

Email - Staff Email: Outlook Anywhere (remote access RPC over HTTPS)

This method of mailbox remote access is particularly relevant to laptop users who can benefit from full functionality of the Outlook client, including the ability to undertake administrative tasks. It is secure and works seamlessly on and off campus.

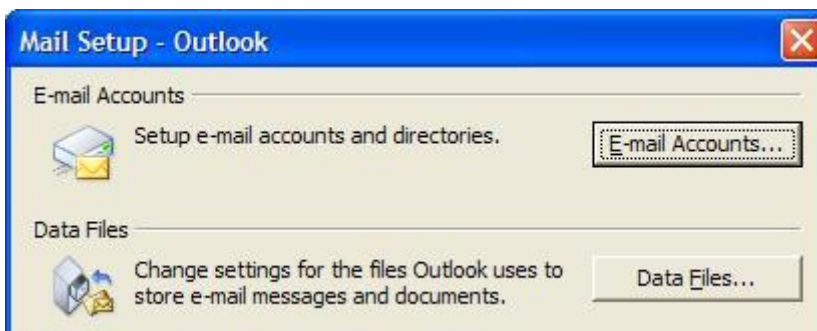
This guide describes how to set your Outlook configuration to Outlook Anywhere (previously known as RPC over HTTPS). Alternatively, contact your local IT support or the IT Service Desk to get your Outlook client configured by an IT technician.

Setting-Up Outlook Anywhere

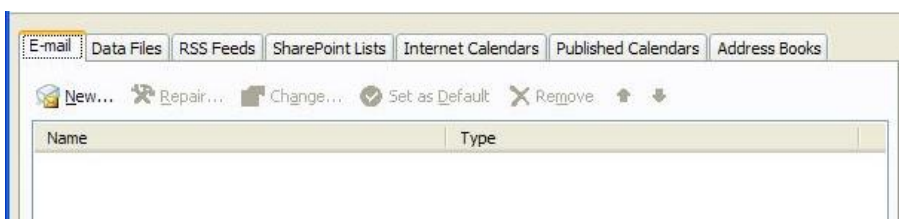
Note that this facility is only available if using Outlook 2007 or above as your client – earlier versions of Outlook do not include the required configuration aspects and so cannot be used.

To configure your Outlook account you must be connected to the University network via a network cable; you will not be able to configure your Outlook account if using another network including the University wireless network. Once configured, you will be able to access your Outlook account from anywhere.

From the Windows *Start* Menu select **Control Panel** (this may be listed under *My Computer*). Double-click the **Mail** menu item which will give you the *Mail Setup* window. See the **Troubleshooting** section of this guide if a different window appears.



Click the **E-mail Accounts...** button:

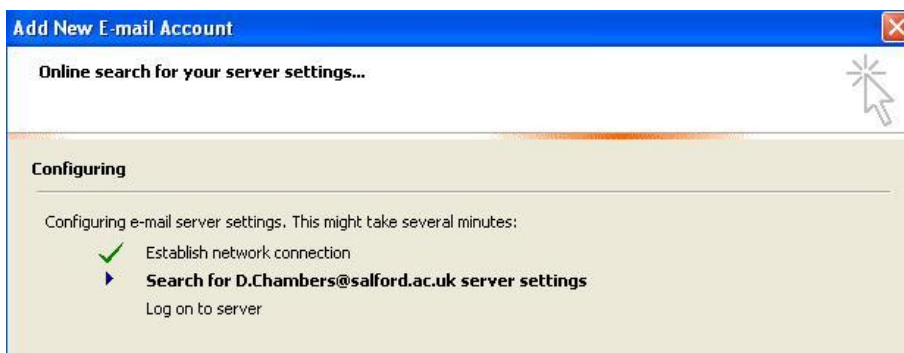


Under the *E-mail* tab, click the **New...** button



The network will detect your email address and put the details into the *E-mail Address* field. If not, type your University email address into the field. Click on the **Next** button.

Outlook will now search for your server settings; this may take a few minutes.



You will be asked for a username and password



- Enter **isdads**[*your network username*]
- Enter your network password.
- Click the **OK** button.

You will now be logged onto the Microsoft Exchange server and you will see a message stating your account is successfully configured to use Microsoft Exchange.

Click on the **Finish** button.

A *Mail Delivery Location* notice will appear explaining the location of some of the email and calendar information has changed. Click on the **OK** button.

You can now close the *Account Settings* window and the *Mail Setup* window and start Outlook.

Troubleshooting

If there are problems experienced connecting to the exchange servers using this method, here is a handy troubleshooting checklist:

Double-clicking the mail icon in the Control Panel does not bring up the Mail Setup - Outlook screen – If you have not configured Outlook on your laptop before you may get a *General Mail* screen. In this case, start the process by opening Outlook from the *Start* menu. An Outlook Startup wizard will appear. Follow the wizard until you get to the *Mail Setup – Outlook* screen.

Can the machine connect to the internet – If there is no access to the internet, the client will not be able to use this medium to connect to the University's servers.

Some Hotels etc. control what can be used to connect to the internet with their firewalls.

Can Outlook Web Apps be accessed through the <https://uos-portal.salford.ac.uk> portal by logging in? If this is accessible it means that the Exchange servers and all the enabling services that are used to connect (i.e. DNS, Firewalls network switches) are ok and servicing the connection.

Are there Proxy Settings on Internet Explorer or Firefox? – The presence of these settings will cause the outlook connection to fail as they are intended for Computers internal to the University to connect to the internet, some PCs and laptops that have been located at home that were previously on site may still carry these settings which are not needed for external computers connecting into the University.

To remove this setting open your internet browser e.g. Internet Explorer, go to **Tools - Internet Options**.



Select the **Connections** tab

Click the **LAN Settings...** button

Ensure none of the following fields have information in them and select **OK**.



Does Internet Explorer have the <https://uos-portal.salford.ac.uk> URL in its 'Trusted sites' setting? - Without the site being allowed there may be security restrictions on the browser that is blocking connectivity to the site.

That can be allowed by selecting **Tools > Internet Options** in **Internet Explorer**.



Select **Security** tab > **Trusted Sites** > **Sites** button.

Enter the <https://uos-portal.salford.ac.uk> URL in the site field and click **Add** button.

Further information and advice

If you need further information or advice, please contact the ITS Service Desk in the first instance.

Phone: 52444 (internal); 0161 295 2444 (external)

Email: its-servicedesk@salford.ac.uk

Please note: The information contained in this guide was correct at the time of publication. A more recent version may be available on the ITS website at www.its.salford.ac.uk/