Outlook 2011 Setup For ITS Exchange 2010 Server
Using A SOM Domain Login

WHAT
These instructions are for the setup of Outlook 2011 to connect to the UCSF ITS Exchange 2010 Email Server

WHY
SOM ISU is migrating all SOM email accounts from the Exchange 2003 email server to the UCSF ITS Exchange 2010 email server. Outlook 2011 is the preferred email client for the Macintosh platform.

Minimum Software Requirements
Outlook 2011 has minimum Macintosh hardware and Operating Systems requirements:
• Hardware - Intel processor Macintosh (PowerPC not supported)
• OS – Mac OS X 10.5.8 Leopard updated to the most current version

Note: Installation of Microsoft Office 2011 is beyond this scope of this document. This document assumes Microsoft Office 2011 is already installed and updated to the most current version.

FIRST LAUNCH OF OUTLOOK 2011 INSTRUCTIONS
These instructions are for the first launch of Outlook 2011. If you have already launched or been using Outlook 2011, please skip ahead to the Setting Up A New Account In Outlook 2011 instructions on page 5.

(1) Launch Outlook 2011. On first launch you will be prompted to set up a new account.

(2) Select Add Account.

(3) Choose Make Outlook the default application for e-mail, calendar, and contacts.
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If you want Outlook 2011 to be your default email, calendar and contact manager, check of the checkbox for (1) Make Outlook the default application for e-mail, calendar, and contacts. (circled in blue).

If you do NOT want Outlook 2011 to be your default email, calendar and contact manager, do NOT check this box.

Click the (2) Add Account button (circled in green).

(2) You will be prompted to add the account information.

(3) Uncheck the Configure Manually checkbox so that the window changes and looks like the following picture.
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You will need to enter you information in the following format

E-Mail address:  firstname.lastname@ucsf.edu
Method:  User name and Password
User name:  som\yourloginname
Password:  your regular login/email password
Server:  https://mail.ucsf.edu/EWS/exchange.asmx

**IT IS CRITICAL THAT YOUR EMAIL ADDRES BE IN THIS FORMAT**

It does not matter what your departmental email address is. Your departmental email address should NOT be used here. If you use your departmental email address you will NOT be able to login and check your email.

Here is a screenshot of the completed window.

(4) Click the *Add Account* button.
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You are almost finished. If everything was configured correctly and your email account has been migrated to the new Exchange server then your email will begin to show up in Outlook 2011.

Below is a completed setup Account window. The green dot next to the Ucsf account name indicates that the account setup it working and is connect.

(5) Click the red button in the far upper right-hand corner and close the Accounts window. You can now start using Outlook 2011 to check you email, calendar and contacts for your UCSF email.
SETTING UP A NEW ACCOUNT IN OUTLOOK 2011

(1) If you have already opened Outlook 2011 and set it up for other email or using it otherwise and you are not prompted with the first launch screen, click on the Outlook menu in the upper right hand corner and select Preferences… from the drop down menu.

(2) In the Preferences window click the Accounts button.
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(3) You will be prompted to add the account information.

(4) Uncheck the Configure Manually checkbox so that the window changes and looks like the following picture.
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You will need to enter your information in the following format

- **E-Mail address:** firstname.lastname@ucsf.edu
- **Method:** User name and Password
- **User name:** som\yourloginname
- **Password:** your regular login/email password
- **Server:** https://mail.ucsf.edu/EWS/exchange.asmx

**IT IS CRITICAL THAT YOUR EMAIL ADDRESS BE IN THIS FORMAT**

It does not matter what your departmental email address is. Your departmental email address should NOT be used here. If you use your departmental email address you will NOT be able to login and check your email.

Here is a screenshot of the completed window.

(5) Click the **Add Account** button.
You are almost finished. If everything was configured correctly and your email account has been migrated to the new Exchange server then your email will begin to show up in Outlook 2011.
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Below is a completed setup Account window. The green dot next to the Ucsf account name indicates that the account setup it working and is connect.

(6) Click the red button in the far upper right-hand corner and close the Accounts window. You can now start using Outlook 2011 to check you email, calendar and contacts for your UCSF email.