Help Document Series: Connecting to your Exchange mailbox via Outlook 2007 from off-campus

This document will take you through setting up your Clark Exchange mailbox in Outlook 2007 from off-campus. This will allow you to access your mailbox in much the same way as you do from on-campus. You will need a computer with Windows XP or Vista, Outlook 2007, and an active internet connection. If you are using a computer that already has Outlook configured for an Exchange account (i.e. a laptop), you can use these instructions to alter your existing account to work off-campus.

Step 1
Go to the Start menu, select Control Panel, and then double-click the Mail control panel.

Step 2
The first time you use Outlook 2007 you will need to add a profile. In the window that appears, click the Add button, enter a name into the Profile Name text field (e.g. Clark Mail), and click the “OK” button.

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508-793-7745 or helpdesk@clarku.edu.
Step 3
In the Add New E-mail Account window, select the radio button next to Microsoft Exchange then click the Next button to continue.

Step 4
In the Microsoft Exchange Server: text field, type in “john.ad.clarku.edu”. Make sure the Use Cached Exchange Mode box is unchecked.

In the “User Name:” text field, type in your Clark Account username.

DO NOT click the Check Name button!

Next, click the More Settings button (you may encounter a delay before the next window appears).

Step 5
You will be prompted with an error message that Outlook could not log on. Click the OK button, and then the OK button in the Microsoft Exchange Server window that opens. The same window will now change to include more tabs.

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508-793-7745 or helpdesk@clarku.edu.
Step 6
Click the **Connection** tab and then check the box next to **Connect to Microsoft Exchange using HTTP**.

Now, click the **Exchange Proxy Settings** button to open a new window labeled **Microsoft Exchange Proxy Settings**.

Step 7
Type “exchange.clarku.edu” into the **https://** text field.

Check all the boxes and type msstd:exchange.clarku.edu in the text field under **Only connect to proxy servers**.

*Note: If this is a Clark laptop, uncheck “On fast networks…”, otherwise you will be prompted for login credentials even when on the campus network.*

Click the **OK** button to close this window, and **OK** again. Finally, click the **Next**, **Finish** and **OK** buttons.

If you have any questions, or require further assistance, please contact the ITS Help Desk at **508-793-7745** or **helpdesk@clarku.edu**.
Step 8
Launch Outlook. You will be prompted to Connect to john.ad.clarku.edu and you will need to use your Clark Account credentials to authenticate. Your Clark Account username should be entered as “CLARKU\username”, and your password is the same one you use on-campus.

Click the OK button to login and you will soon be able to access your email after it downloads from the server.