OUTLOOK ANYWHERE CONNECTION GUIDE FOR USERS OF OUTLOOK 2010

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WHAT IS OUTLOOK ANYWHERE?

Outlook Anywhere enables you to use Outlook 2010 to connect to your staff email account over the Internet. This allows you to securely access your staff email account from outside the University network with all the features available as if you were in the office.

BEFORE YOU BEGIN

Before connecting to Outlook Anywhere you should do some housekeeping on your staff email account mailbox. This will greatly reduce the amount of time required to set up your Outlook client once it is configured. Some guidelines are included below to help you reduce the size of your mailbox:

- Empty your Deleted Items and Junk Email folder.
- Archive old items in your Mailbox to reduce the amount of mail stored on the server. NOTE: These items will not be available via Outlook Anywhere as they will be archived to a file on your office computer. You should only run AutoArchive from your Office computer.
  - To configure AutoArchive settings see: http://support.microsoft.com/kb/830119
  - Allow the Auto Archive feature to cleanup your mailbox on a regular basis.
- Delete unneeded items from your mailbox – newsletters and non-essential correspondence you no longer need to refer to.
- Save large attachments to your local hard drive and delete the email with the attachment.
HOW DO I CONFIGURE OUTLOOK ANYWHERE WITH OUTLOOK 2010?

System Requirements (for automatic configuration):

- Outlook 2010 SP1 and above

If this is the first time you have opened Outlook 2010, you will be prompted for your name, email address and password for the connection. These details will be used to attempt to automatically configure your email account.

1. Open Outlook 2010, the following screen will appear:

2. Click Next, the following screen will appear:

3. Select Yes and click Next.
4. **Enter your details** as shown in the screenshot below and click **Next**:

The following screen will appear:

5. You may be prompted to allow Outlook to be **automatically configured**:

Click **Allow**.
6. Once the settings have been retrieved you will be prompted to log in. These credentials are the same as those used to log on to your office computer however your user name / login ID should be prefixed with napier-mail\.

**Windows 7 users:** unless your University login ID shows as default then you will need to click on the Use another account button and then enter your login ID and password.

Click **OK**.

7. Outlook 2010 will attempt to log on to the server:

Click **Finish**.
8. Once logged on **Outlook will set up your Mailbox for first use** which synchronises your email, calendar and contacts to your local computer. This process will take some time depending on the size of your Exchange mailbox.

**HOW DO I USE OUTLOOK ANYWHERE?**

When you launch your Outlook Anywhere configured Outlook client on a computer outside the University network, you will be prompted to log on:

Your user name must be prefixed with **napier-mail\**. Even if you check the **Remember my password** box after entering your credentials, Outlook will still prompt for the password each time it is started. This is normal and complies with the University’s Information Security User Policy. You must enter your password each time you start Outlook.

**Windows 7 users:** unless your University login ID shows as default then you will need to click on the **Use another account** button and then enter your login ID and password.
You can view the status of your Outlook Anywhere connection in the bottom right corner of the application:

![Connected to Microsoft Exchange](image)

You can now use Outlook 2010 as you would use it in the office.

**I ALREADY HAVE OUTLOOK Configured WITH ANOTHER EMAIL ACCOUNT. CAN I STILL CONFIGURE OUTLOOK ANYWHERE?**

The simplest solution in this situation is to create a second Outlook profile to use with Outlook Anywhere. This means when you launch Outlook it will prompt you to choose which profile you want to use. You can then select the profile for either your existing account(s) or your Outlook Anywhere account:

![Choose Profile](image)

To create a new profile in Outlook 2010:

1. Navigate to **Control Panel**.
   
   a. **Windows 7 users**: on the right of the screen click **Category** and select **View by Large Icons**:

   ![View by Large Icons](image)

   b. **Windows XP/Vista users**: click **Classic View** from the left pane.

2. Double click the **Mail** icon, the following screen will appear:
3. Click on **Show Profiles** and then click on **Add**. The New Profile window will open.
4. Type **Edinburgh Napier** for the Profile Name and click **OK**:

5. The Add New Email Account wizard will launch. **Follow the instructions above for Configuring Outlook 2010 for Outlook Anywhere.**

6. Once the wizard is complete go back to the Mail properties window and select the option **Prompt for a profile to be used** and click **OK**
TROUBLESHOOTING

My connection seems slower, is this normal?

Some aspects of using Outlook Anywhere may be slower than when you're in the office, this is because you're connecting over the Internet and the user experience depends on many factors.

The first time you run Outlook once it is configured to use Outlook Anywhere can take quite a while depending on the size of your mailbox as it has to download the entire contents to cache locally on your home computer. This only occurs once and after this initial synchronisation only the changes since Outlook Anywhere last accessed your mailbox are downloaded.

Sending email with large attachments may also take longer than when in the office due to connecting over the Internet.

Connection Status

To view detailed information about your connection to the Exchange server, hold the control key [Ctrl] and right click the Outlook system tray icon. From the menu that opens click Connection Status. This will open a new window where you can verify you are successfully connected to the Exchange Server.

You should see similar output to the screenshot below; pay particular attention to the HTTPS and Established entries in the Conn and Status columns. This tells us Outlook has established a secure connection to the Exchange server.
**Test Email Autoconfiguration**

To view detailed information about your connection to the Exchange server, hold the control key [Ctrl] and right click the Outlook system tray icon. From the menu that opens click **Test E-mail AutoConfiguration**. This will open a new window where you can verify AutoDiscover is successfully retrieving the correct settings from the Exchange Server.

To perform the test, enter your University email address and ensure only **Use AutoDiscover** is ticked and click **Test**. Some portions of the test will show FAILED, this is normal. The last few lines should show succeeded if automatic configuration was successful. Refer to the output from the **Log** tab in the screenshot below:
Attempt To Connect To Outlook Web Access

If you’re having problems getting things working, a good test of general availability is to try connecting to Outlook Web Access as this has similarities with Outlook Anywhere. This will verify whether basic functionality such as the secure connection and authentication are working at a basic level. The URL for OWA is https://owa.napier.ac.uk