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

This document will take you through setting up your Clark Exchange mailbox in Outlook 2003 from off-campus. This will 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 2003, 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
If you have used Outlook before, you will not see this window, and should skip to Step 3.

The first time you use Outlook 2003 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 email), and click the “OK” button. Next, skip to Step 4.

If you have any questions, or require further assistance, please contact the ITS Help Desk at 508.793.7745 or helpdesk@clarku.edu.

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Step 3
Click “Email Accounts” to launch the “E-mail Accounts” wizard.

Step 4
Select the Add a new e-mail account radio button and click the Next button.

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Step 5
Now select the radio button next to the Microsoft Exchange Server option and click the Next button to continue.

Step 6
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 7
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.

Step 8
Click the Connection tab and then check the box next to Connect to my Exchange mailbox using HTTP.

Now, click the Exchange Property Settings button to open a new window labeled Exchange Property Settings.

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Step 9
First, type “exchange.clarku.edu” into the https:// text field, and then make sure to check the box next to text: Mutually authenticate the session when connecting with SSL.

In the Principle name for proxy server: text field type in “msstd:exchange.clarku.edu”.

Now, make sure the two remaining boxes (On fast networks... & On slow networks...) are checked.

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

(If you followed Step 2) Click the OK button to close the Mail control panel.

Step 10
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.

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