



IT user guide

Access ConnectMail using Entourage or Mail for Macs

Apple Macintosh OS X 10.4 - 10.6

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www.kent.ac.uk/itservices
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Check your version of OS X

Some of the instructions in this guide are aimed at specific versions of the Mac OS X operating system. To find which version of Mac OS X you are running, do the following:

1. Click the **Apple** icon in the top left of the screen and select the option, **About this Mac**.
2. On the *About This Mac* box that pops up, the version number is directly beneath the Mac OS X title.

Setup Entourage 2008 Web Services Edition

Entourage 2008 Web Services Edition is the latest version of Entourage for Apple Macs. It allows you to connect to your ConnectMail account via Exchange and access your email, calendar, contacts, tasks and notes. To upgrade to this version go to:

www.microsoft.com/downloads

Enter **Microsoft Entourage 2008 for Mac, Web Services Edition** in the search box and follow the appropriate link to the download page.

Note: During the installation process, your current Entourage 2008 identity is not imported or upgraded automatically for use with Entourage 2008, Web Services Edition. If you have an existing Entourage 2008 identity you can import this when you first launch the new version of Entourage.

Automatic configuration

1. From the menu, click **Entourage** then **Account Settings**.
2. Click **New** and type in your full email address, for example: **A.N.Other@kent.ac.uk**. Tick the checkbox labelled *My Account is on an Exchange Server* and click the **right arrow** to continue.
3. In the *Account Information* window, type **UKC** as the domain and enter your Kent IT account username and password, then click **OK**.
4. In the *Automatic Configuration Succeeded* window, click the **right arrow** to continue.
5. In the *Verify and Complete Settings* window, check the Exchange server is **<https://rpc.connect.kent.ac.uk/EWS/Exchange.asmx>** and the LDAP Server is listed as one of the choices below, :
 - **archer.ad.kent.ac.uk**
 - **knole.ad.kent.ac.uk**
 - **ada.ad.kent.ac.uk**then click the **right arrow** to continue.
6. If you are connected to the Kent network, either on campus or via the VPN service, click **Verify My Settings**, then click the **right arrow** to continue. If you are off campus click the **right arrow** to continue.
7. In the *Account name* field type **ConnectMail** and click **Finish**.

Manual configuration settings

If the above automatic configuration settings don't work for you, follow the instructions below to configure your account manually:

1. To configure an account manually, click **Entourage** then **Account Settings** from the menu.
2. In the *Accounts* window, click **New** and then click the **Configure Account Manually** button.

3. Choose **Exchange** from the *Account type* drop down list and click **OK**.
4. In the *Edit Account* window, click the **Account Settings** tab.
5. In the *Account name* field, type **ConnectMail**.
6. In the *Name* field, enter your First Name and Last Name.
7. In the *Email Address* field, type your full Kent email address, for example: **A.N.Other@kent.ac.uk**
8. In the *Authentication* section enter your Kent username in the *Account ID* field and **UKC** in the *Domain* field, then enter your Kent IT account password.
9. Click the **Advanced** tab:
 - in the *Exchange Server* field, enter: **https://rpc.connect.kent.ac.uk/EWS/Exchange.asmx**
 - tick the box: *This server requires a secure connection (SSL)*.
 - in the *LDAP server* field, enter **ad.kent.ac.uk**.
 - tick the box: *This server requires me to log in*.
 - tick the box: *This LDAP server requires a secure connection (SSL)*.
10. Click **OK** to save the settings and return to Entourage.

When Entourage runs for the first time, it synchronizes with ConnectMail, this can take a while; to view the progress, click the **Window** menu and click **Progress**.

If Entourage 2008 displays an error message about being unable to validate the LDAP server (this is used for looking up staff email addresses), this can be fixed by downloading and installing a validation certificate from:

[www.kent.ac.uk/itservices/email/connect/downloads/Computing Service Root CA.cer.zip](http://www.kent.ac.uk/itservices/email/connect/downloads/Computing%20Service%20Root%20CA.cer.zip)

Do you keep seeing autodiscover pop up messages?

If the following message appears in Entourage 2008 Web Services Edition: *Do you want to allow https://autodiscover.kent.ac.uk/autodiscover/discover.xml access to this computer* with options to allow or deny, click **Allow**.

Setup Entourage 2008

1. From the menu, click **Entourage**, then **Account Settings** or **Tools**, then **Accounts**.
2. Click **New** and click the **Configure Account Manually** button in the *Account Setup Assistant*.
3. Select **Exchange** from the *Account type* drop down list (in the *New Account* window) and click **OK**.
4. In the *Edit Account* window type the following details:
 - under the *Account settings* tab:
 - Account name: **ConnectMail**
 - Name: **your full name**
 - Email address: **username@kent.ac.uk** (eg **abc1@kent.ac.uk**, replacing **abc1** with your own username)
 - Account ID: **your Kent IT account username** (eg **abc1**)
 - Domain: **UKC**
 - Password: **your Kent IT account password**
 - Exchange server: **ent.connect.kent.ac.uk/exchange/username** (replacing username with your Kent IT account username)
 - tick the box *This DAV service requires a secure connection SSL*

- Click the **Advanced** tab and enter in the details as below:
 - Public folders server: **ent.connect.kent.ac.uk/public**
 - tick the box *This DAV service requires a secure connection (SSL)*.
 - LDAP server: **ad.kent.ac.uk**
 - untick the box *This server requires me to log in*
 - tick the box *This LDAP server requires a secure connection (SSL)*

5. Click **OK** and close the Accounts window.

The main Entourage screen appears and is now configured. Your ConnectMail account (listed as your username) should appear (top left): you may need to close Entourage and login again to gain access.

When Entourage runs for the first time, it synchronizes with ConnectMail. This can take a while; to view the progress, click the **Window** menu and click **Progress**.

If Entourage 2008 displays an error message about being unable to validate the LDAP server (this is used for looking up staff email addresses), this can be fixed by downloading and installing a validation certificate from:

[www.kent.ac.uk/itservices/email/connect/downloads/Computing Service Root CA.cer.zip](http://www.kent.ac.uk/itservices/email/connect/downloads/Computing%20Service%20Root%20CA.cer.zip)

Offsite and home use

If you don't upgrade your version of Entourage to the Web Services Edition (see instructions on page 2), you need to connect to the Kent network using the Kent VPN service to gain access to your ConnectMail account via Entourage when not on campus. Details of the VPN service are online at:

www.kent.ac.uk/itservices/home

Setup Mail for Mac

OS X 10.6

Automatic configuration

If you are using Mail for the first time: follow the on screen instructions to configure Mail. Enter the information below when requested:

If you have used Mail before: open Mail, click on the **Mail** menu, then **Preferences** and click the **+** button (bottom left) to add a new account. Follow the on screen instructions to configure Mail. Enter the information below when requested:

- Full name: **your full name**
- Email address: **username@kent.ac.uk** (eg **abc1@kent.ac.uk**, replacing **abc1** with your own username)
- User name: **your Kent IT account username** (eg **abc1**)
- Password: **your Kent IT account password**

On the final *Account Summary* screen check the information is correct and click **Create**. Mail will now synchronise with the Exchange server. This can take a while depending on the size of your mailbox. Mail activity (including synchronisation progress) can be viewed at the bottom of the left-hand menu.

Optional but recommended: click on the **Mail** menu, then **Preferences** and select the *Exchange account* in the left-hand pane. In the right-hand pane, locate the *Description* field and enter **ConnectMail** or other descriptive name for the account you have just created.

Off campus configuration

If you are configuring Mail from off campus automatic configuration will not work. Follow the steps below to manually configure your account

1. Click **Mail**, then **Preferences** and click the **+** button (bottom left).
2. Follow the on screen instructions to configure Mail. Enter the information below when requested:
 - Full name: **your full name**
 - Email address: **username@kent.ac.uk** (eg **abc1@kent.ac.uk**, replacing **abc1** with your own username)
 - User name: **your Kent IT account username** (eg **abc1**)
 - Password: **your Kent IT account password**
 - Account type: **Exchange 2007**
 - Description: **ConnectMail**
 - Incoming Mail Server: **rpc.connect.kent.ac.uk**
 - Password: **your Kent IT account password**

If required, tick the boxes labelled *Address Book contacts* and *iCal calendars*.

On the final *Account Summary* screen check the information is correct and click **Create**. Mail will now synchronise with the Exchange server. This can take a while depending on the size of your mailbox. Mail activity (including synchronisation progress) can be viewed at the bottom of the left-hand menu.

OS X 10.5

If you are using Mail for the first time: follow the on screen instructions to configure Mail. Follow the steps below to enter the appropriate details for your ConnectMail account.

If you have used Mail before: open Mail, click on the **Mail** menu, then **Preferences**, then click the **+** button (bottom left) to add a new account; then follow the steps below to enter your ConnectMail account details.

1. Enter **Incoming Mail Server** details:
 - Account type: **IMAP**
 - Incoming Mail Server: **imap.connect.kent.ac.uk**
 - enter your name and your Kent IT account details in the relevant boxes and click **Continue**.
2. Enter **Outgoing Mail Server** details:
 - Outgoing Mail Server: **smtp.kent.ac.uk**
 - tick *Only use this server*
 - tick *Use Authentication*
 - enter your name and your Kent IT account details in the relevant boxes and click **Continue**.
3. On the summary screen untick *Take account online* and click **Create**.
4. Click **Mail** (top menu) and then **Preferences**.
5. Click the **Accounts** menu button.
6. Click **Mailbox Behaviours**. Make sure your settings are configured as shown below:
 - tick *Store draft messages on this server*
 - tick *Store notes in Inbox*
 - tick *Store sent messages on server*
 - ensure the **Junk** checkbox is not ticked
 - tick *Move deleted messages into the Trash mailbox, and Store deleted messages on the server*.

7. Click **Advanced** (still in the *Accounts* menu). Make sure your settings are configured as shown below:
 - tick *Enable this account*
 - tick *Include when automatically checking for new mail*
 - in the *Keep copies of messages for offline viewing* section select **All messages and their attachments**
 - ensure the *IMAP Path Prefix* is empty
 - set *Port* to **993** and tick *Use SSL*
 - select **Password** in the *Authentication* box.
8. Click the **red X** (top left) to close the *Accounts* window. If prompted, choose to **Save the changes**.
9. Click on **Mail** (top menu), then **Mailbox, Synchronise your account name**, to download all your folders from the server. If you don't do this all you will see is your *Inbox*. This may take some time if you have a large mailbox.
10. Open your ConnectMail mailbox by clicking the small arrow next to your Kent username (in the left panel), and highlight your *Sent* folder from the list of ConnectMail folders.
11. Click **Mail** (top menu), **Mailbox, Use This Mailbox For**, and then **Sent**. Your ConnectMail *Sent* folder will now store messages sent using Mail.
12. Repeat for the *Drafts* and *Trash* folders, selecting the appropriate options.

OS X 10.4

1. Open Mail. The first time you use Mail, enter your details in the *Welcome to Mail* screen:
 - enter your name and your Kent IT account details in the relevant boxes
 - Incoming Mail Server: **imap.connect.kent.ac.uk**
 - use IMAP as the *Account Type* (this ensures your email stays on the server and is backed up. Selecting POP or any other Account Type could result in loss of emails).
 - Outgoing Mail Server: **smtp.kent.ac.uk**
2. Click **OK** to continue.
3. If you are asked to import mailboxes from another e-mail client, click **No**.
4. Click **No** from the welcome message.
5. Click on the **Mail** menu (top of screen), then **Preferences**, and click on the **Accounts** menu button.
6. Click on **Server Settings**:
 - ensure the *Use Secure Sockets Layer (SSL)* option is ticked
 - select **Password** from the *Authentication* drop down list (click the arrows at the end of the box).
 - enter your Kent IT account details. Click **OK**.
7. Click **Special Mailboxes** and ensure these settings are selected:
 - *Drafts* section: tick the *Store draft messages on the server* box.
 - *Sent* section: tick the *Store sent messages on the server* box, and choose **Never** from the drop-down list for *Delete sent messages when*.
 - *Junk* section: no tick; choose **Never** from the drop down list.
 - *Trash* section: tick both options and choose **Never** from the *Permanently erase deleted messages on the server when*.
8. Click **Advanced** and ensure these settings are selected:
 - tick *Enable this account*.
 - tick *Include when automatically checking for new mail*.
 - select **All messages and their attachments** in the *Keep copies of messages for offline viewing* section.

- no tick in the *Automatically synchronize changed mailboxes* section.
 - set *Port* to **993** and tick *Use SSL*
 - select **Password** in the *Authentication* drop down box.
9. Click on the **+** button in the bottom left of the window to add a new account.
 10. Close the *Accounts* window (click the red cross, top left of the window), and **Save** the changes.
 11. Highlight your *Sent* folder from the list of ConnectMail folders in the left-hand side of *Mail* window.
 12. Click **Mail** (top menu), **Mailbox, Use This Mailbox For**, and then **Sent**. Your ConnectMail *Sent* folder will now store messages sent using Mail.
 13. Repeat for the *Drafts* and *Trash* folders, selecting the appropriate options.

Help and support

Telephone, email and online help

- Email: helpdesk@kent.ac.uk
- Phone: (01227 82) 4888
- Online: www.kent.ac.uk/itservices/help

Canterbury

- IT and Library Support Desk, Level 2 Centre, Templeman Library
- Welcome Desk, main entrance, Templeman Library

Medway and Tonbridge

- IT Helpdesk, Drill Hall Library
- Service desk, Tonbridge Library