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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.

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

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**.
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.

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

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

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.

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

3) Select the **Standard** signature and delete it, (click the minus symbol)
4) Go to File ➔ Import. Select **Entourage information**... as shown, and click the **right arrow**.

```
<table>
<thead>
<tr>
<th>Import</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin Import</td>
</tr>
</tbody>
</table>
```

*What do you want to import?*

- [ ] Outlook Data File (.pst or .olm)
- [x] Entourage information from an archive or earlier version
- [ ] Information from another application
- [ ] Contacts or messages from a text file
- [ ] Holidays

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*Click the right arrow to continue.*

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*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**.

```
<table>
<thead>
<tr>
<th>Import</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose an Application</td>
</tr>
</tbody>
</table>
```

*What would you like to import?*

- [x] Entourage archive (.rge)
- [x] Entourage 2008 (including Web Services Edition)
- [ ] Entourage 2004

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*Click the right arrow to continue.*

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*Select Entourage 2008 or 2004*
6) Tick **Signatures** as shown, then click the **right arrow**.

7) Select the latest identity, and click the **right arrow**.
8) Ignore this prompt, click **OK**.

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

Outlook has finished importing data from your application. To start using Outlook, click Finish.
10) Go to Outlook → Preferences. 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.