NEW JERSEY CITY UNIVERSITY
Department of Information Technology

Setting Up Home Outlook for NJCU Exchange

Read this first!

If you use a home copy of Microsoft Outlook® to fetch email from other sources, it is highly recommended that you keep your personal and work emails separate by configuring Outlook to use "Profiles". Using Outlook profiles is also great for separating NJCU Adjunct/Faculty email and Administrative email. Once configured, you will be given the opportunity to select a profile first and the application with then use that profile to retrieve email from the accounts setup within it. A profile can retrieve email from one Exchange account and multiple POP/SMTP[1] accounts.

If using a profile seems like a logical choice, then it needs to be configured *before* setting up for NJCU Exchange services. Instructions for creating a profile are provided next.

For those who have a home copy of Microsoft Outlook, but have never used it and have no intention of using it for anything but access to NJCU Exchange, start with Step #6. You can always create profiles later if the need arises. You can also skip the profile instructions if mixing personal emails and accounts with work is not an issue.

If you are currently using Outlook to download email from other accounts, please consider the following points of information:

- You can only set up one Exchange account *per profile*. Therefore, you must set up a new profile if you already use Outlook to retrieve email from another Exchange server.

- Adding the NJCU Exchange email to an existing profile will add an additional Inbox under a new top-level folder. This means you will have *two* Inboxes to check.

- Even though you will have separate Inboxes, there will be some mixing of other items (events, meetings, tasks, etc). This is a very good reason for using separate profiles.

- Outlook "Connectors" for Hotmail, Google Apps, LinkedIn, MDaemon, Facebook, Kerio, IceWarp and/or others and co-exist in the same profile with an Exchange account.

- If you were using a home copy of Outlook to access the old NJCU email system,

    o You should delete that *account* first before proceeding.

    o All items (email, contacts, calendar events, tasks, etc.) from the previous configuration will be retained in your *local* Outlook personal store (PST).

- Setting up NJCU Exchange on your home Outlook will *not* give you access to items that have been retained in your work computer Outlook work PST from your previous POP/SMTP setup.

As a final reminder, Outlook Web Application (OWA) provides access to NJCU Exchange Email without disrupting your current personal Outlook setup and should be considered as a preferred alternative if you don't mind the minor differences of the user interface.

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[1] POP/SMTP is a set of protocols commonly offered by Internet service providers (ISPs), like Comcast, Verizon, etc., to retrieve emails using Outlook and other local email client applications.
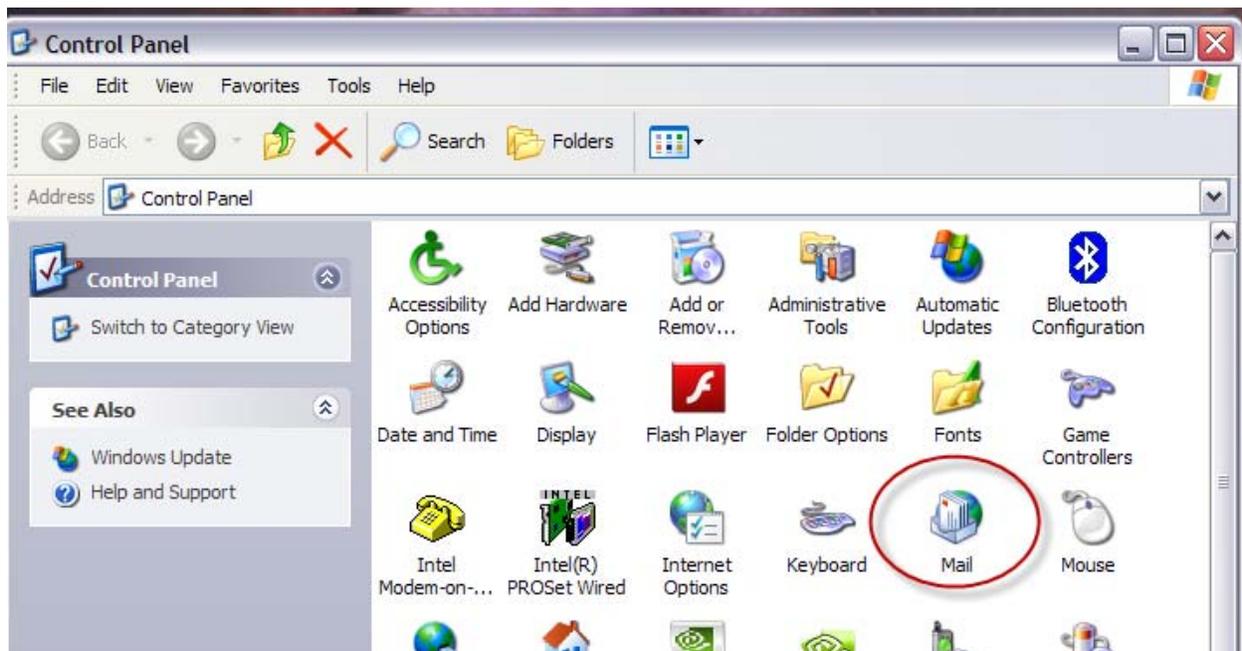
Setting up an Outlook Work Profile

As noted above, this instruction set can be skipped if setting up a profile is not desired. [2]

1. Click the start button and then double-click "Control Panel".
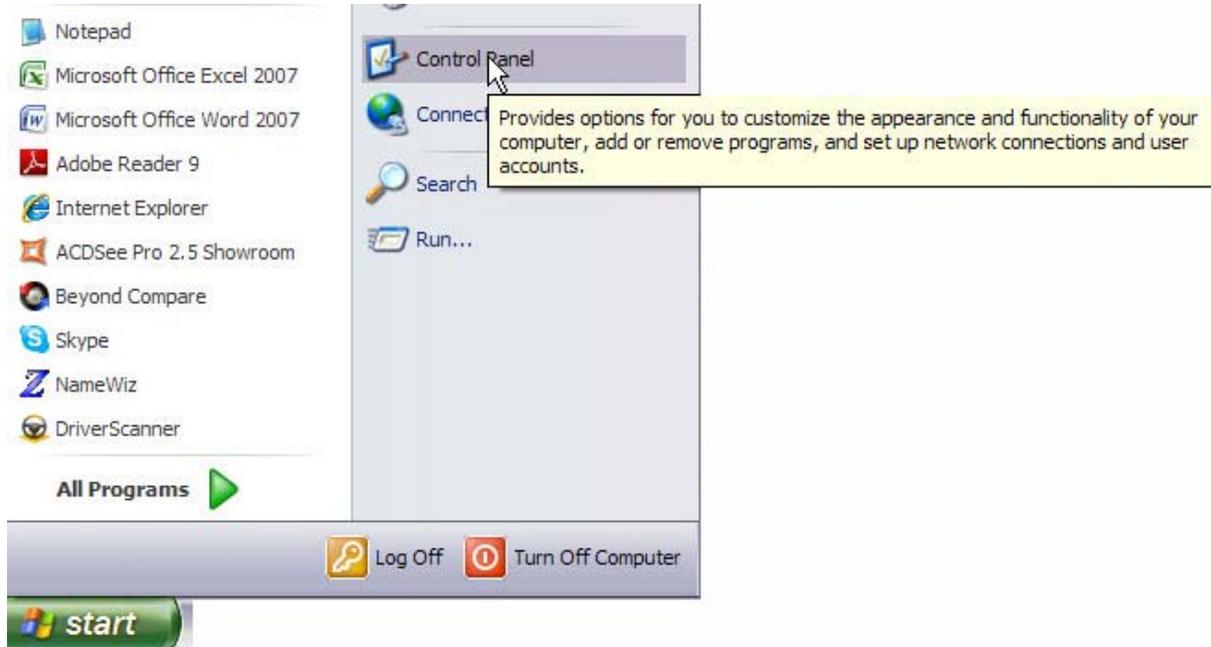
2. Double-click the Mail utility application.

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[2] The examples shown are from Microsoft Outlook 2007 on a Windows XP SR3 system.
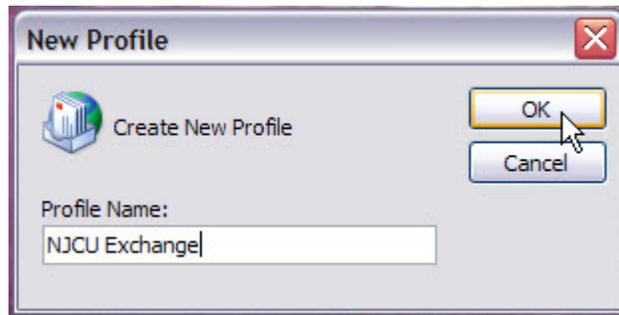
3. In the Mail dialog window click the "Show Profiles…" button.

4. In the Profiles dialog window, click the Add… button. As you will want to select a profile when Outlook starts, be sure that the "Prompt for a profile" radio button is selected.

5. If this is your first profile, you will see the following dialog window:

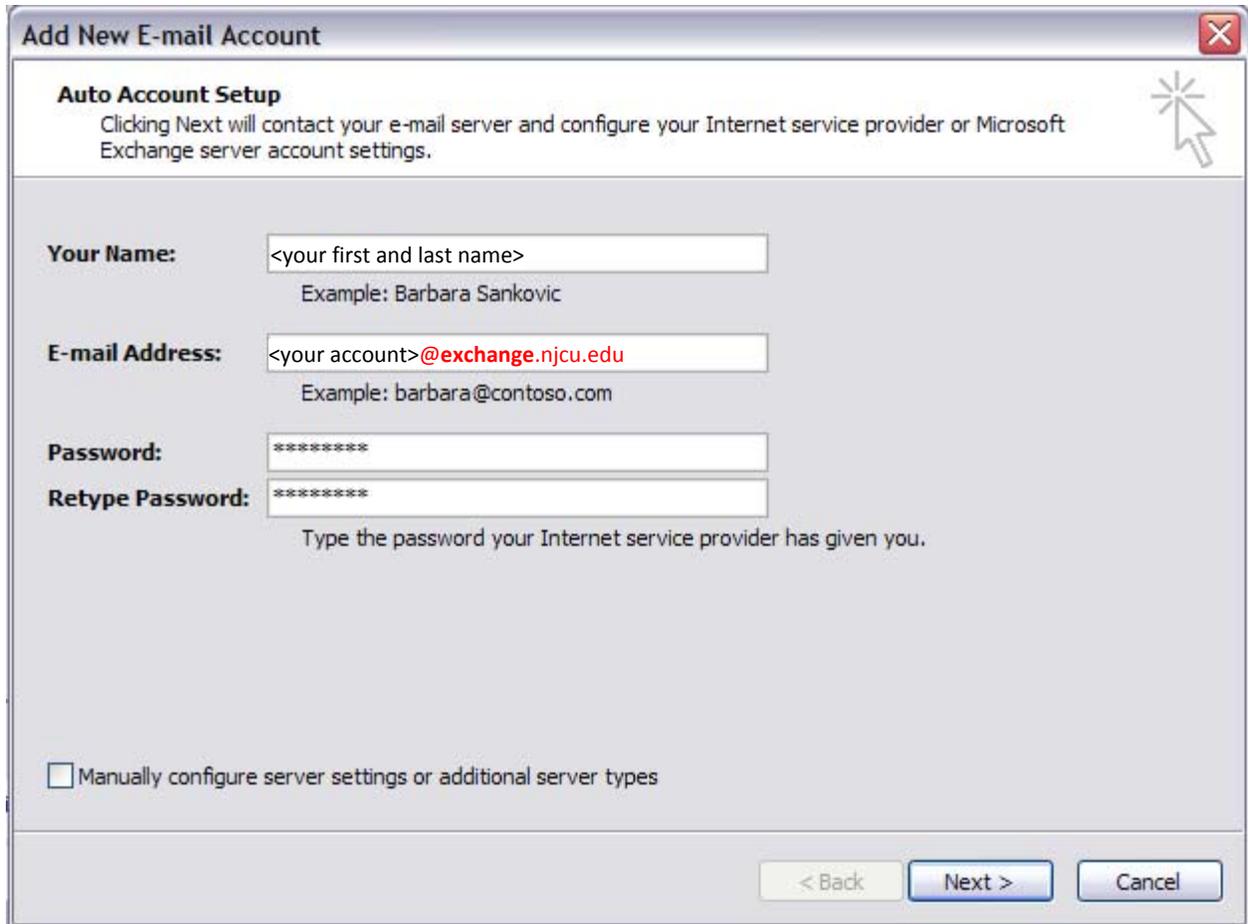**This dialog window appears if you are creating your first profile. Name the profile. "NJCU Exchange" is recommended, but any unique name is fine. Click OK.**

If you have more than one profile defined, you will see a more extensive dialog window:

Name the profile ① and click the "Prompt for a profile…" radio button ② (Whenever you run Outlook the application will ask which profile you want to open). Click OK ③.

6. Fill in your name, email address, and password in the Add New E-mail Account dialog window (shown next page), then click "Next".

NOTE: *Be sure to use @exchange.njcu.edu for the email domain part of your address.*

7. **The Auto Account Setup wizard will then present a status window as it attempts to contact the Exchange server and configure the Exchange account…**
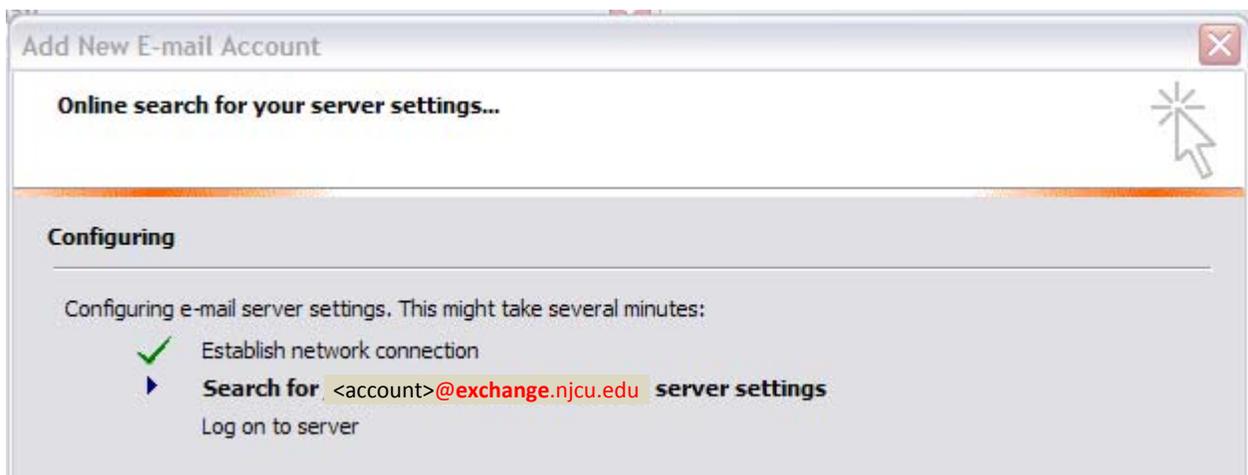

8. **Once the wizard finds the NJCU Exchange server and picks up the settings it will prompt you for your account information. Enter your user name prefixed with the text**

"root\" (including the back-slash, check the "Remember my password" box, and then click OK.

IMPORTANT: *Be sure to <u>prefix your user name with</u> "<u>root\</u>" <u>and</u> <u>click the check box</u> as shown in the example.*
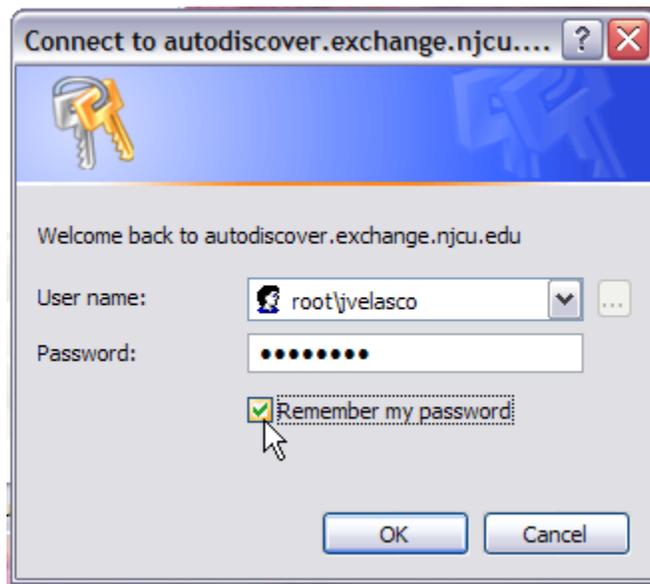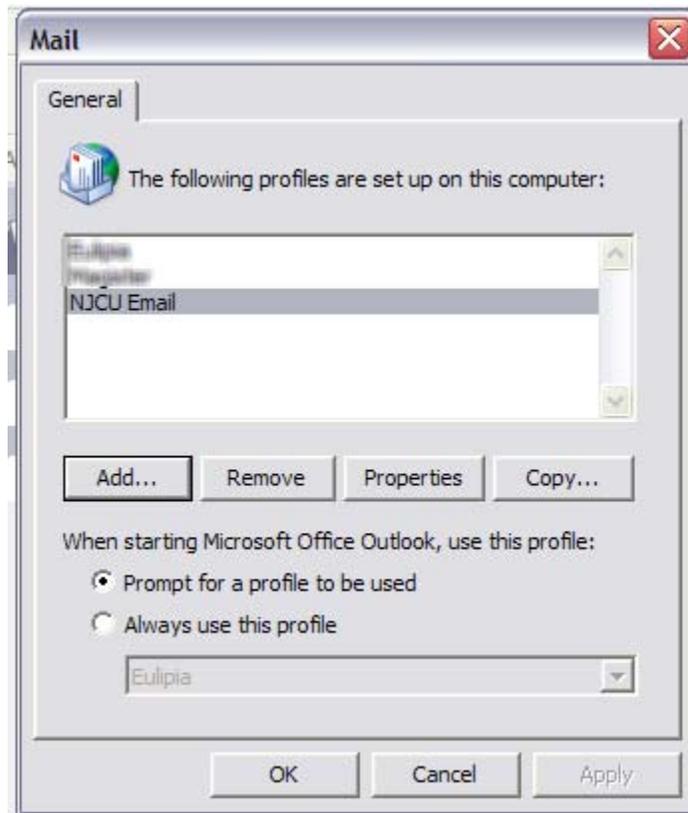
If there are no error messages, you should see the following dialog window…
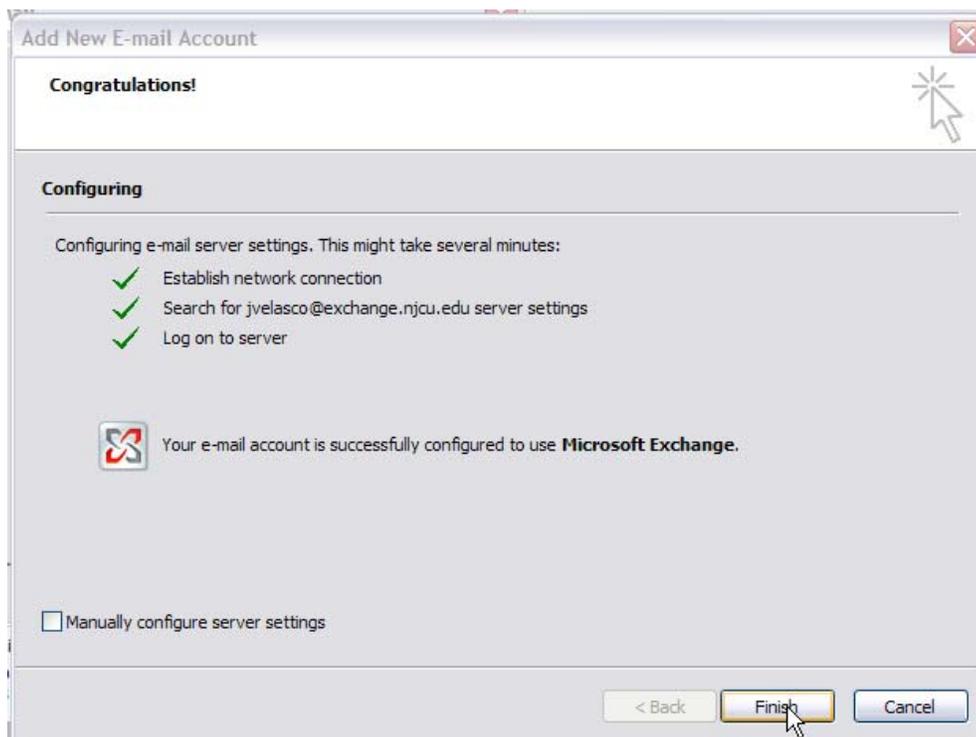
9. Click the Finish button.

10. You will be returned to the Mail Profile setup window. Note the new profile has been added to the list of profiles. Click OK to close this window.

Running Outlook after configuring for Exchange

If using only one profile, double-click your Outlook icon and the application will start immediately. You will be prompted one final time for your account information. Skip to step 2, next page.

However, if you have more than one profile set up you will be prompted for a profile first…
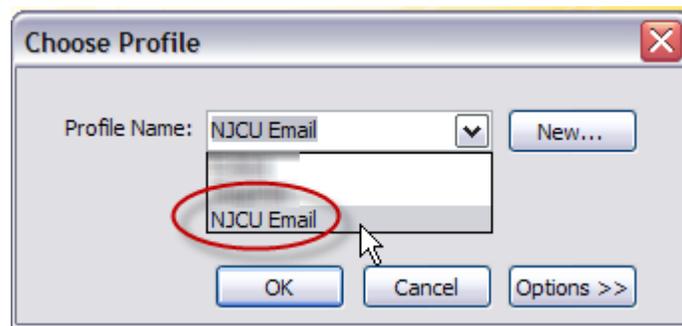
The example above shows an alternate profile name that was set up on another system. Your dialog window will present the name that you used for your profile.

1. **Select your Exchange profile and click OK.**

2. **Login one final time. As before, enter your user name prefixed with the text "root\" (including the back-slash, check the "Remember my password" box, and then click OK.**
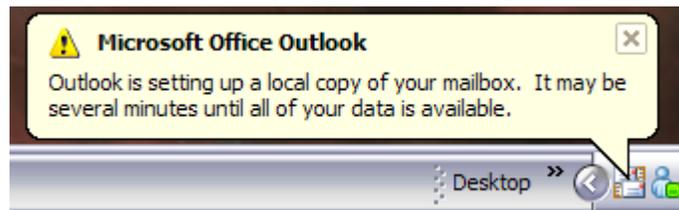
   IMPORTANT: *Be sure to <u>prefix your user name with "root\"</u> and <u>click the check box</u> as shown in the example.*
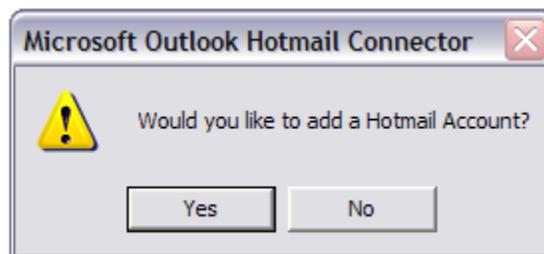

You will see the following status window…
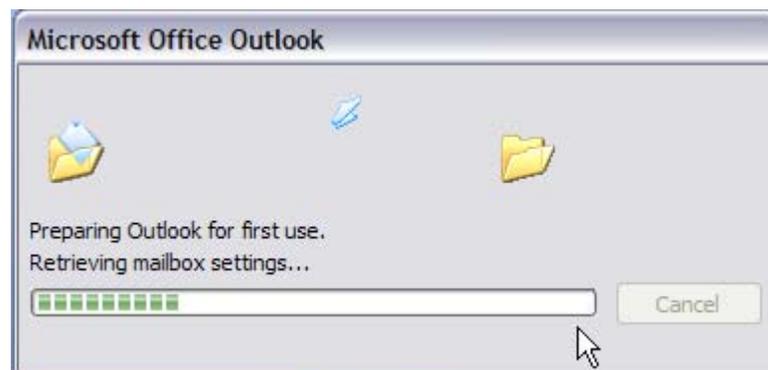
And, the following notice in the System Tray…

Once this operation completes, you will be presented with your NJCU Exchange email in Outlook.

3. **Close the following suggestion box if you see it and don't want to add one…**

If you have a Hotmail, Live, or Outlook online account that you use for NJCU related buisiness, you can add it to this profile by clicking Yes and following the dialog instructions. Otherwise, click No.

Please note that the email show is information that is on the server. *Email stored on your local hard disk drive in a Personal Store (PST) will not be available.* **If you have email in your local PST that you want to access, move it to the Exchange Server Online Store (OST).**