
How to... set up Outlook Anywhere

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Overview

Outlook Anywhere allows users to securely connect to their mailbox from anywhere with an Internet connection without the need to set up a VPN connection. This greatly improves users' connectivity options as the connection is far more tolerant of dropouts than a traditional VPN solution.

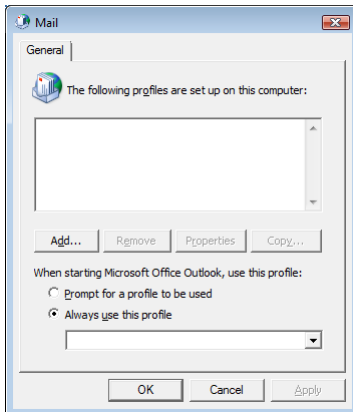
If users experience difficulties while following this guide they are asked to contact the CUE Helpdesk.

Procedure

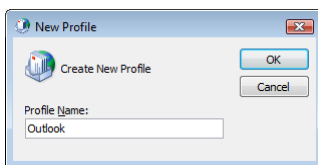
Note: This procedure assumes the PC/laptop is not connected to the CUE network and does not already have an Outlook profile configured.

1. (Vista) Click on the **Windows** button > **Control Panel** > **Mail**
(XP) Click **Start** > **Control Panel** > **Mail**
(XP Classic) Click **Start** > **Settings** > **Control Panel** > **Mail**

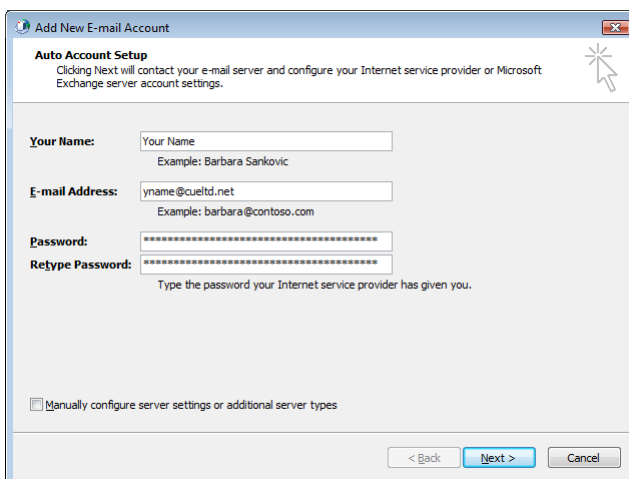
2. On the Mail dialog click **Add**



3. Type a name for the new mail profile and click **OK**

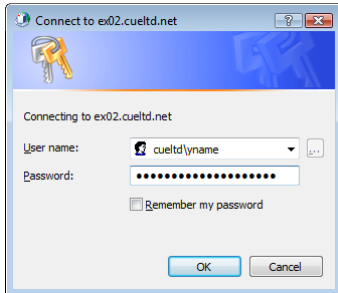


4. Complete the Add New E-mail Account dialog and click Next



Note: Enter your email address as <first_initial><username>@cueld.net

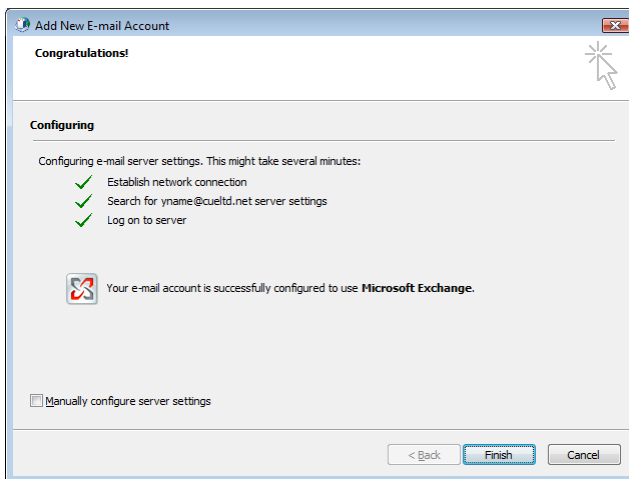
5. When the auto-discovery server is found enter your CUE username and password. It is important that the username is entered in the format CUELTD*<first_initial><surname>*



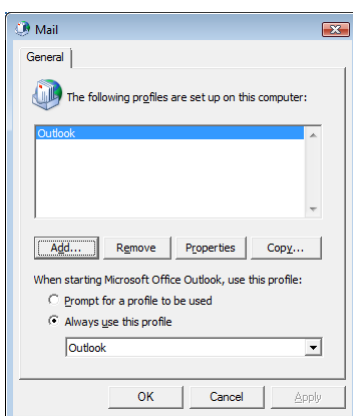
For example:

Forename: *Your*
Surname: *Name*
Username: *CUELTD\yname*

6. Click **Finish** to close the Add New E-mail Account wizard

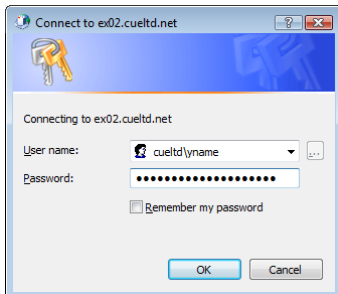


7. Click **OK** to close the Mail dialog



8. Open **Outlook**.

9. Enter your CUE username and password and click **OK**. It is important that the username is entered in the format CUELTD\



10. Outlook will now synchronise with your mailbox.

Outlook Anywhere is now configured.

Known Issues

At present CUE still maintains the legacy @cad.coventry.ac.uk email domain. This can cause issues with Outlook 2007 as it attempts to auto-discover information about users via their primary email address (@cad.coventry.ac.uk). When using Outlook Anywhere users may encounter the following warning:



This problem will be resolved shortly as CUE migrates to the new email domain @cueltd.co.uk

Even after the migration CUE will continue to accept email for the @cad.coventry.ac.uk domain but these addresses should be phased out of use as quickly as possible.

Impact On You: You will be asked to update your contact information to reflect the new email address. You do not need to throw away existing stationary but new stationary should use the new email domain.

Contacting the CUE Helpdesk

If you encounter problems with this 'How To...' please contact the CUE Helpdesk via email (helpdesk@cad.coventry.ac.uk) or by telephoning +442476158888 (internal extension 8888).