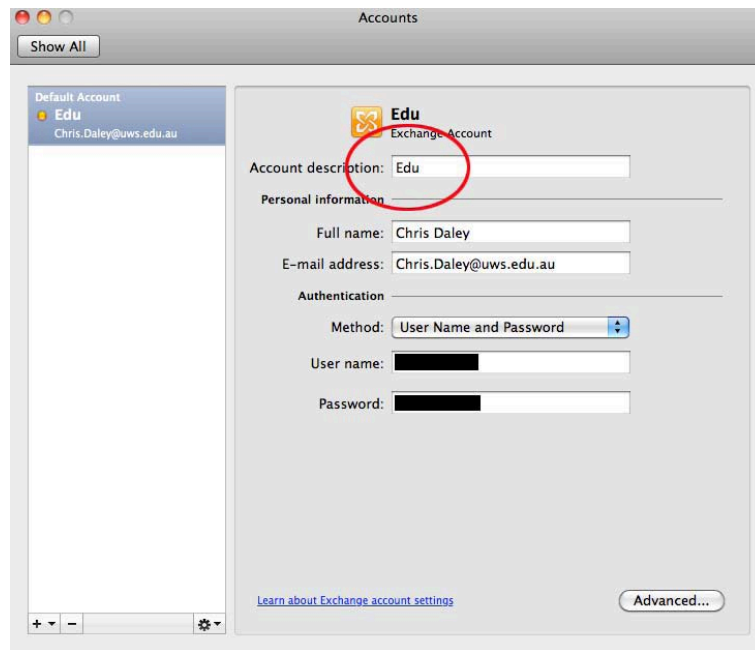
*Another error message*

16) Enter your MyUWSAccount credentials and password. As we are trying to troubleshoot a problem, **Do NOT** tick **Remember this password in my keychain** (Apple's password management system). Click **OK**.



*Don't remember the password at this stage*

17) If successful, you will see the following window. Please proceed with Step 6) and the rest of the document.



Success! Go back to Step 6

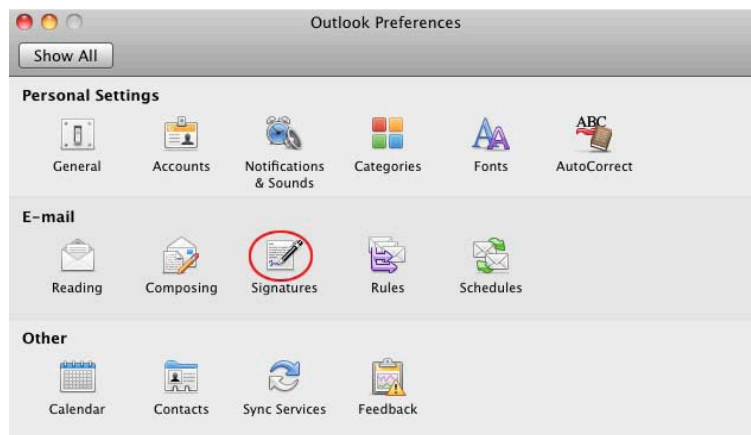
18) If you see the error message again, please contact the IT Service Desk (ext 5111) for assistance.



Contact the IT Service Desk if this error appears again

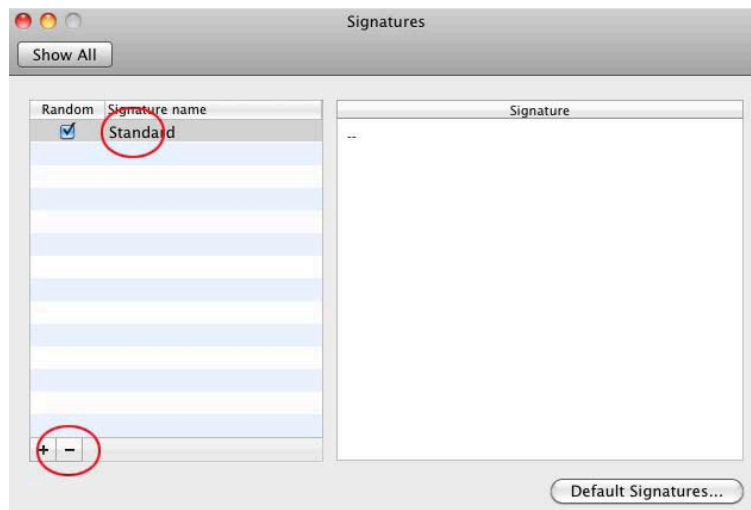
## Importing Signatures

- 1) To import your signatures from Entourage, complete the following steps.
- 2) Go to Outlook → Preferences. Click **Signatures**.



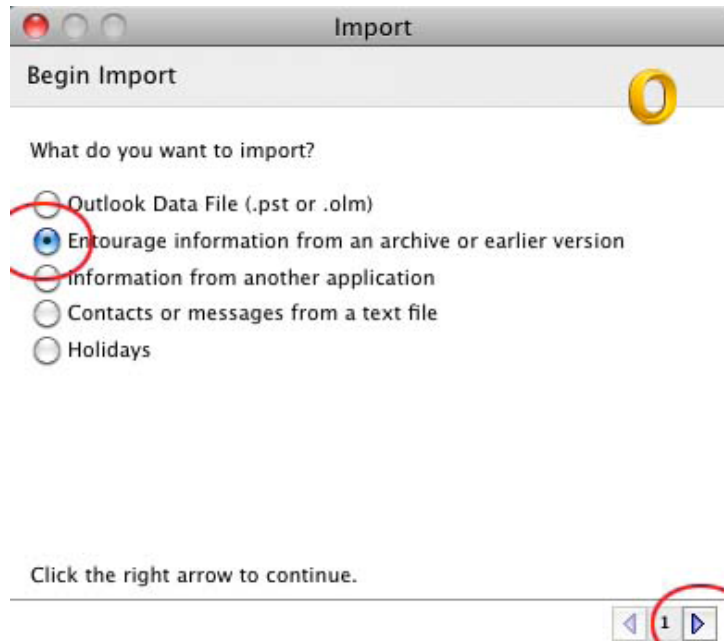
*Click Signatures*

- 3) Select the **Standard** signature and delete it, (click the minus symbol)



*Remove the Default Signature*

4) Go to File → Import. Select **Entourage information...** as shown, and click the **right arrow**.



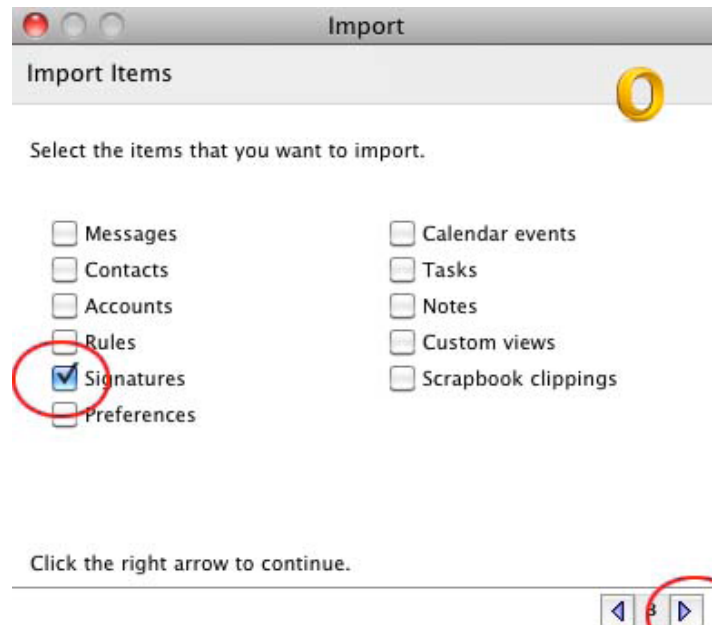
*In Outlook go to File → Import → Entourage*

5) Select Entourage 2008 or 2004 (depending on the version of Entourage you used). Click the **right arrow**.



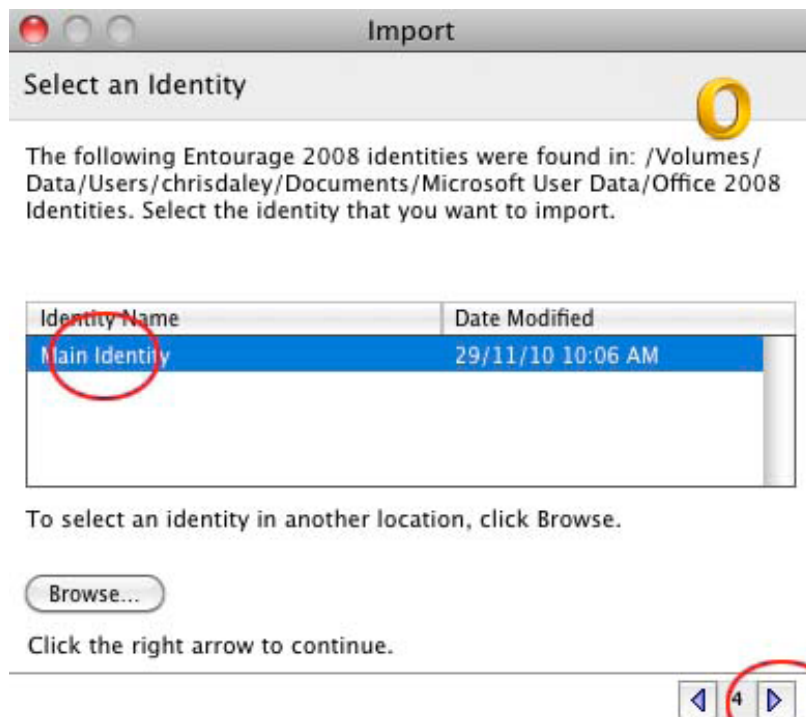
*Select Entourage 2008 or 2004*

6) Tick **Signatures** as shown, then click the **right arrow**.



*Tick Signatures*

7) Select the latest identity, and click the **right arrow**.



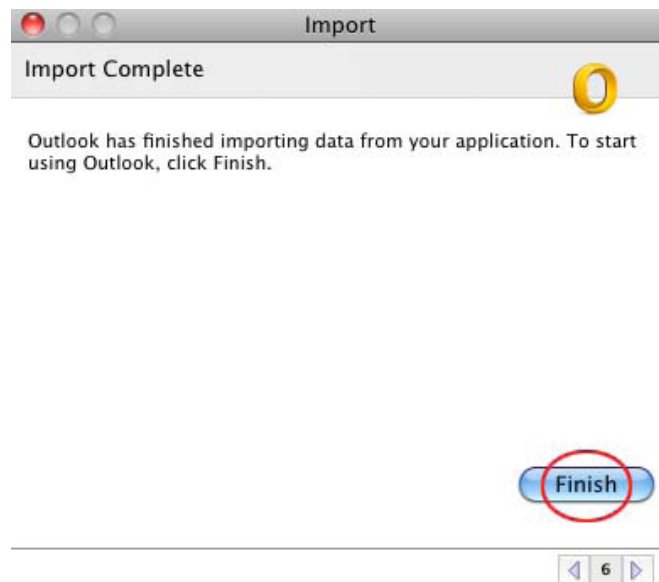
*Select your Identity*

8) Ignore this prompt, click **OK**.



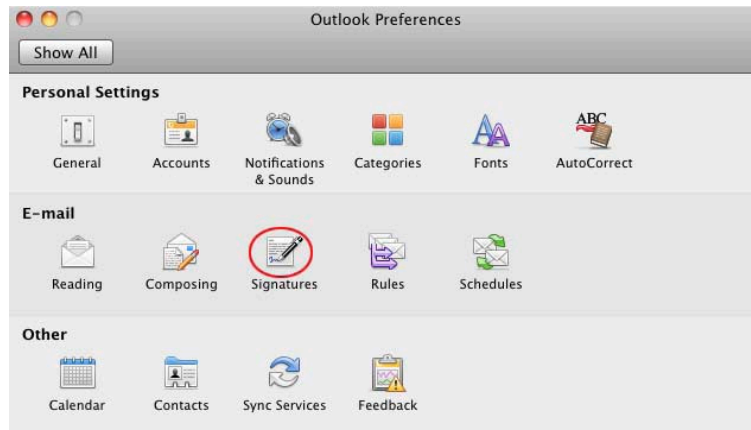
*Press OK*

9) You will be presented with this window, click **Finish**.



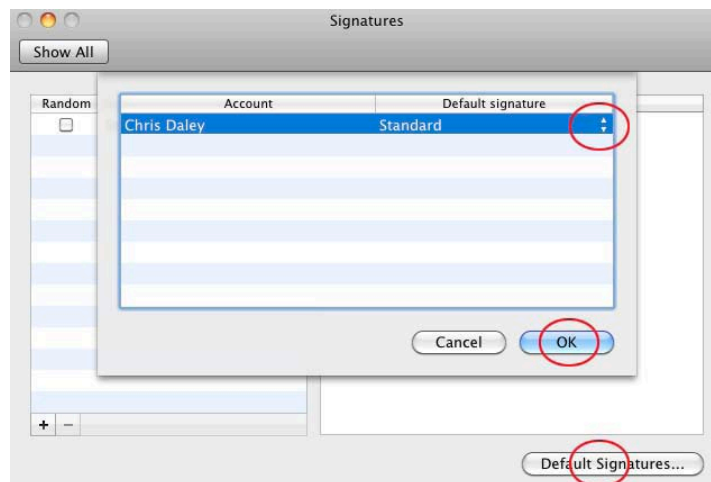
*Press Finish*

10) Go to Outlook → Preferences. Click **Signatures**.



*Click Signatures*

11) Click **Default Signatures**. Use the up and down arrows to select your default signature, then press **OK**. Note: if no signatures are present, you probably had no signatures in Entourage. Contact the IT Service Desk on ext 5111 if this is incorrect.



*Select the Default Signature*



IT Service Desk	
Phone:	02 9852 5111 (ext 5111)
Email:	<a href="mailto:itservicedesk@uws.edu.au">itservicedesk@uws.edu.au</a>
Web:	<a href="http://www.uws.edu.au/itservicedesk">http://www.uws.edu.au/itservicedesk</a>
Self Service job logging:	<a href="http://itsm.uws.edu.au">http://itsm.uws.edu.au</a>
UWS IT Services Catalogue:	<a href="http://www.uws.edu.au/its">http://www.uws.edu.au/its</a>
ITS Fact Sheets	<a href="http://www.uws.edu.au/itfactsheets">http://www.uws.edu.au/itfactsheets</a>