

Email at Sussex

Outlook Web App
Outlook for PC or Mac
Apple Mail and iCal
Mobile phones

US

University of Sussex
IT Services

Inbox - Microsoft Out

File Edit View Go

New [Printer Icon] [Folder Icon] [Close Icon]

Mail

Mail Folders

All Mail Items

Mailbox - Sandy Radford

Deleted Items (2)

Drafts [2]

Inbox

Junk E-Mail

Outbox

RSS Feeds

Sent Items

Test

Search Folders

Personal Folders

Re

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Introduction

There are two email systems at Sussex, one for taught students and the other for staff and research postgraduates. This booklet is about the “staff” mail system. For more information about the email service for taught students, please see the help pages on the IT Services web site.

The staff mail system is built around **Microsoft Exchange** and email is delivered or sent from this central hub. Users can connect to Exchange using a variety of mail programs and use different devices, such as internet-enabled phones, laptops and other computers at home as well as desktop systems in the University.

The staff mail system may be accessed over the web using most web browsers (including Internet Explorer, Safari and Firefox) through an interface known as Outlook Web App and from Microsoft Outlook on Windows or Mac as well as from many other “IMAP” email programs (including Thunderbird and Mulberry).

We recommend that all users become familiar with using the Outlook Web App (OWA) since this offers both email and calendar management through a

common user interface which is available across all platforms. It's particularly useful for home computers as you don't need to install any software to handle your mail and electronic diary.

For Windows users, the booklet describes how to use Outlook 2007, which is available for staff PCs. Please note that Outlook Express is not the same as Outlook, although it can still connect in the same way as other mail programs like Thunderbird and Mulberry.

If you use a mobile phone or device to check your mail and calendar, you don't have to synchronise using iTunes or Outlook. This booklet has details on setting up an iPhone (or iPod/iPad) or Android phone and information on connecting with other programs or phones is given on the website.

Please contact us if you have any questions about setting up or using the staff mail system - our contact details are on the back cover.

IT Services

University of Sussex

Phones and mobile devices
p45



Email in and out



Exchange
Central mail system



Outlook Web App
p8



Outlook
p18

The email system at Sussex for staff and research postgraduates



Apple Mail and iCal
p42



Other email programs
sussex.ac.uk/its/exchange

Outlook Web App

Logging in

Outlook Web App or **OWA** is a web-based version of Outlook which you can use to read your Sussex email from any computer with a web browser and internet access. Some web browsers work better than others - the most compatible are Internet Explorer 7 or 8 and Firefox 3.6 or later but you can also use Chrome, Safari or Opera.

If you use a different web browser, you can still use OWA but you may see a simplified version, called **OWA Light**. This still gives you access to your email and calendar but doesn't have all of the latest features.

Log on to OWA

- go to **exchange.sussex.ac.uk/owa/**
- enter your normal Sussex username (e.g. ano23) and password and click on **Log On**

You can tick the option for **private computer** at the top of the log on panel to stay logged in for longer (the public option will log you out after a few minutes if you have not been using it).

The first time you login, you will also be asked to confirm your preferred language and time zone – you can accept the pre-filled options and click **OK**.

Getting started

The standard settings in OWA mean that it looks a little bit different the first time you login. We suggest making a few minor adjustments to make life easier.

Click on the down arrow next to **View** (just at the top of the list of messages) and

- under **Reading Pane** choose **Bottom**
- click **Use Conversations** to deselect it (the tick should disappear)


then in the folders list on the left of the screen

- click on **Favourites** to hide the folders listed underneath it

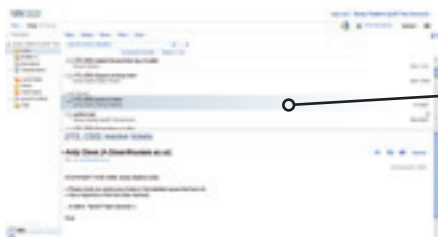
These changes should make the OWA window look more familiar with a list of email folders on the left, and your emails on the right. When you click on an email, you should see a preview of it in the window at the bottom.

More online sussex.ac.uk/its/exchange

 Viewing messages in conversations

 Transferring contacts and address books

Reading and sending emails



click on a message to see a preview

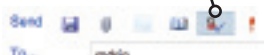
double-click to open in a new window

Send an email

- click on the **New** button above the list of messages and write your message in the window that pops up
- click on the **Send** button to post the message

Look up addresses for Sussex staff

- 1 type a few characters of a person's name in the **To** or **Cc** field
- 2 click the **Check Names** button
- 3 if a match is found, Outlook will fill in the rest of the address or let you choose from a list of similar names



More online sussex.ac.uk/its/exchange

In Outlook, emails and meeting requests all go to your Inbox

🔔 How to filter meeting requests into a different folder

Deleting messages

Delete a message

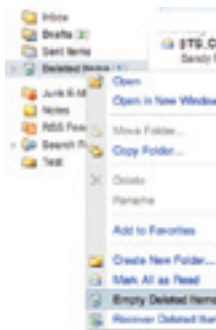
- 1 click the message in the message list to highlight
- 2 press the **Del** key on your keyboard or click on the **Delete** button at the top of the message list

When you delete a message, it is stored in the **Deleted Items** folder. This means that if you delete a message by mistake, you can easily retrieve it, but deleted items still count towards your mail quota. Emptying the **Deleted Items** folder is a quick way to make space for new messages.

Empty the Deleted Items folder

- right-click on the **Deleted Items** folder and choose **Empty Deleted Items**

*Make sure you act on warnings about your quota as you will be **unable to send or receive** until you reduce your email.*



More online sussex.ac.uk/its/exchange

- 🔗 How to recover emails emptied from Deleted Items within the last 28 days

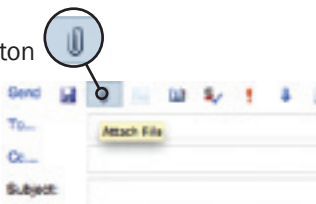
Attachments

On incoming emails, attachments are listed just above the main body of the message.

- click on the name of the file to open it
- right-click and **Save Target As** to save it
- right-click and **Print** the file without opening it.

Send an attachment

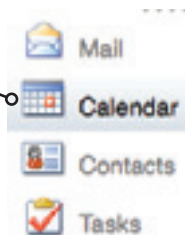
- 1 Click on the **Attach** button
- 2 Choose the file you want and click **Open** (click **Browse** if you don't see a list of files)
- 3 A list of the files you have chosen will then appear in a new window beneath the **Subject**
- 4 If you change your mind and want to delete an attachment, click on the small **X** next to its name



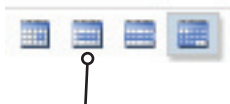
Some of the processes in OWA may differ slightly depending on the web browser you are using.

Opening the calendar

Click on the calendar button in the bottom left corner to open your calendar



You can then change the layout of the page to show a daily, weekly or monthly view.

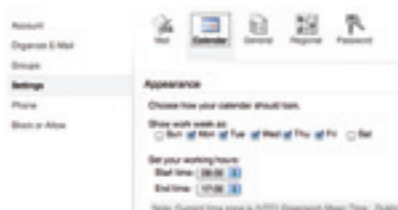


Working week

The Working week view is often useful and you can change the days of the working week to match your working patterns:

- 1 choose **Options**, then **See all options**
- 2 click on **Settings** and choose **Calendar**
- 3 set your working days and hours in the **Appearance** section
- 4 click on **Save**

Click on **My Mail** (top right) to close the settings page



Appointments and events

As with the desktop version of Outlook, there are four types of activity that you can add to your calendar: appointments, events, meetings and tasks (see p26).

Add an appointment

- 1 double-click on the intended day and time in your calendar
- 2 enter a name for the appointment and a location if appropriate
- 3 click on **Save and Close**

Change the details

- click on the square handles to change the duration
- click and drag to move to a different time
- double-click to edit the name and location details
- right-click to delete or mark the time as free/busy

Convert to an event

In Outlook, an event is an activity which does not occur at a particular time and is therefore referred to as an **all day event**:

- double-click on an appointment to edit
- tick the **all day event** box
- click on **Save and Close**

Reminders

When you set up a new appointment or event, a reminder is automatically set to alert you before it starts. To change the reminder time:

- double-click to open an activity and choose a time from the drop-down list next to the word **Reminder**

Change status to free or busy

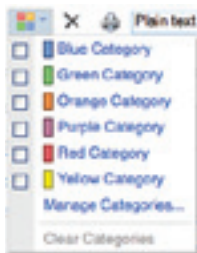
- 1 right-click on the activity and choose **Show time as**
- 2 choose the appropriate option

New appointments and meetings are automatically set to *busy* and events to *free*.


Categorise with colours

- 1 double-click on an activity
- 2 click the Categories icon and select a colour

You can also click on **Manage Categories** to set up your own colours and definitions.



Create a recurring calendar item

- 1 double-click an event or appointment
- 2 click on the recurrence icon 

Meetings

In Outlook, a meeting is an appointment with attendees.

Set up a meeting

- 1 double-click on the intended day and time
- 2 enter the basic details for the meeting
- 3 click on the **Invite attendees** icon and then type their names in the **To** box
- 4 alternatively click on **Scheduling Assistant** to check the availability of colleagues at Sussex



Share your calendar

- 1 click on **Share** and choose **Share This Calendar**
- 2 put the names of the people with whom you want to share in the **To** field and click on **Send**
- 3 change permissions at any time by choosing **Share** and then **Change Sharing Permissions**

View the calendar of a colleague

- 1 click on **Share** and choose **Add Calendar**
- 2 click **Name** to see a list of calendars you can add
- 3 click a name to choose it and then click **OK**

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🔗 Advanced options for sharing your calendar with colleagues and assistants

Additional calendars

Outlook enables you to have more than one calendar and switch between seeing each one separately or a combined view of all your calendars.

Create an additional calendar

- 1 right-click **My Calendars** in the left-hand panel and choose **Create New Calendar**
- 2 enter a name for the new calendar and press **enter**

Show or hide calendars

- 1 in the left-hand panel, tick the boxes for the calendars you want to see or un-tick to hide
- 2 calendars are shown side-by-side



More online sussex.ac.uk/its/exchange

- 🔗 Organising calendars into groups
- 🔗 Customising your calendar

Microsoft Outlook for PC

Getting started

Your login details for Outlook are “ad_us\” followed by your normal Sussex username (e.g. ad_us\ano23) and your normal password. Please see the *Quick Start* leaflet or refer to our website for details of how to set up Outlook the first time you use it.

If your Outlook window doesn't look like the picture the first time you login, we suggest starting with a few minor adjustments to make it look more familiar.

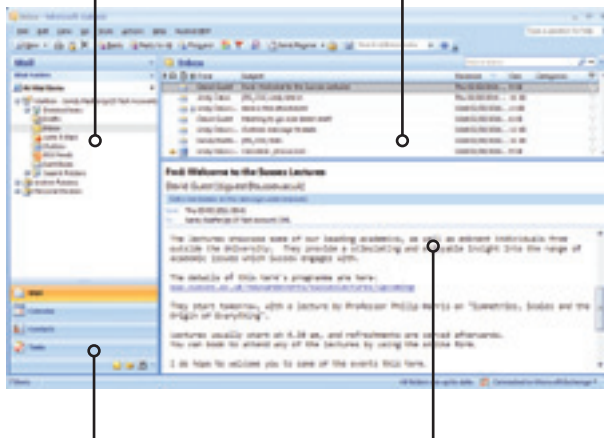
From the **View** menu:

- choose **Reading Pane** and then **Bottom**
- select **Navigation Pane** and check there is no tick next to **Favorite Folders** (if there is, click on it to deselect it)
- choose **To-Do Bar** and then **Off**
- choose **Arrange By** and then make sure there is no tick next to **Show in Groups** (and if there is, click to deselect)

These optional adjustments should make the Outlook window look like the picture on the facing page with a list of folders on the left, and your emails on the right.

Your email folders are displayed in this panel

When you click on a folder, the emails are displayed in this list



Use these buttons to switch between email and calendar

Click on an email in the list to see a preview of the message in this panel

Auto-archiving

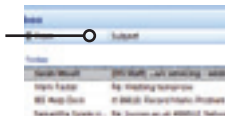
You may find that Outlook is set to auto-archive information to your local computer. We suggest turning this off to start with: go to **Tools, Options, Other** and under **Auto-Archive**, untick the box to **Auto-Archive every 14 days**.

Reading and sending emails

Read your email

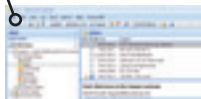
- click on an email to see a preview
- double-click to open it in a new window

To sort the message list, click on the appropriate header. Click again to reverse the order.



Send a message

- 1 click on **New**
- 2 your message will open in a window similar to Microsoft Word
- 3 enter the recipients' email addresses in the **To** and **Cc** fields
- 4 give your mail a **Subject**
- 5 type the message
- 6 click on **Send**



Set up a signature

- 1 go to **Tools** then **Options** and choose **Mail Format**
- 2 click on the **Signatures** button and then **New**
- 3 enter a name for the signature, type it into the box below and click **OK** to finish

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☞ Viewing messages in threads or groups

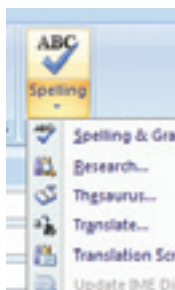
Find an address

Type the first few characters of the recipient in the **To** or **Cc** field

- if you have emailed someone from Outlook before, press enter to auto-fill the address or see a list of possible matches
- for staff at Sussex, click on **Check Names**
- when typing a new message, click on the **To** button to look up a Sussex colleague

Check spelling and grammar

- press **F7** to turn on spell-checking
- click the down arrow on the **Spelling** button for more options
- right-click on a word and look it up in the dictionary



Extras on the Options tab

- flag your message as important
- request an (optional) read receipt from recipients

Respond to a message

- **Reply** just to the sender or **Reply to all** recipients (all the addresses listed in the **To** or **Cc** fields)
- **Forward** a message to a new recipient

More online sussex.ac.uk/its/exchange

🔗 Using contact lists

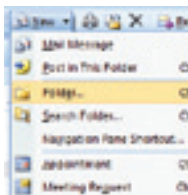
🔗 Transfer your existing address books to Outlook

Managing your mail

In Outlook your entire mail store - Inbox and other folders - is known as your **Mailbox**. A subdivision of this is known as a **Folder**.

Create a new folder

- click on the down arrow to the right of the **New** icon and select **Folder...**
- specify the type of folder you require (**Mail and Post Items**) and choose the location



Move a message into a folder

- drag it from the message list onto the appropriate folder icon

All of the emails in your folders count towards your personal mail quota. To make space for new emails, make a regular habit of deleting messages you no longer need.


*Make sure you act on warnings about your quota as you will be **unable to send or receive** until you reduce your email.*

More online sussex.ac.uk/its/exchange

- 🔗 Viewing email for group accounts
- 🔗 Delegating permissions to a colleague or assistant

Deleting messages

Delete an email

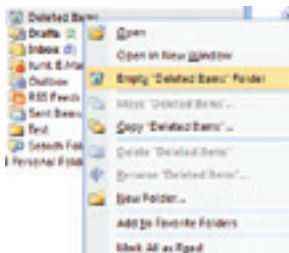
- click on the message to highlight it and then click the  in the tool bar or choose **Edit** and then **Delete**
- if you are viewing a message in a new window, click on the **Delete** button

Empty the Deleted Items folder

In Outlook, a message is moved to the **Deleted Items** folder and will stay there (and still count towards your mail quota) until you empty the folder.

To empty the folder:

- choose **Tools** from the main menu and then **Empty Deleted Items folder**



More online sussex.ac.uk/its/exchange

- 🔗 How to recover emails emptied from Deleted Items within the last 28 days

Attachments

Attachments on incoming messages are listed just above the main message.

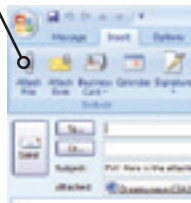


- drag into a folder on your computer to save it
- double-click to open it

Remember the *Save As Rule* - when you double-click to open, save it to your My Documents folder using **Save As** before you make any changes. Otherwise, it is saved in a temporary location and changes may be lost.

Send an attachment

- 1 click on the **Insert** tab in the Message window and then the paperclip icon
- 2 browse for the file to be inserted



The message will appear as an icon in a new **Attached** field in the message headers.

Opening the calendar

Click on the **Calendar** button

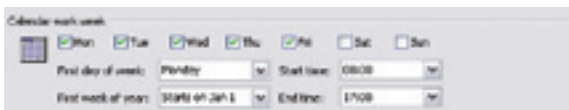


The calendar can be read in **Day**, **Work Week**, **Week** or **Month** view. Use the buttons on the standard toolbar to switch between the different calendar views.



Customise the days of your working week

- 1 from the **Tools** menu, click **Options**
- 2 on the **Preferences** tab, click **Calendar Options**
- 3 in the **Calendar work week** section, select or clear the check boxes for the days that you want to be displayed



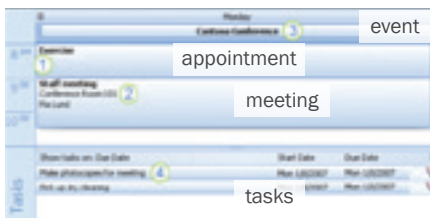
More online sussex.ac.uk/its/exchange

🔗 Using the To-Do bar for quickly navigating the calendar

Activities

You can schedule different types of activity in your Outlook calendar:

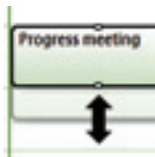
- An **appointment** is an activity that involves only you, at a scheduled time.
- A **meeting** occurs at a scheduled time, like an appointment. The difference is that you invite other people by using a meeting request that is sent via e-mail.
- An **event** is an activity that does not have a scheduled time. By default it doesn't block out time in your calendar. You can still have other entries appear in your calendar for that day.
- A **task** is an activity that involves only you, and that doesn't need a scheduled time.



Appointments and events

Create an appointment

- 1 rest the pointer over the time in your calendar and click when **Click to add appointment** appears
- 2 enter the details
- 3 click and drag the square handle to increase the time span
- 4 to make the appointment an event, double-click and tick the box for **All Day Event**



Change the details


- 1 double-click to open
- 2 edit details as required
- 3 click on **Save & Close**



Change the duration

- 1 select the appointment or event
- 2 click and drag the square handle to increase or decrease the time span

Delete an appointment or event

- 1 click once to select
- 2 click  on the toolbar or press the **Delete** key

Other actions

- To *move* an activity, click and drag to the new time in your daily view
- To *copy* it, hold down the **Ctrl** key then click and drag to the new time

Reminders

- for all new activities, a reminder is set for 15 minutes before the start
- to change it, double-click on the appointment or event and choose a reminder time

Change status to free or busy


- 1 right-click on the appointment or event and click **Show Time as**
- 2 choose the appropriate flag

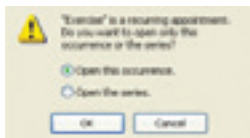
New appointments are automatically set to *busy* and events to *free*.

Categorise with colours

- 1 right-click on an appointment
- 2 choose **Categorise** and then select a colour

Create a recurring appointment

- 1 click on an appointment to select it
- 2 from the **Appointment** tab, **Options Group**, click the Recurrence icon 

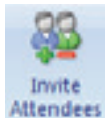


To amend a recurring appointment, double-click on it and then choose to amend the entire series or just this event.

Meetings

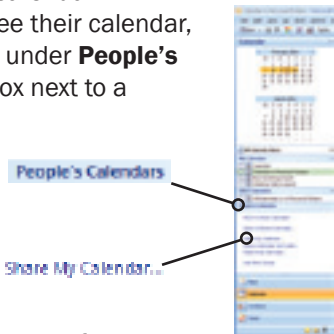
Set up a meeting

- 1 Make an appointment entering subject, location, start time, end-time and reminder
- 2 open the appointment then click **Invite Attendees**
- 3 use the **Rooms...** button if there's a calendar for the location
- 4 click on **To...** and select the attendees
- 5 click **Send** to mail the details to attendees



Viewing a colleague's calendar

If a colleague lets you see their calendar, it will appear on the left under **People's Calendars**. Check the box next to a calendar to display it.

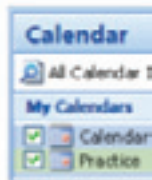


Share your calendar

- 1 select **Share My Calendar...** from the left-hand menu
- 2 choose the names by clicking on **To...**
- 3 click on **Send**

Additional calendars

Outlook enables you to have more than one calendar and switch between seeing each one separately or looking at a combined view of all of your calendars.



Create an additional calendar

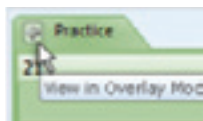
- 1 click the arrow next to **New** at the top of the window and choose **Calendar**
- 2 enter a name for the calendar in the **Create New Folder** dialog box

Show or hide calendars

- tick the boxes for the calendars you want to see or un-tick to hide

Overlay calendars

- click the **View in Overlay Mode** arrow on the calendar tab
- click the **View in Side-By-Side Mode** arrow to restore side-by-side mode



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🔗 Customising your calendar

🔗 Giving access to delegates and assistants

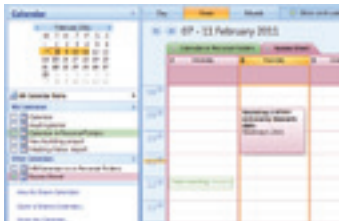
Adding your Sussex Direct calendar

If you have a teaching timetable in Sussex Direct, you can view it alongside your other calendars. Changes to the Sussex Direct timetable will automatically be reflected in Outlook.

Add a teaching timetable

- 1 in Sussex Direct, go to **Teaching**, then **Timetable** and then **Teaching Timetable**
- 2 scroll to the foot of the screen and click on **Subscribing to your Sussex Direct timetable from an external calendar**
- 3 highlight the link for your calendar and copy it
- 4 in Outlook, choose **Tools** then **Account Settings**
- 5 select the **Internet Calendars** tab and click **New**
- 6 paste your calendar link into the box and click **Add**
- 7 give your calendar a name (e.g. Teaching Timetable) and click on **OK**

After a few seconds your Sussex Direct timetable will appear under Other Calendars on the left. Tick the box to display it.



Outlook for Mac

Getting started, reading and sending emails

When you use Outlook for the first time, we suggest starting with a few minor adjustments to make the interface more familiar.

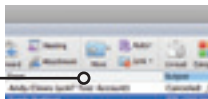
From the **View** menu:

- select **Reading Pane** and then **Below**
- ensure **Navigation Pane** is ticked
- select **Arrange By** and ensure **Show in Groups** is not ticked

Read your email

- click on an email to see a preview
- double-click to open it in a new window

To sort the message list, click on a header. Click again to reverse the order.

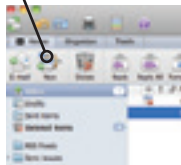


More online sussex.ac.uk/its/exchange

- 🔗 Viewing messages in threads or groups
- 🔗 Setting up a signature for outgoing messages

Send a message

- 1 click on **New** and choose **E-mail Message**
- 2 a blank message will open in a new window
- 3 enter the recipients' email addresses in the **To** and **Cc** fields
- 4 give your mail a **Subject**, type the message and click **Send**



Find an address

Type the first few characters in the **To** or **Cc** field

- if you have emailed someone from Outlook before, a list of possible names will appear while you type
- for staff at Sussex, click on the **Check Names** button at the top right of the window

Check spelling and grammar

- click on **Options** and then **Spelling** to check the spelling in your message
- hold down **Ctrl** and click on a word to look it up

Respond to a message

- **Reply** just to the sender or **Reply All** to include all recipients in your reply (all the addresses listed in the **To** or **Cc** fields)
- **Forward** a message to a new recipient

More online sussex.ac.uk/its/exchange

🔗 Using contact lists

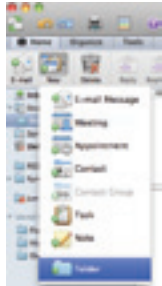
🔗 Transfer your existing address books to Outlook

Managing your mail

In Outlook your entire mail store - Inbox and other folders - is known as your **Mailbox**. A subdivision of this is known as a **Folder**.

Create a new folder

- click on the place where the new folder should be located (e.g. Inbox)
- click on the the **New** icon and select **Folder**
- type a name for your folder and press **enter**



Move a message into a folder

- drag it from the message list onto the appropriate folder icon

All of the emails in your folders count towards your personal mail quota. To make space for new emails, make a regular habit of deleting messages you no longer need.

*Make sure you act on warnings about your quota as you will be **unable to send or receive** until you reduce your email.*

Deleting messages

Delete an email

- click on the message to highlight it and then click the **Delete** button in the tool bar
- if you are viewing a message in a new window, click on the **Delete** button

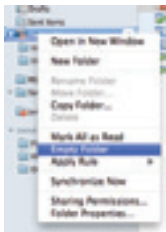


Empty the Deleted Items folder

In Outlook, a message is moved to the **Deleted Items** folder and will stay there (and still count towards your mail quota) until you empty the folder.

To empty the folder:

- click on the deleted items folder, and Ctrl+click, then choose **Empty Folder**

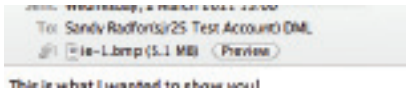


More online sussex.ac.uk/its/exchange

- 🔗 How to recover emails emptied from Deleted Items within the last 28 days

Attachments

Attachments on incoming messages are listed just above the main message.



- drag into a folder on your computer to save it
- double-click to open it
- click the **Preview** button for a quick peek inside

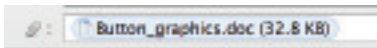
Remember the *Save As Rule* - when you double-click to open, save it to your My Documents folder using **Save As** before you make any changes. Otherwise, it is saved in a temporary location and changes may be lost.

Send an attachment

- 1 click on the **Attach** button in the Message window when you are writing a new message
- 2 browse for the file to be inserted

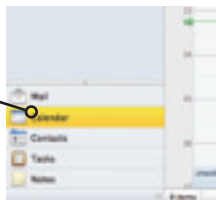


The message will appear as an icon in a new **Attached** field in the message headers.

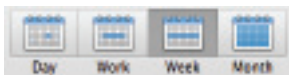


Opening the calendar

Click on the **Calendar** button



The calendar can be read in **Day**, **Work**, **Week** or **Month** view. Use the buttons on the standard toolbar to switch between the different calendar views.



Customise the days of your working week

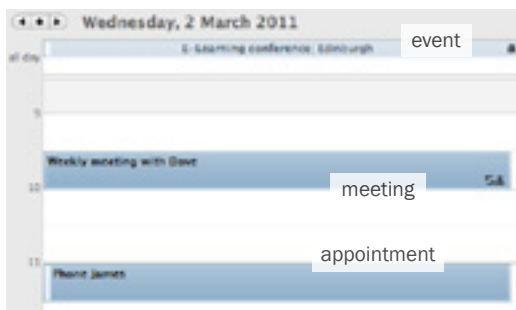
- 1 from **Outlook** in the menubar, click **Preferences**
- 2 click **Calendar**
- 3 select the days of your working week (shown in a darker shade) and your start and end times



Activities

You can schedule different types of activity in your Outlook calendar:

- An **appointment** is an activity that involves only you, at a scheduled time.
- A **meeting** occurs at a scheduled time, like an appointment. The difference is that you invite other people by using a meeting request that is sent via e-mail.
- An **event** is an activity that does not have a scheduled time. By default it doesn't block out time in your calendar. You can still have other entries appear in your calendar for that day.
- A **task** is an activity that involves only you, and that doesn't need a scheduled time.



Appointments and events

Create an appointment or event

- 1 double-click on the calendar window at the time of the appointment
- 2 enter the details for the appointment in the window that appears
- 3 to make the appointment an event, tick the box for **All Day Event**

Change the details

- 1 double-click to open
- 2 edit details as required
- 3 click on **Save & Close**



Change the duration

- 1 click the activity to highlight it, then move the cursor over the bottom or top edge of the appointment and wait for it to change shape
- 2 click and drag to change the duration

Delete an appointment or event

- 1 click once to select
- 2 click on the **Delete** button on the toolbar or press the **Delete** key

Reminders

- for all new activities, a reminder is set for 15 minutes before the start
- to change it, double-click on the appointment or event and choose a reminder time from the drop-down list in the toolbar

Change status to free or busy

Double-click on the appointment or event and change status to **Free**, **Busy**, **Tentative** or **Out of Office**.

New appointments are automatically set to *busy* and events to *free*.

Categorise with colours

- 1 right-click on an appointment
- 2 choose **Categorise** and then select a colour

Create a recurring appointment

- 1 double-click on an appointment
- 2 click the **Recurrence** button and choose the appropriate interval

To amend a recurring appointment, double-click on it and then edit the details (to change a single event) or click **Edit Series** to change all recurring events.

Meetings and calendars

Set up a meeting

- 1 Make an appointment entering subject, location, start time, end-time and reminder
- 2 open the appointment then click **Invite**
- 3 enter attendees in the **To** field as for an email message
- 4 click **Send** to invite the attendees

Sharing calendars

In the **Organize** tab, click on **Open Calendar** to view a calendar shared with you by a colleague. To share your own calendar with someone else, click **Permissions**.

Set up additional calendars

Outlook enables you to have more than one calendar and switch between seeing each one separately or looking at a combined view of all of your calendars.

- in the **Organize** tab, click on **New Calendar**
- type a name for calendar
- tick the box to display it

Apple Mail, iCal and iPhone

Setting up

Staff with Macs can use the native mail and calendaring applications to manage their staff email and calendars. Snow Leopard or later is needed - please see our website for more information on using earlier versions.

Add your account


- 1 open Mail and select **Preferences** from the main menu, then click on **Accounts**
- 2 click on the **+** button to add a new account, then put in your Sussex email address, username and password
- 3 click on **OK**

Apple Mail will obtain your details from the Sussex mail server and also set up calendar and contacts information in iCal and Address Book.

- click on **Create** to set up the account and finish

Mail will then download your mail information which could take a long time depending on the number of messages in your account.

More online sussex.ac.uk/its/exchange

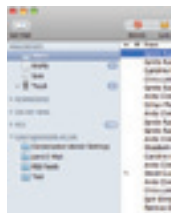
 Prevent Mail from downloading all of your messages

 Delete old Sussex accounts from Mail

Email with Apple Mail

You can read and send your Sussex email in Apple Mail and manage all of your folders.

The folders used for sending or receiving email (Inbox, Sent, Drafts and Trash) are shown in the top section of the folder list. Any additional folders which you have set up are also available but shown in the lower part of the list.



Look up addresses

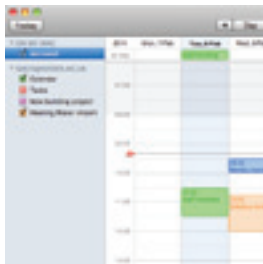
- click on **Address** to find email addresses for Sussex colleagues
- click on **All Directories** and enter a name in the search field
- when located, click on a name to highlight it and then click **To**, **Cc** or **Bcc** and add to your message



Managing your calendar with iCal

Read your Sussex calendar

- tick the boxes next to the calendars listed under your Sussex account to display them
- calendars are displayed in the main window in the selected colours



Set up a meeting or appointment

- 1 click on the calendar to select it, then double-click on the intended time to fill in the details
- 2 double-click an appointment and click **Invite attendees** to turn it into a meeting
- 3 set up an all-day event by double-clicking in the all-day section in day or week view
- 4 to set up an all-day event in the **Month** view, double-click on the day and then tick **all-day event**

Changes you make in iCal will be synchronised with the University calendar system as long as you use the calendars listed under your Sussex account.

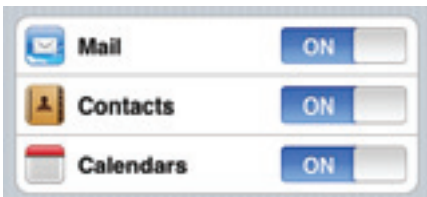
You can still use personal calendars in **On my Mac** which will not be synchronised.

Mobile phones and devices

Setting up an iPhone, iPad or iPod

Add your mail account

- 1 in **Settings**, choose **Mail, Contacts, Calendars**
- 2 tap **Add new account** and choose **Microsoft Exchange**
- 3 enter your email address and for the domain, type in **ad_us**
- 4 type in your username and password and tap **Next**
- 5 the Server name should be completed with **exchange.sussex.ac.uk** after a few seconds so tap **Next** to finish
- 6 if you wish, you can also turn on **Contacts** and **Calendars** at the same time for access to your Outlook calendar and address book and tap **Save**



If you have existing contacts or calendar entries, you will be asked if you want to keep them. If so, there is also a warning that you may have duplicate entries if the same contacts or calendars are in your Sussex accounts.

Setting up an Android phone

Add your mail account

- 1 in **Settings**, choose Accounts and Sync
- 2 tap **Add account** then **Exchange ActiveSync**
- 3 enter your email address and password
- 4 for Server address, enter **exchange.sussex.ac.uk** and **ad_us** for the domain
- 5 enter your Sussex username and password and tick the box for secure connection
- 6 turn on **Contacts** and **Calendars** at the same time for access to your Outlook calendar and the Sussex address book and tap **Finish setup**

If you don't already have a password set up on your phone, you will be asked to choose one.

Other phones

Please see our website for information on setting up other types of phone.

Other mail programs

Connection details

Most email programs are compatible with the staff mail system. There's more information on our website but the settings are given here for reference.

Connect as Exchange

Some email programs enable you to connect to an Exchange server directly with these details:

Server	exchange.sussex.ac.uk
Domain	ad_us

Connect with IMAP and SMTP

Alternatively, you can connect using IMAP to receive messages and SMTP to send:

IMAP server	imap.exchange.sussex.ac.uk
Port	993
Security	SSL encryption
Authentication	username/password

SMTP server	smtp.sussex.ac.uk
Port	587
Security	STARTTLS (same authentication as logon)

Please note POP access to email is not supported; if you need assisted access to email, please contact us (see back page for details).

Further information

Phone

Extension 8090 (01273 678090)

Email

support@sussex.ac.uk

Web

sussex.ac.uk/its/exchange

IT Service Desk

Shawcross open Monday-Friday

9am to 7pm in term time and

9am to 5.30pm in vacations

IT Services

University of Sussex

March 2011